

SPRINGFIELD-BRANSON NATIONAL AIRPORT

Irregular Operations (IROPS) Contingency Plan

STANDARD OPERATING PROCEDURES

ASSISTANCE TO AIRCRAFT OPERATORS DURING IRREGULAR OPERATIONS

Irregular Operations (IROPS) Contingency Plan

Springfield-Branson National Airport has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Dave Schaumburg, CM at dschaumburg@flyspringfield.com. Springfield-Branson National Airport is filing this plan with the Department of Transportation because (1) it is a commercial airport or (2) this airport may be used by an air carrier described in USC 42301(a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable,

Springfield-Branson National Airport will:

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs & Border Protection (CBP).

Springfield-Branson National Airport will provide public access to its Tarmac Delay Contingency Plan by posting in a conspicuous location on the Airport's website. (<http://flyspringfield.com>)

Airport Information

Name of Airport: Springfield-Branson National Airport (SGF)

Name and title of person preparing the plan: David Schaumburg, AAE, Assistant Director of Aviation

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Airport Category: Large Hub Medium Hub Small Hub X Non Hub

The FAA Modernization and Reform Act of 2012 requires that U.S. carriers that operate scheduled passenger service or public charter service using aircraft with a design capacity of 30 or more seats, and operators of large, medium and small hub or non-hub airports submit a contingency plan for lengthy tarmac delays to the Department of Transportation. Springfield-Branson National Airport is a small hub airport and currently has 3 network carriers and 1 low cost carrier. These carriers fly to 14 destinations and 5 of the major hubs such as, DFW, Chicago, Charlotte, Atlanta, Denver and LAX.

Springfield-Branson National Airport has developed a contingency plan for irregular operations (IROPS). IROPS are events that disrupt flight schedules and negatively affect the normal flow of passengers both through our facility as well as the national air traffic system. Irregular Operations may be a result of aircraft holdovers, single or multiple aircraft diversions, medical emergencies, mechanical problems, weather, national airspace issues and airport closures.

The purpose of this plan is to establish a contingency plan to better assist and provide guidance to the airlines, airports, government agencies and other aviation providers in a coordinated joint response to ensure that the passenger needs are identified and addressed in a timely manner during lengthy ground delays. The following plan will identify both individual plans as well as collaborative efforts by the airport, airlines, and other agencies to minimize the impact of lengthy ground delays for the passengers as well as provide a working document that identifies the core passenger needs during such an event.

This plan describes how Springfield-Branson National Airport will interact and collaborate with our tenants during lengthy tarmac delays. The following are the core bullet points identified by the Department of Transportation that must be addressed in this plan.

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs & Border Protection (CBP).

The key to any event that occurs at the airport is to create a communication channel between the agencies. The key component to for this plan is to mitigate lengthy ground delays; therefore, it is vital that the airport recognizes the event and establishes a

communication chain between the airlines, government agencies and additional aviation service providers.

It is this policy of the Springfield-Branson National Airport to provide the highest level of customer service possible during irregular operations. This policy is not intended to relieve the airlines from their requirement but to assist their passengers during an irregular operations event. In the event of lengthy delays, in the terminal or onboard an aircraft, Springfield-Branson National Airport will assist with the airlines to provide the basic needs and security at the highest level of service possible for the duration of the event.

The key to a successful outcome is to have an effective communication channel flowing between the airport, airlines, ATC, Government agencies and other stakeholders at the airport.

Causes of Lengthy Ground Delays

A vast majority of lengthy ground delays are caused by the following:

- Events that occur at other locations that we have no direct control over;
- Unplanned events such as weather, equipment and/or utility disruption in the air transportation system; and
- Air Carrier diversions not associated with either weather or disruptions.
- Even though delays may have common causes, the nature of the specific delay may be quite different; this plan should enable flexibility built into our responses to the different situations.

Understanding Passenger Needs

- The needs of the passengers during a lengthy delay may vary, depending whether passengers in the terminal building or onboard an aircraft. By understanding these needs and collaborative efforts between the stakeholders, we can provide the necessary needs to the passengers.
- The following are the core needs of the passengers that may be affected by an onboard ground delay.
 - Keep the passengers informed on the status of the flights and/or delays, in real time, to passengers in the terminal building or onboard an aircraft.
 - Ensure that the passengers have available the ability to get food and beverages.

- Lavatory facilities are available, to include supplies or the availability of infant supplies.
 - Special services, as required, such as availability to access medication for the passengers and any other special need services that may arise.
- These needs vary slightly when the delay is for passengers in a terminal building. They are as follows:
 - Ensure the passengers are informed with current flight information.
 - Ensure that communication is flowing between all of the stakeholders, to include the passengers.
 - Coordinate with the retail shops in the terminal to ensure that they assist with food and beverages.
 - Assist with off airport transportation and lodging if needed.

Communication Capabilities:

Springfield-Branson National airport has numerous conference rooms that can accommodate conference calls to the stakeholders as well as Governmental agencies, if needed. The Airport Operations Center (AOC) in the Airport Administration's Office is actively staffed 7 days/week from 0500-0000.

If the event is escalated to or beyond the 3 hours deadline the AOC agents will begin monitoring the event utilizing the incident command structure. Agencies that will be located in the AOC will be the airport, airlines, Governmental agencies, and other stakeholders that are deemed necessary to assist with the event.

Frequent and timely communication with the passengers and other affected parties (meeters and greeters) is the key to handling any lengthy delay whether its passengers in the terminal or an onboard delay. It is vital that the airlines provide adequate communication to the airport when a possible delay program could affect the airport from either delays originating from the airport or causes outside of our immediate area.

In addition, to prior notification, it is essential that we continue the communication flow with the airlines to ensure that the appropriate preparations and supplies can be made available to the passengers.

Technology:

We have several FIDS located throughout the terminal. This system is fed through OAG which allows real time flight status updates. In addition, the airlines have the ability to manually input changes as they occur. In addition, the airport has a public announce system that can be operated at the airlines ticket counters, gate podiums and in the AOC. Our existing technology will allow the airport to give the passengers current information as we get it from the airlines.

Airport Facility:

Springfield-Branson National Airport's Terminal consists of approximately 275,000 sq. ft., with approximately 675,000 sq. ft., of aircraft parking. The terminal consists of a gift shop, restaurants on both the sterile and non-sterile side of the terminal and 10 passenger loading bridges with the ability to park 14 aircraft. All of the gates are fully controlled by the airport and are not operated exclusively by the airlines. The airport will work closely with the airlines if additional gates are needed to de-plane an aircraft at the terminal. The gates at Springfield-Branson National Airport are operated under common use; therefore, if an unscheduled aircraft arrives, SGF will assign a gate or ground load the passengers if necessary.

Ground Service Equipment:

SGF is served by four air carriers (Allegiant, American, Delta, and United) that own several pieces of equipment, such as, portable stairs, lavatory carts, conveyor belts, tugs and ground power units.

West Kearney Complex:

The West Terminal Complex is located east of the Main Terminal. The Airport has approximately 575,000 square feet of additional parking area located adjacent to the West Kearney Complex capable of accommodating overflow parking in case of diversions.

U.S Customs:

The primary locations for holding an International diversion will be either in the Terminal Building for passenger count exceeding 25, or in the CBP Facility in the West Kearney Complex for 25 or less passengers. Coordination will be made with local CBP officials to develop procedures that will allow International passengers who have not yet cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent practicable.

If the passengers are to be segregated from the other passengers, security will be maintained by a combination of CBP Officers, ICE Agents, Airport Police, TSA officers and the Airlines (if involved).

PROCEDURES:

Aircraft Holdouts/Holdovers

AOC will constantly monitor the conditions at Springfield-Branson National Airport and at other major national hubs to determine the likelihood of an irregular operational event occurring. Aircraft on the field will be monitored to determine if there are any long holdouts and holdovers. Updates may come from monitoring ATC ground frequency or via phone call from local ATC.

1.5 Hours:

If it is determined that a loaded aircraft has been parked off of the gate for more than one hour and 30 minutes, the Operations Manager will contact the airline and offer the assistance of the airport. The Operations Manager will notify the Assistant Director of Aviation-Operations, Police Supervisor or the Airport Police department after hours, Airport PIO, and the badging officer.

The Operations Manager will coordinate and assist with airport resources as requested, required and appropriate. The AOC agents will assist the airlines to determine the ground transportation needs and the status of the hotel rooms available in the city.

If the aircraft operator intends to continue with the on-board delay due to unexpected delays within 3 hours, the airport will assist the operator with the food and water requirements in accordance with 14 CFR 259.

2.5 Hours:

If the aircraft remains parked off of the gate for two and a half hours or more, the Operations Manager will notify the Assistant Director of Aviation-Operations and the Director of Aviation, and establish a unified command with the airport Police Supervisor, Assistant Director of Aviation-Operations, AOC and the airport PIO. In addition, a representative of the airline will be requested to join the incident command and coordinate with the airline or the pilot in command to facilitate the airlines contingency plan to unload the passengers. ARFF will be staged on the ramp during the duration of the event.

The first option is to always taxi or tow the aircraft to an available gate. An alternate solution would be to de-plane the aircraft using portable stairs and transport the passengers to the terminal building via busses. The airlines will be responsible to arrange and coordinate the staging of the busses at the aircraft prior to deplaning the aircraft.

The AOC agents will be documenting the activities of the irregular operations event.

The airport will assist and coordinate with the airlines to determine the status of the passengers once they are returned to the terminal. If passengers are going to be stranded in the terminal, determine how long and take appropriate actions as noted in the procedures below.

Aircraft Holdouts/Holdovers (International)

The same provisions outlined above apply to International departures and arrivals. With the exception of the self-imposed duration of an outbound delay before ability to deplane is facilitated. (Most carriers have designated 4 hours for these instances) If Springfield-Branson National Airport has International Irregular Operations, verify that U.S. Customs are notified.

Aircraft Diversions and/or Airport/Airspace Closures:

The AOC agent will constantly monitor the conditions at Springfield-Branson National Airport and other major national hubs to determine the likelihood of an irregular operational event occurring. The terminal and the aircraft on the airfield will be monitored by the AOC to determine if there are any diversions, long term delays or airport closures that will have an impact on either gate availability and/or available ramp space.

Airport Operations Manager

In the event there are aircraft diversions and/or major long-term airport/airspace delays the Operations Manager will do the following:

- Notify the Assistant Director of Aviation-Operations and other appropriate notifications.
- Assign AOC to document the event.
- Determine the nature and length of the event.
- Determine as accurately as possible, the number of inbound diversions and outbound cancellations.
- Determine if U.S. Customs will be needed.

- Develop a plan for aircraft parking, determine what gates will be available. (Available gates, ramp space if remaining overnight, etc.). Consider calling in additional staff if needed.
- Coordinate with the airport police supervisor to assist in crowd control if necessary.
- The airlines have a variety of ground support equipment that can be used in the event of a lengthy delay. If it has been decided to deplane the aircraft the airport can assist in coordinating the necessary equipment, to include but not limited to, portable stairs, conveyor belts, lavatory cart and an air start. The airlines must coordinate with the airport to establish if there is adequate gate space available to deplane at the terminal or to deplane the aircraft via portable stairs.
- Coordinate with TSA for possible impacts on screening points and the ability to provide TSA personnel to help with the crowds.
- Coordinate with the airlines and AOC for hotel arrangements and transportation offering assistance to the airline handling the diversion. If hotel arrangements cannot be made, determine how passengers will be spending the night and issue blankets to the passengers as required and appropriate. Coordinate an appropriate location and security for sleeping passengers. If appropriate, coordinate with the airport restaurant concessionaire to extend restaurant hours to accommodate the crowds.
- Keep accurate records. Working with the aircraft operator(s), continually update delays and passenger information. Keep the AOC and the airport PIO informed on the status of the passengers and the flights.

Assistant Director of Aviation-Operations

Upon notification the Assistant Director of Aviation-Operations will do the following:

- Respond to the airport.
- Insure all notifications have been accomplished.
- Contact the Director of Aviation.

Airport Police Supervisor

The Airport Police Supervisor will do the following:

- Report to the AOC.
- As requested and appropriate, assign police officers to the arriving gate(s), ticket counter(s) and concourse areas to provide security, handle possible irate passengers and/or crowd control.
- As the event dictates consider calling in additional police officers.

Airport Operations Center Agent:

The AOC Agent will do the following:

- Report to the AOC.
- Maintain an updated list of hotel rooms available in the city.
- Assist the airlines, (if involved) with coordinating buses and hotel rooms if necessary.
- Provide additional personnel (administrative staff) as requested to help with customer service in the terminal.
- Coordinate transportation in collaboration with the airlines to the hotels as required.
- Consider calling in additional administrative staff as required.

ARFF Coordinator:

- Report to the AOC.
- Provide emergency medical services support and first aid as needed.
- Have ARFF stage on the ramp to provide medical assistance if necessary.