



GSO TARMAC DELAY CONTINGENCY PLAN

Last Updated: 05/17/2017

Access to Tarmac Delay Contingency Plan

GSO will provide public access to its Tarmac Delay Contingency plan by posting in a conspicuous location on the Airport's website (<http://flyfrompti.com>).

Contact Information

In the event of diversion or other irregular operations event, aircraft operators should contact the Airport Communications Center at 336-665-5642 (staffed 24/7).

Contingency for Handling Aircraft Diversions

SUBJECT: Contingency for handling numerous diverted aircraft, both domestic and international.

POLICY: The following checklist will be used in the event of numerous or single lengthy diversions of passenger aircraft arriving at Piedmont Triad International Airport (GSO):

NOTE: Every effort will be made to prevent any passenger from being subjected to a tarmac delay of three hours or more without being afforded the opportunity to get off the aircraft per this plan. Clock starts when aircraft touches down at GSO. Consideration will be given to the total number of hours already spent aboard the aircraft—passengers can be removed sooner if requested by the applicable airline station chief or their designated representative.

_____ Upon notification or unannounced arrival of numerous aircraft diversions that are beyond the capacity of a single airline, the Air Traffic Control Tower (ATCT) will immediately contact the Airport Authority Communications Center via the dedicated telephone line.

Other possible notifications as needed:

- Terry McElfresh, American/LAA/Express/Envoy
- Jeff Henson, United
- Bryan Street, Delta
- Sophia Gordon, Quantem/DHL:
- TSA Coordination
- Lindsey Steelman, Envoy

Airport Communication Center will contact Station Managers as needed.

_____ Airport Authority Communication Center will contact the TSA Coordination Center.

_____ Airport Authority Communication Center will contact the following for an immediate meeting:

- Steve Bowie, Customs and Border Protection: 336-451-0441
- Cathy English, TSA FSD, 910-617-0416 or 919-468-4053
- On-duty Airport Police Supervisor, 336-665-5642
- On-duty Airport Authority Supervisor, 336-665-5642
- Responsible Airline Station Manager, above
- Airport Fire Department, 336-665-5642

Officials at this meeting will:

_____ Determine where to park the aircraft to deplane the passengers. Terminal ramp parking will be utilized first. Gates 20, 21, 22, 25, 27, 28, 40, 46, 47, 48, 49, 50 and 51 are under common use leases to air carriers and are controlled by the airport. Additionally, Gates 24, 26, 29, 31, 32, 34, 42, 43, 44, and 45 at GSO are under preferential and/or exclusive leases to air carriers and are not fully controlled by the airport. We will direct our common use gate lessees, permittees or users to make gates available to an air carrier seeking to deplane at a gate to the maximum extent practicable. If additional gates are needed, we will direct tenant air carriers to make preferential and/or exclusive use gates and other facilities available to an air carrier seeking to deplane at a gate, during those time periods when the tenant airline is not using, or not scheduled to use, the gates, to the maximum extent practicable. International aircraft will have priority at Gate 49.

_____ If terminal ramp capacity is exceeded, aircraft may be unloaded and towed away from terminal, or remote aircraft parking with air stairs will be used and passengers will be bussed to the terminal. The Airport Authority will provide busses if needed. The Airport Authority has an agreement with a local bus company for busses if additional capacity is needed.

Procedures

_____ Piedmont Triad Airport Authority does not own or operate any of the equipment needed to safely deplane passengers from air carrier aircraft and is, therefore, unable on its own to provide for the deplanement of passengers. Additionally, Authority personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers or contract service providers.

We will provide a list of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers to airlines as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays at the contact number listed above.

- _____ Airline Station Managers will make arrangements for food and water, as well as other comfort items.
- _____ International diversions will follow the International Aircraft Diversion Plan for Piedmont Triad International Airport (attached).
- _____ The Airport Authority will contact the Red Cross and Guilford County Emergency Management for assistance and supplies as needed.
- _____ The Airport Authority will notify the airport concessions and rental car agencies and request extended service hours.
- _____ The Airport Authority and tenants will provide escorts as needed.
- _____ The TSA will assist in providing security for the aircraft



**U.S. Customs and
Border Protection**



**Transportation
Security
Administration**



***International Aircraft Diversion Plan
For
Piedmont Triad International Airport***

Last Updated: 5/17/2017

Contingency for Handling International Aircraft Diversions

SUBJECT: Contingency for handling a diverted international aircraft that must be processed through a Federal Inspection Station (Customs and Border Protection HQ Memo INS:02:OFO:PAX:AIR CT, Dated April 7, 2004).

POLICY: The following checklist will be used in the event of a diverted international passenger aircraft arriving at Piedmont Triad International Airport (KGSO) (GSO):

NOTE: Every effort will be made to prevent any passenger from being subjected to a tarmac delay of three hours or more without being afforded the opportunity to get off the aircraft per this plan. Clock starts when aircraft touches down at GSO. Consideration will be given to the total number of hours already spent aboard the aircraft—passengers can be removed sooner if requested by the applicable airline station chief or their designated representative.

_____ Upon notification or unannounced arrival of any and all international aircraft diversions, the responsible Airline Station Manager (or designated representative) will immediately contact:

- Airport Authority Communication Center
336-665-5642

- Steve Bowie, Customs and Border Protection (CBP)
336-451-0441 (Cell)
336-668-7272 (Office)
336-509-3730 (Personal Cell Phone)
1-800-973-2867 (24-hour Communications Center)

Other possible notifications as needed:

Terry McElfresh, American/LAA/Express/Envoy
Jeff Henson, United
Bryan Street, Delta
Sophia Gordon, Quantem/DHL
TSA Coordination
Tim Boyd, American Eagle

Airport Communication Center will contact Station Managers as needed.

_____ Airport Authority Communication Center will contact the Airport Fire Department: Is this a medical diversion? If so, refer to Contagious Diseases SOP.

_____ **IMPORTANT:** The Airport Fire Chief and Airport Police Chief or their designated representatives have full authority from Customs and Border Protection to immediately conduct (without delay) whatever fire suppression and rescue actions deemed necessary to preserve safety and health, including immediate transport of any

international passenger or crew to the hospital. Afterwards, they will inform the CBP Port Director at the earliest opportunity.

If aircraft is expected to depart after a short delay (no mechanical or other reason to delay departure—expected time on ground less than two hours):

- _____ Parking location for international aircraft refueling operations:
Primary: Gate 49; Secondary: Based on availability.
- _____ Airline Station Manager will contact Customs and Border Protection before crew or cargo is allowed off the aircraft—Exception: Safety
- _____ Airline Station Manager will continually update Customs and Border Protection, up to and including the aircraft's departure
- _____ Monitor situation. If the aircraft is on the ground at the two hour mark, implement next part of this checklist, i.e. *If aircraft is not expected to depart in less than two hours*

If aircraft is not expected to depart in less than two hours:

NOTE: Every effort will be made to prevent any passenger from being subjected to a tarmac delay of three hours or more without being afforded the opportunity to get off the aircraft per this plan. Clock starts when aircraft touches down at GSO. Consideration will be given to the total number of hours already spent aboard the aircraft—passengers can be removed sooner if requested by the applicable airline station chief or their designated representative.

- _____ Airport Authority Communication Center will contact the following for an immediate meeting inside the Airport Police Training Room:
 - Steve Bowie, Port Director, Customs and Border Protection
(for Steve Bowie—see above for contact numbers)
 - Cathy English, TSA FSD
 - On-duty Airport Police Supervisor
 - On-duty Airport Authority Supervisor
 - Responsible Airline Station Manager
 - Airport Fire Department

Officials at this meeting will:

- _____ Determine where to park the aircraft to deplane the passengers. Location must have bathroom available. Designated location is as follows:
Primary: GATE 49—From Gate 45 down will be blocked off

Secondary: GATE 46 Area

If the decision is made to deplane the passengers (note three hour rule above):

- _____ Before deplaning, CBP, TSA and the Airport Police will sterilize the area chosen to secure the passengers by using stanchions and guards to maintain the sterilization of the area.

- _____ Airport Authority will provide busses as needed for transportation

- _____ CBP, TSA, and the Airport Police will provide enough personnel to segregate and maintain security of the off-loaded passengers to prevent them from associating in any way with other passengers, domestic or foreign

- _____ Airline Station Manager will make arrangements for food and water, as well as other comfort items.

- _____ Airline will coordinate aircraft repairs. If this is not feasible, the airline will attempt to provide another aircraft to transport the passengers to an International Airport with a Federal Inspection Station, preferably the aircraft's original destination

- _____ If another aircraft is used, CBP and TSA will sterilize the aircraft upon arrival. All passengers and cargo will be loaded onto the new aircraft under the supervision of CBP, TSA, and the Airport Police.

- _____ The Airline Station Manager will notify Customs and Border Protection at the next port of arrival

- _____ Customs and Border Protection will clear the aircraft to depart. TSA/CBP and Airport Police will sweep area after departure. Case numbers of seizures listed below:

- _____ Death on Board? Notify chain of command and SITROOM as required. Medical treatment by EMS; clearance of person and luggage by CBP.