

HATTIESBURG-LAUREL REGIONAL

AIRPORT AUTHORITY

IROPS CONTINGENCY PLAN

May 11, 2012

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INTRODUCTION

Purpose

This document provides the coordinated IROPS Contingency Plan for Hattiesburg-Laurel Regional Airport Authority. It was developed by the Airport's IROPS Contingency Response Committee under the sponsorship of Airport Operations. Membership in Hattiesburg-Laurel Regional Airport's IROPS Contingency Response Committee comprises representatives from each of Hattiesburg-Laurel Regional Airport's aviation service providers. The committee recognizes that individual plans and a coordinated effort by the airline, airport, government agencies and other aviation service providers is essential to successfully minimizing the impact of IROPS events on passengers. This coordinated contingency management plan provides a common point of focus for Hattiesburg-Laurel Regional Airport's coordinated response to IROPS events.

The emphasis for this plan is the identification and documentation of areas of contingency activities of Hattiesburg-Laurel Regional Airport's aviation service providers that require support from one or more service provider organizations. The plan format follows the recommendations provided in *ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning*.

Hattiesburg-Laurel Regional Airport Authority has recognized the importance of the guidance provided by the U.S. Department of Transportation (DOT) and its *Model Contingency Plans to Deal with Lengthy Onboard Ground Delays*. To this end, a compliance matrix is provided in Appendix A to relate specific sections of the Model Contingency Plan to those of this document. Since the Hattiesburg-Laurel Regional Airport is a one carrier, origin airport, passengers will be sent back home, transported to another airport or hotel.

Use of Terms

The following is a list of terms and definitions used throughout this Model Plan and associated topic worksheets. See the glossary contained in *ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning* for additional terms and definitions.

Irregular Operations (IROPS) – Exceptional events that require actions and/or capabilities beyond those considered usual by aviation service providers. Generally speaking, an impact of these events is the occurrence of passengers experiencing delays, often in unexpected locations for an undetermined amount of time. Examples include extreme weather events (such as snowstorms, hurricanes, tornados), geological events (such as earthquakes, volcanoes), and other events (such as power outages or security breaches).

Passengers – Includes people traveling, service animals in the cabin, and live cargo onboard aircraft and in the terminal area.

Customers – Includes both passengers and other non-aviation service personnel such as meeters and greeters who are in the terminal area.

HLRAA – Hattiesburg-Laurel Regional Airport Authority.

FAA – Federal Aviation Administration – Please note that for the purposes of this guidebook, references to the FAA include all forms of air traffic control (ATC) services.

CBP – Customs and Border Protection

TSA – Transportation Security Administration

Service Providers – All entities at an airport that provide services for customers and passengers including but not limited to: airports, airlines, concessionaires, ground transportation agencies, government agencies, fixed base operators (FBO), overnight accommodations, emergency response, military (if joint-use facility), and diversion airports.

Passenger Needs

Needs of passengers, both on board aircraft on the ground or in the airport terminal during lengthy delay or other IROPS events, vary and normally require the attention of more than one party to be met. By understanding the needs of passengers during such delays, HLRAA, diversion airports, airlines, government agencies, and other aviation service providers can take appropriate steps to anticipate and address such needs.

Causes of IROPS Events

Causes of IROPS events can include a number of conditions such as extreme weather, geological events, reduction of airport facility capacity, aircraft mechanical problems, and labor issues. The impacts of IROPS events include flight delays, cancellations, and diversions resulting in potentially adverse impacts on passengers and other airport customers. In addition to impacts on passengers, IROPS events also have an impact on airport operations. As noted in the guidebook, there are four phases of impact during an IROPS event that must be planned for:

- Surge
- Capacity
- Off-hours
- Extended stay

Each IROPS event is unique, and airlines, diversion airports, government agencies and other aviation service providers will benefit from the HLRAA IROPS Contingency Plan accounting for diverse IROPS characteristics by adapting to changing conditions.

Planning for Contingency Response

The purpose of the HLRAA IROPS response management process is to identify and document actions requiring coordination between two or more aviation service providers. Joint actions are identified that reflect both current individual contingency plans and areas of recommended communication, collaboration, and coordination between service providers.

CHAPTER 1 – EXECUTIVE BUY-IN/GET ORGANIZED

Activities described in this chapter provide for:

- The establishment of the HLRAA IROPS Contingency Response Committee
- Establishment of 24/7 contact/notification list
- Documentation of procedures with airlines, government agencies, and support organizations
- Conducting workshops and training (including table-top exercises)

1.1 Establishing an IROPS Contingency Response Committee

The HLRAA IROPS Contingency Response Committee has been established following the guidelines of the DOT’s Model Contingency Plan. HLRAA’s Executive Director provides the sponsorship and designates the chairperson of the committee.

The goal of the committee is to establish and enhance contingency plans through collaborative decision making. This will ensure that actions result in a unified level of customer care across all HLRAA aviation service providers during IROPS events. The committee has four main responsibilities:

- **KNOW:** *What do we need to accomplish?*
- **ACT:** *How do we partner for success?*
- **CONFIRM:** *Did we do what we said?*
- **IMPROVE:** *Are we communicating our lessons learned to continually advance our response to IROPS events?*

Members of the HLRAA IROPS Contingency Response Committee include representatives of all local aviation and customer service provider organizations. Organizations and representatives are shown in the IROPS Contingency Response Committee table along with their 24/7 contact and notification information.

| Agency | Contact | Telephone # |
|---|-------------------------------------|--|
| Hattiesburg-Laurel Regional Airport Authority | Tom Heanue, Executive Director | 601-545-3111, Ext 11 601-583-1976, Home 601-270-3133, Cell |
| Delta Airlines | Kevin Clearman Brian Jones | 601-544-0604 601-880-3423, Cell/Home 601-212-4877, Cell/Home |
| TSA | Vernon Leggette | 601-584-9891 601-595-1274, Home 601-270-8181, Cell |
| FBO – US Aviation | Bill Robinson Daniel Jackson | 601-544-0951 601-818-1039, Cell/Home 601-270-0901, Cell |
| Hertz Rent-A-Car | John Dees | 601-544-4914 601-319-3390, Cell |

CHAPTER 2 – DOCUMENT CURRENT SITUATION

The IROPS data collection activities focus on:

- Reviewing existing IROPS response plans from service providers, including airlines, government agencies, and support organizations
- Local IROPS event history
- Local customer needs
- Local tracking of delayed aircraft
- Local trigger events and communications plans
- Local support for passengers on board, being deplaned, and in-terminal
- Local tracking of inventory
- Local skills availability

2.1 Reviewing Existing IROPS Response Plans

It is recognized the HLRAA’s organizations may have their own plans for response to IROPS events. It is also recognized that United States DOT’s rules on enhancing airline passenger protections (14 CFR Part 259 – *Enhanced Protection for Airline Passengers*) requires air carriers to adopt tarmac delay contingency plans and coordinate those plans with airports. The purpose of this section is to identify the several IROPS plans of local airlines, airport operations and FBO organizations as they relate to areas of coordination between organizations.

The Review Existing IROPS Response Plans table describes both formal and informal understandings of coordination between these organizations, as well as individual organization Standard Operations Procedures (SOPs) related to IROPS response. Descriptions of procedures with concessions, ground transportation, and government agencies (TSA) are found in Sections 3.1.1 through 3.1.5 of this plan.

| Topic | Airport | Airline | FBO | TSA | Ground Transportation |
|------------------------------|---------|---------|-----|-----|-----------------------|
| Review Existing Agency Plans | X | X | | X | |
| Review IROPS History | X | X | X | X | X |
| Identify Customer Needs | X | X | X | X | X |
| Tracking of Delayed Aircraft | | X | X | | |
| Review Trigger Events | X | X | | X | |
| Review Communications Plan | X | X | X | X | X |
| Passenger Support | X | X | | X | X |
| Tracking Inventory | | X | | | |
| Skills Available | | | | | |

2.3 Passenger Needs During an IROPS Event

The Passenger Needs table focuses on needs of passengers and other customers during IROPS events, with special focus provided for special needs passengers. The needs analysis is provided by consideration of general information of customer needs during IROPS events.

Passenger Needs

| Need | Description |
|---|---|
| Means for Deplaning | The airline will provide for use of the on-board airline stairs for passenger deplaning. The airport/FBO does have available adjustable airline stairs for use, when needed |
| Accessible Facilities & Services | |
| Boarding Assistance using Mechanical Lifts, Ramps and other Devices | An adjustable handicap accessible loading ramp is available for use by airlines for the deplaning of handicap passengers. |
| Special-needs Passenger Considerations | The airline has available a wheelchair for use by handicapped passengers. The airport's first aid office is equipped with oxygen for passenger use. |

2.4 Tracking of Delayed Aircraft

The Tracking Delayed Aircraft table describes HLRAA's processes providing accurate, complete and timely information in regard to expected flight delays including diversions. These processes describe local situations as they develop, including both flight delays and delayed aircraft on the ground.

Tracking Delayed Aircraft

| Organization | Description |
|--|--|
| Airline | Tracks delays through their company dispatch and relays those delays directly to HLRAA, TSA and FBO. |
| Airport, FBO, TSA, Ground Transportation | As an uncontrolled field, all agencies rely on communications of delayed aircraft directly from the airline. |

2.5 Trigger Events and Communications Plans

Effective response to an evolving IROPS event depends on timely shared situational awareness among all aviation service providers. Relevant IROPS information includes the early identification of a potential IROPS situation and the evolving IROPS condition as the event evolves.

Key elements of communication during an IROPS event require coordinated IROPS response actions by airport operations, the airline, and by affected diversion airports to track and share aircraft status both in-air and on-ground. Based on the situational need,

additional communications among other organizations such as the TSA and ground transportation may also be required.

The Trigger Events and Communication Plans table describes shared information, including aircraft delay tracking performed by airline, HLRAA and diversion airports.

Trigger Events and Communications

| Trigger Event | Responsible Party | Communication Method | Comments |
|-----------------------|--------------------------|-----------------------------|---|
| National Weather | Airline | Telephone or E-mail | Will monitor, through dispatch, National Weather Service & local AWOS of weather conditions. |
| Crewmember Planning | Airline | Telephone or E-mail | Will notify passengers, as soon as possible of delays for crew issues. |
| Airfield Situation | Airport | Telephone, e-mail or NOTAM | Will notify airline of airfield conditions that may affect flight delays or diversions. |
| Passenger Disposition | Airline – Airport – TSA | Telephone or e-mail | Will contact appropriate agency to handle the situation, i.e., law enforcement or medical emergency |

2.6 Support for Passengers

The key goal of the HLRAA IROPS plan is to ensure focus on coordinated support of passengers and other customers during an IROPS event. Three areas of coordination recognize U.S. Congressional concerns for the provision of:

- Support for deplaning of passengers from aircraft
- Sharing of facilities, including making gates available
- Having a sterile area available for passengers, including those who have not yet cleared CBP.

The Support for Passengers table describes passenger coordinated support for passengers at airports while they are on board aircraft, during their deplaning (especially from remote parking areas), in the terminal and when they need ground transportation.

Support for Passengers

| Passenger Location | Service Provider | Description |
|-------------------------------|------------------|---|
| On-Board Aircraft | Airline | Will have crew assess food, water, lavatories, mood, medical needs, etc and make decision to return to gate. |
| Deplaning Aircraft | Airline | Will coordinate with airport and TSA for the deplaning of passengers into the properly designated area. |
| Terminal | Airline/Airport | Will provide for adequate access to restrooms and concessions as needed. |
| Extended Delay Accommodations | Airline | Will provide for overnight stay in terminal and/or transportation to local hotel as needed. |
| Other | Airline | Will support special-needs passengers; will coordinate with TSA in sterile area for passengers who have not yet cleared CBP (until arrival of CBP personnel); will coordinate with TSA for accommodating passengers needing to leave screened area. |

2.7 Tracking Inventory

This section describes guidance for planning and developing procedures across local organizations identifying resources (equipment and supplies) held by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another HLRAA organization during an IROPS event.

Descriptions of understandings of planned coordination related to sharing of resources are listed in Section 2.1 – Reviewing Existing IROPS Response Plans. The Tracking Resource Inventory table describes specific categories of resources that have been identified as being available for shared use:

Tracking Resource Inventory

| Organization | Inventory Item | Description |
|-----------------------|--------------------------|--|
| Airline | Handicap Lift | Adjustable to various aircraft types |
| | Commute-a-Walk | Available for deplaning passengers during weather events |
| Airport | Concession Machines | Available for drinks and snacks during IROPS event |
| FBO | Airline Stairs | Adjustable to various aircraft types |
| Ground Transportation | Vehicles | Rental cars (on- and off-site) and taxi services available to passengers experiencing delays |
| Airline | Overnight Accommodations | Local hotels, churches (during hurricanes) or Red Cross |
| Airline/Airport | Emergency Response | Airport Fire/First Responders, local Sheriff's Dept and local EMT available for emergencies. |

2.8 Skills Availability

This section describes guidance for planning and developing procedures across local organizations identifying categories of skilled personnel employed by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another HLRAA organization during an IROPS event.

Descriptions of understandings of planned coordination related to sharing of skilled staff are listed in Section 2.1 – Reviewing Existing IROPS Response Plans. The Skills Availability table describes specific categories of skilled personnel, which have been identified as being available for shared use.

Skills Availability

| Organization | Skill | Description |
|--------------|-------|--|
| | | There are no additional skills beyond those listed above available at HLRAA. |

CHAPTER 3 – ESTABLISH PROCEDURES TO COOPERATE

The following sections document the establishment of operating procedures with service providers (e.g., airlines, TSA, ground transportation) for use during IROPS events.

3.1 Cooperation Procedures

There are a group of service providers that are considered to be typically found at airports that are vital in local IROPS planning efforts. Coordination with these entities (identified in the following sections) is critical in order to establish procedures that will be followed during an IROPS event.

3.1.1 Airlines

It is recognized that the DOT has issued a rulemaking that requires airlines to adopt tarmac delay contingency plans and coordinate them with both scheduled airports they serve and their diversion airports. The Establish Procedures with Airlines table describes airline procedures specific to IROPS events for each airline operating out of the airport. Appendix B contains copies of specific airline procedures and tarmac delay contingency plans on file.

Procedures with Airlines

| Organization | Contact Name | Local Agreements |
|-----------------------------------|-------------------------------|--|
| Delta Airlines/ Regional Elite | Kevin Clearman Brian Jones | Will provide timely notification of the airline's decision to divert flights scheduled to arrive at HLRAA or the decision to divert flights to another airport; will assist passengers; will assist passengers with ground transportation as necessary. |
| HLRAA | Tom Heanue | Will ensure that the runway is clear for diversions that may be low on fuel and maintain the ability to safely park aircraft; will assist passengers; will ensure availability of snacks, water and restroom facilities; will ensure that passengers have adequate access to the buildings; will maintain passenger handicap access equipment. |

3.1.2 FAA

There are no FAA personnel at HLRAA.

3.1.3 CBP

HLRAA does not have a CBP Federal Inspection Station (FIS). In the event of a diverted international or precleared flight to HLRAA, coordination will be made with TSA and the

nearest CBP office to permit deplaning of passengers in the event of extended delays in accordance with the procedures below:

- Passengers will be deplaned into the HLRAA's sterile area and monitored by TSA personnel until such time as off-site CBP personnel arrive.
- Passengers will have access to restrooms in the secure area.
- The airport and airline have responsibility for providing food and water to passengers while maintaining the sterility of the secure area.
- Validate passenger information through law enforcement databases as applicable.
- Ensure security at the gate/airport to ensure passengers remain on board, or if deplaned, remain in the sterile area while awaiting CBP processing and clearance.
- If a passenger refuses to comply with the instructions to remain in the secured area pending CBP inspection or reboarding in lieu of CBP processing and unlawfully enters the United States without inspection, they may be subject to civil penalty and/or adverse action depending on their citizenship status.
- Responding CBP officers shall determine if there is regulated garbage on board the aircraft for a partially cleared diverted aircraft. CBP officers will, in coordination with the destination airport, initiate a CBP Form AI 250 to control the movement of regulated garbage to the destination airport for a partially cleared diverted flight.

3.1.4 TSA

It is recognized that the Department of Homeland Security has issued procedures to TSA Federal Security Directors concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

The TSA is responsible for ensuring that plans are in place to have designated checkpoints opened late/early and adequately staffed to support various IROPS events.

The Establish Procedures with TSA table describes HLRAA TSA procedures specific to IROPS events. Appendix B contains copies of specific procedures with the TSA.

Establish Procedures with TSA

- If passengers are deplaned into a sterile area and remain in the sterile area, they may be reboarded without additional screening.
- The HLRAA or the airline may establish a sterile area without TSA presence using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.
- Procedures may be established to allow for the escorting of passengers outside of the sterile areas, such as to vending machines, and then returning to the sterile area without TSA screening outside of normal TSA operating hours.

3.1.5 Concessions

Limited concessions at HLRAA are provided through vending machines under the direct control of HLRAA. A soft drink vending machine is located in the sterile area, however, the snack machine is located in a non-sterile area of the airport.

3.1.6 Ground Transportation

Since HLRAA is a small origin/destination airport, passengers can return to their own vehicles, call for transportation or contact the on-site car rental agency for transportation during IROPS events.

3.2 Other providers to Consider

Above and beyond the service providers identified in the previous section, several other entities should be coordinated with, as appropriate to HLRAA. The list below highlights some of these service providers that should be considered when establishing procedures to follow during IROPS events.

- Alternate transportation providers (bus companies and off-site rental car agencies)
- Overnight accommodations (nearby hotels)
- Military installations (Camp Shelby)
- FBO (U. S. Aviation FBO Services, LLC)
- Off-site restaurants
- Emergency response (LEO, volunteer fire departments, EMT)
- Red Cross
- FEMA
- Special needs service providers (additional wheelchairs, oxygen, etc.)

CHAPTER 4 – REVIEW, UPDATE AND TRAINING

The HLRAA IROPS Plan should be updated periodically throughout the year with improved practices, procedures and coordinated response. In order for this to happen, the IROPS Contingency Response Committee should host coordination workshops and training at least a couple times annually.

4.1 IROPS Coordination Workshops

Periodic IROPS coordination workshops are held at HLRAA providing a common format and venue for periodic review and confirmation/update of local IROPS plans. The HLRAA will determine the frequency and specific agenda for these meetings, as appropriate.

The goals of the IROPS coordination workshop are threefold:

- To explain why planning for mitigating the effects of IROPS events on passengers is critical.
- To allow participants to identify areas during lengthy delays that could benefit from increased coordination.
- To allow airport participants to have an opportunity to buy into the planning process for mitigating effects of IROPS events on passenger service by having their individual concerns made a part of the coordination process.

The IROPS Coordination Workshop table describes HLRAA’s plans for holding these workshops. Appendix B will contain copies of previous workshop summaries that can be referenced.

IROPS Coordination Workshop

| Date | Workshop Name | Description |
|-------------|----------------------|--------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

4.2 IROPS Coordinated Frontline Training

Periodic coordinated frontline training for IROPS response is held at HLRAA. Proper training for IROPS events ensures that all staff members within the airport are ready for and prepared to carry out policies, practices and procedures in alignment with the IROPS plan. In addition to emphasis on actions requiring coordination of two or more organizations, this training provides an opportunity to test new policies, practices and procedures.

A frontline training program can be accomplished through various methods, including guidebooks, video training, workshops and table-top scenarios to simulate real-life experiences. The IROPS Coordinated Frontline Training table describes HLRAA’s plans for holding this training. Appendix B will contain copies of previous training exercises that can be referenced.

IROPS Coordinated Frontline Training

| Questions to Discuss | Description |
|---|--------------------|
| What is the coordination process from early notification through debrief? | |
| What are trigger points? | |
| What can be done better for you and your department? | |
| How do you and your department stay actively engaged? | |
| | |

CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT

The joint actions occurring during an IROPS event are described in the following diagram. The HLRAA IROPS Contingency Response Committee ensures the capability for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status is provided to appropriate aviation service provider organizations during an IROPS event by the HLRAA points of contact, as appropriate.

| Agency | Contact | Telephone # |
|---|-------------------------------------|--|
| Hattiesburg-Laurel Regional Airport Authority | Tom Heanue, Executive Director | 601-545-3111, Ext 11 601-583-1976, Home 601-270-3133, Cell |
| Delta Airlines | Kevin Clearman Brian Jones | 601-544-0604 601-880-3423, Cell/Home 601-212-4877, Cell/Home |
| TSA | Vernon Leggette | 601-584-9891 601-595-1274, Home 601-270-8181, Cell |
| FBO – US Aviation | Bill Robinson Daniel Jackson | 601-544-0951 601-818-1039, Cell/Home 601-270-0901, Cell |
| Hertz Rent-A-Car | John Dees | 601-544-4914 601-319-3390, Cell |

5.1 Monitoring IROPS Event Indicators

While some IROPS events are unpredictable (such as power outages, security breaches), many can be handled successfully if service providers are actively anticipating an event. Certain actions taken by service providers on a constant basis can position them well to handle an IROPS event should one occur. Some examples of these actions include tracking aircraft status and tracking weather patterns. Each of these is discussed in more detail in the following sections.

5.1.1 Aircraft Status

HLRAA only has one flight to track at any given time, therefore aircraft status in the air and on the ground is tracked by the airline and updates are given to other airport personnel/agencies to provide accurate, complete and timely information in regard to expected flight delays and developing local situations.

5.1.2 Tracking Weather

Weather patterns are tracked by the airport, airline and FBO to predict potential impacts to aircraft operations and to carry out alternate operating procedures (such as diverting flights to alternate airports) to maintain the safety of the crew and passengers as well as maintenance staff out on the airfield.

5.2 Executing IROPS Plans and Procedures

In Section 3.1 of this plan, procedures were established with the airline and other service providers, including ground transportation and TSA. This section provides specific procedures that are to be executed at the time of an IROPS event. The following outlines procedures for the airline and airport.

IROPS Communication Plans

| Organization | Contact Name | Communication Plan |
|-----------------------------------|-------------------------------|---|
| Delta Airlines/ Regional Elite | Kevin Clearman Brian Jones | Will provide timely notification of the airline's decision to divert flights scheduled to arrive at HLRAA or the decision to divert flights to another airport; will assist passengers; will assist passengers with ground transportation as necessary. |
| HLRAA | Tom Heanue | Will use the 800 series radios to notify LEO and EMT, as necessary of the situation; will use telephone, cell phone and pagers, as necessary to inform other agencies of an IROPS event. |

5.2.1 IROPS Communications Plans

Relevant IROPS information, including status and related situational information, is communicated among appropriate HLRAA organizations during an IROPS event. The Executive IROPS Communications Plan is stated above.

5.2.2 Passenger Support Plans

Support procedures for passengers and other customers as HLRAA during IROPS events include focus while they are on board the aircraft, during their deplaning, in the terminal and when they need ground transportation. The Execute Passenger Support Plans table describes procedures at HLRAA for support during an IROPS event.

Execute Passenger Support Plan

| Passenger Location | Service Provider | Description |
|-----------------------------|-----------------------------|--|
| On-Board Aircraft | Airline | Will provide for passengers as per the airline's IROPS plan. |
| Deplaning Aircraft | Airline / Airport | The airline will assist in the deplaning of passengers. The Airport will assure that all passenger stairs/ramps are available for use by deplaning passengers. |
| In the Terminal | Airport | Will ensure that snack machines are adequately filled to meet the needs of passengers and that restrooms are available. |
| Ground Transportation/Hotel | Rental Car / Taxi / Airline | Will assist with travel/accommodations as necessary. |

5.2.3 Procedures with Airlines

The airline operating out of HLRAA has implemented procedures pertaining to the DOT “3-Hour Rule” and “4-Hour Rule” relating to IROPS event response.

5.2.4 Procedures with FAA

There is no FAA organization at HLRAA.

5.2.5 Procedures with CBP

There is no CBP organization at HLRAA.

5.2.6 Procedures with TSA

The TSA organization at HLRAA has implemented procedures concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

TSA will be available for IROPS events and will coordinate with local LEO providers until such time as the flight is cancelled by the airline or the flight departs HLRAA.

5.2.7 Concessions Procedures

HLRAA does not have any concession providers, other than vending machines. Food can be ordered for delivery by the IROPS committee.

5.2.8 Ground Transportation Procedures

Since HLRAA is a small origin/destination airport, passengers can return to their homes by private vehicle, local taxi or rental car.

5.2.9 Procedures with Other Providers

The HLRAA has coordinated with additional service providers, including van/bus companies, to provide transport to hotels. Transportation of military personnel will be coordinated with Camp Shelby.

CHAPTER 6 – CAPTURE LESSONS LEARNED AND UPDATING PLANS

Since recovery from a IROPS event is critical to the continual improvement of the HLRAA IROPS plan, this chapter is divided into two sections: debrief after and IROPS event and lessons learned. The following describes HLRAA's procedures for these actions, including incorporation of lessons learned into the update of HLRAA IROPS Contingency Plan, as appropriate.

6.1 After an IROPS Event

After an IROPS event, it is important to have a timely and comprehensive assessment of the event. The HLRAA will coordinate this debriefing meeting and include all aviation service providers as well as the IROPS Contingency Response Committee.

The purpose of the debriefing session is to review response performance following a major IROPS event. This allows service provider organizations to assess and analyze all aspects of response, to document lessons learned and to improve performance by sustaining strengths and correcting weaknesses.

These sessions shall be held after every major IROPS event. The emphasis on debrief should be on what airport organizations can do better for the next event. Generally this should occur within 48 hours following the conclusion of the IROPS event.

6.2 Lessons Learned

As part of the debriefing, it is important to catalog the lessons learned from the individual IROPS events, what worked and what did not. The HLRAA will coordinate these lessons learned (both good and bad) and provide them to the aviation service providers as well as the IROPS Contingency Response Committee members.

Each service provider organization should review all aspects of their organization's response to an IROPS event. Generally, this review procedure is a debriefing to the organization's management shortly after the conclusion of the event. Following their internal management debriefing, each airport organization should report a summary of their findings and recommendations to the IROPS Champion and the IROPS Contingency Response Committee. The Committee should consider the debriefing reports from each major IROPS event to identify any additional lessons learned from examples of coordinated response by airport organizations. The IROPS Champion shall compile and distribute any resulting new lessons learned following an IROPS event.

APPENDIX A – COMPLIANCE MATRIX OF HATTIESBURG-LAUREL REGIONAL AIRPORT AUTHORITY IROPS CONTINGENCY PLAN WITH DOT MODEL CONTINGENCY PLAN

The HLRAA IROPS Contingency Plan (this document) describes the overall coordination process used by HLRAA IROPS Contingency Response Committee. It also serves to identify and document contingency-related actions requiring coordination between two or more aviation service providers.

This section provides a compliance summary of the HLRAA IROPS Contingency Plan with [to be named requirement document].

Individual service provider contingency plans for airlines, airports and federal government agencies and indications of their compliance with the DOT Model Contingency Plan are not included. Questions concerning content and compliance of these individual plans should be directed to the individual service provider organizations.

The following compliance matrix addresses the overall coordination process used by the HLRAA IROPS Contingency Response Committee and those elements of individual compliance plans identified as requiring action by two or more service providers.

| DOT Reference Guideline (TBD) | | HLRAA IROPS Response Plan | |
|--------------------------------------|--------------|----------------------------------|--------------|
| Section | Title | Section | Title |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

APPENDIX B – REFERENCE DOCUMENTS

1. During an Event Action Table for Service Provider Management
2. During an Event Frontline Checklist
3. Diversion Checklist
4. After an Event Debrief

During an Event Action Table for Service Provider Management

| Airport Management/Operations |
|--|
| Offer and render assistance as available to air carriers and tenants. |
| Assist in selecting a parking location for the aircraft. Ground handlers are responsible for parking aircraft because airport operations personnel will not perform this function. |
| Ensure diverted aircraft do not obstruct or trap parked aircraft already at the gate. |
| Assist with vehicle inspections and movement of personnel, vehicles and equipment in and out of the airport operations area to unload, load and service diverted company equipment parked at the gate, or on cargo aprons, tenants ramps or closed taxiways. |
| Evaluate all actions from a customer service standpoint. |
| If passengers must be deplaned to meet DOT requirements, coordinate response and necessary holding areas with airline, TSA and LEO. |
| Coordinate with LEO, TSA and airline supervisor all planned holding areas to segregate passengers (PAX) if they are deplaned. |
| Ensure that the holding area has operable lavatories and otherwise meet DOT requirements. |
| Ensure that weather is monitored real-time and communicate updates to all agencies at least every 30 minutes. |
| Coordinate with news media and all involved parties to ensure proper release of public information as necessary. |
| Other. |
| Law Enforcement Agencies (LEO) |
| Provide security for containment of international passengers in the sterile area as necessary. |
| If any non-sterile area is used for holding international PAX, assist in providing security for PAX. |
| If necessary, request mutual aid support. As necessary, contact other airport departments or airport tenant businesses directly for assistance. |
| Other. |
| Airport Fire-Rescue Department |
| Provide space as needed to segregate passengers. |
| Augment security efforts as needed. |
| In addition to normal fire responsibilities, provide emergency first aid to passengers as necessary. |
| If necessary, request mutual aid. |
| Other. |
| Airlines |
| Notify the nearest off-site CBP of any diverted international flights that are landing at the airport, regardless of the reason. International passengers will not be deplaned until adequate holding facilities have been coordinated with airport personnel. |
| Ensure all decisions regarding deplaning and segregation of international passengers are made in concert with CBP personnel. |
| Notify the TSA at least one hour prior to reboarding when passengers have deplaned at the airport. Manual screening requires additional time needed for screening/reboarding. |

| |
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| Maintain an accurate passenger manifest at all times and present it to CBP personnel, upon their arrival, for immigration or accountability purposes. |
| Coordinate any passenger needs (e.g., food, water, medicine, child care, health and hygiene) with CBP and all appropriate organizations as soon as possible. Comfort, health and customer service needs must be proactively met. |
| For situational awareness, advise airport operations when expecting the arrival of any diverted aircraft. |
| Coordinate any passenger needs (e.g., food, water, medicine) with the appropriate organization or airport tenant as soon as possible. If support may be needed from other airport tenants (e.g., TSA, FBO, car rental agencies), make the call as early as possible, preferably before they close. |
| Wherever possible, assist with ground handling support equipment to accommodate other diverted aircraft. |
| Ensure that passengers and crew remain with quick-turn or gas and go aircraft. |
| Ensure that flight crew communication to airport personnel (e.g., management and ARFF) pass through local airline supervisory staff. This is a MUST. |
| Before deplaning, advise passengers of their circumstances and plan for their care and accommodations. This advisory should come from the crew in coordination with station management. Airport personnel should also be informed. |
| Ensure that deplaning passengers understand that they may remove their carry-on luggage, blankets and pillows if they will later return and subsequently depart on the same aircraft. |
| Communicate that passengers may be deplaned into the terminal in accordance with airline policies. It is critical that the airline advise passengers that if they leave the sterile area they will not be allowed to re-enter. Passenger and baggage screening services are unavailable when the TSA checkpoint is closed. |
| Ensure that flight crews remain with passengers until alternate provisions are made. They will serve as the customer service representative to and advocate for their customers. |
| Ensure ground handling and parking of aircraft. |
| Make necessary arrangement if passenger transportation is needed from a remote parking location to the terminal. Vehicles must be operated by properly qualified driver/escorts when accessing any movement area or non-movement area. |
| Implement corporate aircraft diversion plan. |
| Other. |
| TSA |
| Establish procedures to screen international passengers that have been out of a sterile area prior to reboarding an aircraft whose destination is into a controlled sterile area. |
| Consider mutual aid requests. Passenger screening and augmentation to monitor secure/nonsecure areas may be needed in extreme situations. |
| Other. |

During an Event Frontline Checklist

| AIRPORT |
|--|
| <p>Communication</p> <ul style="list-style-type: none"><input type="checkbox"/> Media and communication plan activated |
| <p>Terminal</p> <ul style="list-style-type: none"><input type="checkbox"/> Capacity provided for large number of passengers<input type="checkbox"/> Rest areas provided/blankets<input type="checkbox"/> Lavatory service |
| <p>Parking/Ground Transportation</p> <ul style="list-style-type: none"><input type="checkbox"/> Ground transportation plan activated |
| <p>Passenger Essential Provisions</p> <ul style="list-style-type: none"><input type="checkbox"/> Food / hydration<input type="checkbox"/> Lodging (hotels notified) |
| <p>Additional Staffing</p> <ul style="list-style-type: none"><input type="checkbox"/> Supplement staffing<input type="checkbox"/> Special services<input type="checkbox"/> Medical response<input type="checkbox"/> Coordination with relief organizations |
| AIRLINES |
| <p>Deplaning</p> <ul style="list-style-type: none"><input type="checkbox"/> Onward transportation<input type="checkbox"/> Coordination with airport operations<input type="checkbox"/> Ground support equipment (e.g. tugs, towbars, AC) requested |
| <p>Passenger Care</p> <ul style="list-style-type: none"><input type="checkbox"/> Lodging<input type="checkbox"/> Baggage<input type="checkbox"/> Compensation<input type="checkbox"/> Information/communication<input type="checkbox"/> Food/hydration<input type="checkbox"/> Cleanliness<input type="checkbox"/> Special services |
| GOVERNMENT AGENCIES |
| <p>TSA</p> <ul style="list-style-type: none"><input type="checkbox"/> Creating of ad-hoc sterile areas<input type="checkbox"/> Escort plans activated<input type="checkbox"/> Re-ticketing plan activated |
| <p>FBO</p> <ul style="list-style-type: none"><input type="checkbox"/> FBO support equipment provided |

DIVERSION CHECKLIST

Airline

Before:

- Notify airport management. Include:
 - Approximate arrival time
 - Approximate departure time – if available
 - Reason for potential diversion
 - Intentions (examples: gas and go, extended delay, or unknown)
 - Potential services needed
 - Number of passengers on board

During:

- Communicate plane's intentions to airport operations.
- Confirm airport operations and ensure that the duty officer will assist with communication.
- If necessary, ask for assistance. Determine who will coordinate passenger accommodations, including:
 - Food
 - Transportation
 - Lodging
 - Security
 - Special Needs
- Communicate status to necessary service providers at least every 30 minutes.

After:

- Supervisor – obtain feedback from employees about what went well, what did not, and what changes could be made.
- Manager and supervisor join post-diversion meeting with airport.

Airport

Before:

- When notified by airline of a diversion, communicate to airlines that airport management will be the point of contact during the event.
- Determine whether this is a regular diversion (airline and aircraft that are regularly serviced at airport).
 - If regular aircraft/airline, determine and communicate equipment available to help service.
 - If airline has no representative at airport, determine potential services needed and communicate what equipment/options are available to service particular aircraft.
- International diversions: Have a plan in place to contact off-site CBP to handle and/or offload passengers from international diversions. At a minimum, coordinate with the regional CBP officials and local law enforcement to share important CBP contact information, such as 24/7 phone numbers.

During:

When notified of a possible diversion, contact the airline to determine the potential length of the delay.

Record:

- Date/time
- Air carrier name and contact information
- Flight number
- Aircraft type and tail number
- Passenger count
- Arriving from/original route
- Reason for diversion
- ETA/ETD
- Services needed

Determine gate needs:

- Access to restroom facilities
- Access to vending machines
- Access to drinking fountains
- Ability to restrict international passengers from mixing with domestic passengers
- Airline support to contain passengers isolated from domestic passengers
- No CBP processing available for international flights

Notify:

- Law Enforcement Officer (LEO)
- Federal Security Director (FSD)
- Off-Site CBP (if international flight)
- Communicate with airline frequently during event (at least every half hour).
- Remind airline of available assistance, including:
 - Additional resources.
 - Ability to contact resources for airlines if requested.

Maintain contact with the airline representative to determine if the flight may be cancelled and, if so, the airline's intentions concerning its passengers.

After:

- Initiate after-action meeting and obtain feedback on what went well, what didn't go well, and any changes that need to be made.
- Type up notes from meeting – disseminate to all entities as lessons learned/action items.
- Ensure that all entities involved attend the after-action meeting.

AFTER AN EVENT DEBRIEF

| | |
|---|-------------------|
| Brief description of event <i>Insert a brief description of event</i> | Date _____ |
| <hr/> <hr/> <hr/> | |
| Causes: | |
| <ul style="list-style-type: none">• Local weather• Diversion(s)• Aircraft mechanical• Aircraft crew• ATC service system• Other | |
| Impacts | |
| Surge: Potential impact caused by the rate of arrival of aircraft, timing of deplaning passengers, and subsequent movement of passengers through airport. | |
| <ul style="list-style-type: none">• Aircraft• Passengers* | |
| Off-hours: Potential impact caused by the time of day at which aircraft arrive at airport and the subsequent need to process passengers | |
| <ul style="list-style-type: none">• Aircraft• Passengers* | |
| Extended Stay: Potential impact caused by the duration of stay (often measure in days) that aircraft remains at the airport and that passengers are delayed before resuming their travel | |
| <ul style="list-style-type: none">• Aircraft• Passengers* | |
| *Including animals | |

| Lessons Learned | Response Action | Response Party |
|---|-----------------|----------------|
| Terminal <ul style="list-style-type: none"> • Communications • Ramp • Ground transport | | |
| Aircraft <ul style="list-style-type: none"> • Tarmac • Cockpit Communication • Passenger deplanes • Additional Service | | |
| IROPS Actions <ul style="list-style-type: none"> • Communication Issues • Procedure modifications • Equipment and resources • Service lapse • Operations and maintenance restock • New capability • Other | | |

APPENDIX C – STATUS OF PLAN DETAILS

The following table serves as a working summary of the actions within the current version of the HLRAA IROPS Contingency Plan. It is intended that each item in the table be reviewed periodically for status and outlook by the IROPS Contingency Response Committee.

| Topic | Last Update | Expected Update |
|---|-------------|-----------------|
| IROPS Contingency Response Committee | | |
| IROPS Response Plan Review | | |
| IROPS Event History | | |
| Customer Needs | | |
| Tracking Delayed Aircraft | | |
| Trigger Events and Communication Plans | | |
| Support for Passengers | | |
| Tracking Resource Inventory | | |
| Skills Availability | | |
| Procedures with Airlines | | |
| Procedures with TSA | | |
| Procedures with Ground Transportation | | |
| IROPS Coordination Workshops | | |
| IROPS Coordinated Frontline Training | | |
| Aircraft Status | | |
| Tracking Weather | | |
| Execute IROPS Communication Plan | | |
| Execute Passenger Support Plans | | |
| Executing IROPS Procedures with Airlines | | |
| Executing IROPS Procedures with TSA | | |
| Executing IROPS Procedures for Ground Transport | | |
| Debriefing IROPS Events | | |
| Capturing Lessons Learned | | |

APPENDIX D – CONTACT DETAILS FOR HATTIESBURG-LAUREL REGIONAL AIRPORT AUTHORITY IROPS CONTINGENCY RESPONSE COMMITTEE AND POINTS OF CONTACT FOR AGENCIES DURING AN IROPS EVENT

| IROPS Contingency Response Committee | | |
|---|--|--|
| Organization | Contact Name & Phone Number | Alternate Contact |
| Hattiesburg-Laurel Regional Airport Authority | Tom Heanue 601-545-3111, Ext 11 601-583-1976, Home 601-270-3133, Cell | Nancy Gibson 601-545-3111, Ext 10 601-584-7635, Home 601-270-3133, Cell |
| Delta Airlines | Kevin Clearman 601-544-0604 601-880-3423, Cell/Home | Brian Jones 601-212-4877, Cell/Home |
| TSA | Vernon Leggette 601-584-9891 601-595-1274, Home 601-270-8181, Cell | |
| FBO – US Aviation | Bill Robinson 601-544-0951 601-818-1039, Cell/Home | Daniel Jackson 601-270-0901, Cell |
| Hertz Rent-A-Car | John Dees 601-544-4914 601-319-3390, Cell | |