RESOURCE B – MODEL IROPS CONTINGENCY PLAN

**

***Note to User:***

*The page numbers for this online version of Resource B are the same as they are in the printed version of ACRP Report 65 for ease of use when cross referencing.*

**(AIRPORT NAME)**

**IROPS Contingency Plan**

**Date adopted**

**Date of final revision**

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**CONTENTS**

99 **INTRODUCTION**

101 **CHAPTER 1 – EXECUTIVE BUY-IN/GET ORGANIZED**

1011.1 Establishing an IROPS Contingency Response Committee

103 **CHAPTER 2 – DOCUMENT CURRENT SITUATION**

103 2.1 Reviewing Existing IROPS Response Plans

103 2.2 Reviewing Local IROPS Events and Assessing Local Situation

104 2.3 Passenger Needs during an IROPS Event

104 2.4 Tracking of Delayed Aircraft

104 2.5 Trigger Events and Communications Plans

105 2.6 Support for Passengers

105 2.7 Tracking Inventory

105 2.8 Skills Availability

107 **CHAPTER 3 – ESTABLISH PROCEDURES TO COOPERATE**

107 3.1 Cooperation Procedures

107 *3.1.1 Airlines*

107  *3.1.2 FAA*

107  *3.1.3* *CBP*

108 *3.1.4 TSA*

108  *3.1.5 Concessions*

108 *3.1.6 Ground Transportation*

109 3.2 Other Providers to Consider

111 **CHAPTER 4 – REVIEW, UPDATE, AND TRAINING**

111 4.1 IROPS Coordination Workshop

111 4.2 IROPS Coordinated Frontline Training

113 **CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT**

113 5.1 Monitoring IROPS Event Indicators

114 *5.1.1 Aircraft Status*

114  *5.1.2 Tracking Weather*

114 5.2 Executing IROPS Plans and Procedures

115 *5.2.1 IROPS Communications Plans*

115 *5.2.2 Passenger Support Plans*

115 *5.2.3 Procedures with Airlines*

115 *5.2.4 Procedures with FAA*

116  *5.2.5 Procedures with CBP*

116  *5.2.6 Procedures with TSA*

116  *5.2.7 Concessions Procedures*

116  *5.2.8 Ground Transportation Procedures*

116  *5.2.9 Procedures with Other Providers*

117 **CHAPTER 6 – CAPTURE LESSONS LEARNED AND UPDATING PLANS**

117 6.1 After an IROPS Event

117 6.2 Lessons Learned

119 **APPENDICES**

121 **Appendix A** – Compliance Matrix of (AIRPORT NAME) IROPS Contingency Plan with DOT Model Contingency Plan

123 **Appendix B** – Reference Documents

125 **Appendix C** – Status of Plan Details

127 **Appendix D** – Contact Details for (AIRPORT NAME) IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

**Introduction**

## Purpose

This document provides the coordinated IROPS Contingency Plan for (AIRPORT NAME). It was developed by the airport’s IROPS Contingency Response Committee under the sponsorship of Airport Operations. Membership in (AIRPORT NAME)’s IROPS Contingency Response Committee comprises representatives from each of (AIRPORT NAME)’s aviation service providers. The committee recognizes that individual plans and a coordinated effort by the airlines, airports, 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 (AIRPORT NAME)’s coordinated response to IROPS events.

The emphasis for this plan is the identification and documentation of areas of contingency activities of (AIRPORT NAME)’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.*

(AIRPORT NAME) 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.

## 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.

*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, (AIRPORT NAME), 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 (AIRPORT NAME) IROPS Contingency Plan accounting for diverse IROPS characteristics by adapting to changing conditions.

## Planning for Contingency Response

The purpose of the (AIRPORT NAME) 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:

**

***Note to User:***

*Tables needed to complete each of the sections in this Model Plan are provided in Resource A – Topics for IROPS Plan Development, and they are identified in this Model Plan with the following icon:*

****

* The establishment of the (AIRPORT NAME) 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 (AIRPORT NAME) IROPS Contingency Response Committee has been established following the guidelines of the DOT’s Model Contingency Plan. (AIRPORT NAME)’s (ORGANIZATION and TITLE) 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 (AIRPORT NAME) aviation service providers during IROPS events.

Members of the (AIRPORT NAME) 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.

****

**Insert completed table from Topic 1: IROPS Contingency Response Committee**

**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 that (AIRPORT NAME)’s organizations may have their own plans for response to IROPS events. It is also recognized that United States DOT’s rules onenhancing airline passenger protections (14 CFR Part 259 – *Enhanced Protection for Airline Passengers*) require 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 (FAA, TSA, and CBP) are found in Sections 3.1.1 through 3.1.5 of this plan.

****

**Insert completed table from Topic 2a: Reviewing Existing IROPS Response Plans**

## 2.2 Reviewing Local IROPS Events and Assessing Local Situation

The IROPS Event History table describes the history of local IROPS events, including lengthy onboard ground delay events. It also describes the role of various service providers in providing passenger and other customer support during IROPS events. The purpose of this history is to provide a basis for identification and review of IROPS response activities with focus on areas needing process improvement.

****

**Insert completed table from Topic 2b: IROPS Event History**

## 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.

****

**Insert completed table from Topic 2c: Passenger Needs**

## 2.4 Tracking of Delayed Aircraft

The Tracking Delayed Aircraft table describes (AIRPORT NAME) 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.

****

**Insert completed table from Topic 2d: Tracking Delayed Aircraft**

## 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 airlines, ATC services, 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, CBP, concessions, and ground transportation may also be required.

The Trigger Events and Communication Plans table describes shared information, including aircraft delay tracking performed by airlines, the FAA, (AIRPORT NAME) airport operations, and diversion airports.

****

**Insert completed table from Topic 2e: Trigger Events and Communications Plans**

## 2.6 Support for Passengers

The key goal of the (AIRPORT NAME) 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 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.

****

**Insert completed table from Topic 2f: Support for Passengers**

## 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 (AIRPORT NAME) 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.

****

**Insert completed table from Topic 2g: Tracking Resource Inventory**

## 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 (AIRPORT NAME) 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.

****

**Insert completed table from Topic 2h: Skills Availability**

**CHAPTER 3 – ESTABLISH PROCEDURES TO COOPERATE**

The following sections document the establishment of operating procedures with service providers (e.g., airlines, FAA, CBP, TSA, concessions, 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.

****

**Insert completed table from Topic 3a: Establish Procedures with Airlines**

## 3.1.2 FAA

It is recognized that FAA has issued directives to air traffic personnel pertaining to aircraft making tarmac delay requests related to United States DOT’s 14 CFR Part 359 *Enhanced Protection for Airline Passengers*. The FAA has also established procedures allowing airports access to aircraft flight status. The Establish Procedures with FAA table describes (AIRPORT NAME) FAA actions specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.

****

**Insert completed table from Topic 3b: Establish Procedures with FAA**

## 3.1.3 CBP

It is recognized that CBP has issued guidance to directors of field operations concerning passengers on diversion flights, including those into airports not normally staffed by CBP.

The Establish Procedures with CBP table describes (AIRPORT NAME) CBP procedures specific to IROPS events. Appendix B contains copies of specific procedures with the CBP.

****

**Insert completed table from Topic 3c: Establish Procedures with CBP**

## 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 Establish Procedures with TSA table describes (AIRPORT NAME) TSA procedures specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.

****

**Insert completed table from Topic 3d: Establish Procedures with TSA**

## 3.1.5 Concessions

Concessions at (AIRPORT NAME) have been requested to agree to provide service during IROPS events, including those resulting in extended passenger (and other customers) stay in the terminal area. Key considerations include agreement to remain open during extended hours and support for special-needs passengers, including new infant supplies.

The Establish Procedures with Concessions table describes specific concessions support procedures identified as being available during IROPS events. Appendix B contains copies of specific concession procedures.

****

**Insert completed table from Topic 3e: Establish Procedures with Concessions**

## 3.1.6 Ground Transportation

Ground transportation organizations at (AIRPORT NAME) have been requested to agree to provide service during IROPS events, including those resulting in extended passenger (and other customers) stay in the terminal area. Key considerations include agreement to provide service during extended hours and procedures for obtaining additional resources when required.

The Establish Procedures with Ground Transportation table describes specific ground transportation support procedures identified as being available during IROPS events. Appendix B contains copies of specific ground transportation procedures.

****

**Insert completed table from Topic 3f: Establish Procedures with Ground Transportation**

## 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 (AIRPORT NAME). The list below highlights some of these service providers that should be considered when establishing procedures to follow during IROPS events.

* Alternate transportation providers (mass transit, bussing companies, off-site rental car agencies)
* Overnight accommodations (nearby hotels\*)
* Military installations (if joint-use)
* FBOs
* Refuelers
* Off-site restaurants
* Emergency response (LEO, fire, EMT)
* Red Cross
* FEMA
* Special needs service providers (wheelchairs, oxygen, etc.)

\*\*Nearly every major city and hub airport has a hotel service which monitors the availability of hotel rooms in the local area. Obtain a local and/or national contact to provide hotel availability when required.

**

***Note to User:***

*Although no specific topics are available in Resource A – Topics for IROPS Plan Development for these additional providers, you can copy and modify any of the tables in Chapter 3 to address any additional service providers, as appropriate to your airport.*

**CHAPTER 4 – REVIEW, UPDATE, AND TRAINING**

The (AIRPORT NAME) 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 (AIRPORT NAME) providing a common format and venue for periodic review and confirmation/update of local IROPS plans. The (AIRPORT NAME) will determine the frequency and specific agenda for these meetings, as appropriate.

The IROPS Coordination Workshop table describes (AIRPORT NAME) plans for holding these workshops. Appendix B contains copies of previous workshop summaries that can be referenced.

****

**Insert completed table from Topic 4a: IROPS Coordination Workshops**

## 4.2 IROPS Coordinated Frontline Training

Periodic coordinated frontline training for IROPS response is held at (AIRPORT NAME). 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. During the annual or biannual security badging process at (AIRPORT NAME), IROPS training and/or procedure updates have been reviewed with appropriate airport departments.

The IROPS Coordinated Frontline Training table describes (AIRPORT NAME) plans for holding this training. Appendix B contains copies of previous training exercises that can be referenced.

****

**Insert completed table from Topic 4b: IROPS Coordinated Frontline Training**

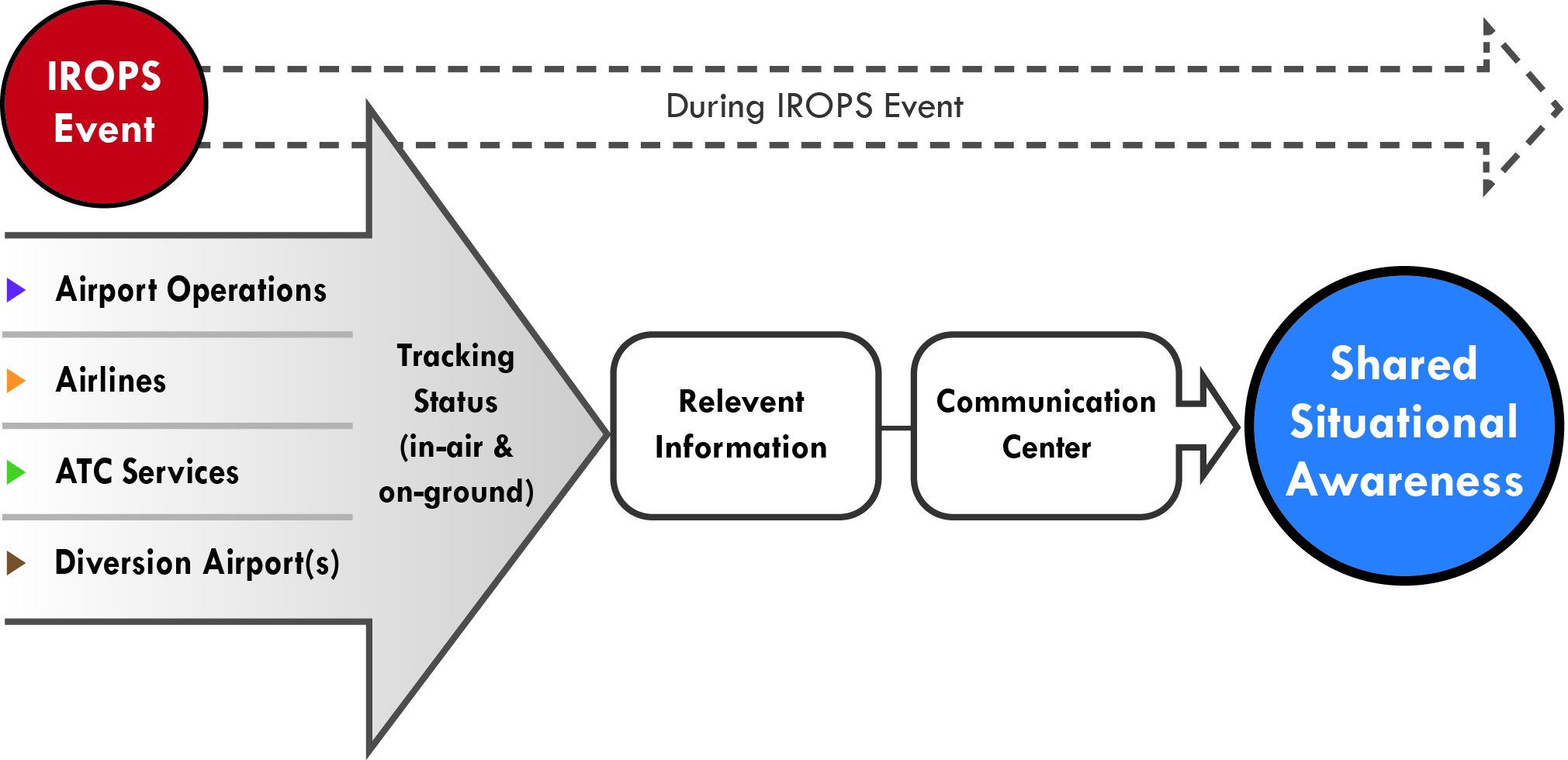
**CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT**

The joint actions occurring during an IROPS event are described in the following diagram. The (AIRPORT NAME) IROPS Contingency Response Committee ensures the capability for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status are provided to appropriate aviation service provider organizations during an IROPS event by the (AIRPORT NAME) communication center or point of contact, as appropriate.

**

***Note to User:***

*Depending upon the specific airport structure and staffing, an airport communication center may not be in place at your airport; therefore, a single point of contact may be sufficient to reference in the plan.*

****

***Figure 1. Joint Actions during an IROPS Event.***

## 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

Aircraft status in the air and on the ground is tracked by both airlines and the FAA to provide accurate, complete, and timely information in regard to expected flight delays and developing local situations. The Aircraft Status table describes (AIRPORT NAME) procedure checklists for tracking aircraft during IROPS events.

****

**Insert completed table from Topic 5a: Aircraft Status**

## 5.1.2 Tracking Weather

Weather patterns are tracked by the airport, airlines, and the FAA 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 operations staff out on the airfield. The Tracking Weather table outlines the roles and responsibilities of airport, airline, and FAA staff in tracking weather.

****

**Insert completed table from Topic 5b: Tracking Weather**

**5.2 Executing IROPS Plans and Procedures**

In Section 3.1 of this plan, procedures were established with service providers, including concessions, ground transportation, the FAA, CBP, and TSA. This section provides specific procedures that are to be executed at the time of an IROPS event. The following paragraphs outline procedures for each of the service providers.

**

***Note to User:***

*It is recognized that IROPS response procedures for service providers have been previously documented in Chapter 3. The following sections outline the execution of these plans and procedures.*

## 5.2.1 IROPS Communications Plans

Relevant IROPS information, including status and related situational information, is communicated among appropriate (AIRPORT NAME) organizations during an IROPS event. The Execute IROPS Communication Plans table describes key elements of (AIRPORT NAME) IROPS communications plans.

****

**Insert completed table from Topic 5c: Execute IROPS Communication Plans**

## 5.2.2 Passenger Support Plans

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

****

**Insert completed table from Topic 5d: Execute Passenger Support Plans**

## 5.2.3 Procedures with Airlines

Airlines operating out of (AIRPORT NAME) have implemented procedures pertaining to the DOT “3-Hour Rule” and “4-Hour Rule” relating to IROPS event response. The Execute IROPS Procedures with Airlines table describes the actions to be taken during IROPS events.

****

**Insert completed table from Topic 5e: Execute IROPS Procedures with Airlines**

## 5.2.4 Procedures with FAA

The FAA organization at (AIRPORT NAME) has implemented procedures pertaining to tarmac delay requests related to United States DOT’s 14 CFR Part 359 *Enhanced Protection for Airline Passengers*. The Execute IROPS Procedures with FAA table describes (AIRPORT NAME) FAA actions specific to IROPS events.

****

**Insert completed table from Topic 5f: Execute IROPS Procedures with FAA**

## 5.2.5 Procedures with CBP

(AIRPORT NAME) has implemented procedures with CBP relating to response to IROPS events. The Execute IROPS Procedures with CBP table describes (AIRPORT NAME) CBP actions specific to IROPS events.

****

**Insert completed table from Topic 5g: Execute IROPS Procedures with CBP**

## 5.2.6 Procedures with TSA

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

The Execute IROPS Procedures with TSA table describes (AIRPORT NAME) TSA actions specific to IROPS events.

****

**Insert completed table from Topic 5h: Execute IROPS Procedures with TSA**

## 5.2.7 Concessions Procedures

Concessions at (AIRPORT NAME) have agreed to provide specific support during IROPS events. The Execute IROPS Concessions Procedures table describes these procedures.

****

**Insert completed table from Topic 5i: Execute IROPS Concessions Procedures**

## 5.2.8 Ground Transportation Procedures

Ground transportation organizations at (AIRPORT NAME) have agreed to provide specific support during IROPS events. The Execute IROPS Ground Transportation Procedures table describes these procedures.

****

**Insert completed table from Topic 5j: Execute IROPS Ground Transportation Procedures**

## 5.2.9 Procedures with Other Providers

The (AIRPORT NAME) has coordinated with additional service providers to provide specific support during IROPS events. Specific procedures for each of these service providers are listed here.

**CHAPTER 6 – CAPTURE LESSONS LEARNED AND UPDATING PLANS**

Since recovery from an IROPS event is critical to the continual improvement of the (AIRPORT NAME) IROPS plan, this chapter is divided into two sections: debrief after an IROPS event and lessons learned. The following tables describe (AIRPORT NAMES) procedures for these actions, including incorporation of lessons learned into the update of (AIRPORT NAME) 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 (AIRPORT NAME) will coordinate this debriefing meeting and include all aviation service providers as well as the IROPS Contingency Response Committee.

The Debriefing IROPS Event table describes (AIRPORT NAME) plans for holding this training. Appendix B contains copies of previous debriefing activities that can be referenced.

****

**Insert completed table from Topic 6a: Debriefing IROPS Event**

**6.2 Lessons Learned**

As part of the debriefing, it is important to catalog the lessons learned from the individual IROPS events. The (AIRPORT NAME) will coordinate these lessons learned and provide them to the aviation service providers as well as the IROPS Contingency Response Committee members.

The Capturing Lessons Learned table describes (AIRPORT NAME) plans for collecting lessons learned. Appendix B contains copies of previous lessons learned that can be referenced.

****

**Insert completed table from Topic 6b: Capturing Lessons Learned**

**APPENDICES**

**Appendix A** –Compliance Matrix of (AIRPORT NAME) IROPS Contingency Plan with DOT Model Contingency Plan

**Appendix B** –Reference Documents

**Appendix C** –Status of Plan Details

**Appendix D** –Contact Details for (AIRPORT NAME) IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

**Appendix A – Compliance Matrix of (AIRPORT NAME) IROPS Contingency Plan with DOT Model Contingency Plan**

Note: The (AIRPORT NAME) IROPS Contingency Plan (this document) describes the overall coordination process used by the (AIRPORT NAME) 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 (AIRPORT NAME) IROPS Contingency Plan with [to be named requirement document]. [Note: This matrix will be populated following establishment of a required guideline by DOT, if and when such guideline is published.]

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 (AIRPORT NAME) 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)** | | **(AIRPORT NAME) IROPS Response Plan** | |
| **Section** | **Title** | **Section** | **Title** |
| 1.0 | Introduction | 1.0 | Introduction |
| 1.1 | (etc.) | 1.1 | (etc.) |

**Appendix B – Reference Documents**

Reference documents that should be included in this appendix include:

* Copies of procedures put in place with aviation service providers, such as:
  + Airlines
  + FAA
  + CBP
  + TSA
  + Concessions
  + Ground transportation
* Copies of previous workshop summaries
* Copies of previous training exercises
* Copies of previous debriefing activities
* Copies of previous lessons learned

Other reference documents an airport may want to place in this appendix include guidance from the United States DOT, such as:

* “Development of Contingency Plans for Lengthy Airline On-Board Ground Delays,” Developed by the United States DOT National Task Force to Develop Model Contingency Plans to Deal with Lengthy Airline On-Board Ground Delays, November 12, 2008.
* United States DOT final rulemaking 14 CFR Part 259 *Enhanced Protection for Airline Passengers* 2010 and 2011.

**Appendix C – Status of Plan Details**

The following table serves as a working summary of the actions within the current version of the (AIRPORT NAME) 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 FAA |  |  |
| Procedures With CBP |  |  |
| Procedures With TSA |  |  |
| Procedures With Concessions |  |  |
| 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 FAA |  |  |
| Executing IROPS Procedures With CBP |  |  |
| Executing IROPS Procedures With TSA |  |  |
| Executing IROPS Procedures For Concessions |  |  |
| Executing IROPS Procedures For Ground Transportation |  |  |
| Debriefing IROPS Event |  |  |
| Capturing Lessons Learned |  |  |

**Appendix D – Contact Details for (AIRPORT NAME) IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event**

| **IROPS Contingency Response Committee**  Please modify this table as appropriate for your needs, and add additional rows as necessary. | | |
| --- | --- | --- |
| **Organization** | **Contact Name &**  **Phone Number** | **Alternate Contact** |
| Committee Chairperson | | |
|  |  |  |
| Airport Operations | | |
|  |  |  |
|  |  |  |
| Airlines | | |
|  |  |  |
|  |  |  |
| Concessions | | |
|  |  |  |
|  |  |  |
| Ground Transportation | | |
|  |  |  |
|  |  |  |
| Hotel | | |
|  |  |  |
|  |  |  |
| Government Agencies | | |
|  |  |  |
|  |  |  |
|  |  |  |
| Public Safety Operations | | |
|  |  |  |
|  |  |  |
| Diversion Airport | | |
|  |  |  |
|  |  |  |
| Fixed Base Operations | | |
|  |  |  |
|  |  |  |
| Military (if joint-use) | | |
|  |  |  |
|  |  |  |
| Emergency Response | | |
|  |  |  |
|  |  |  |
| Executive Management Liaison | | |
|  |  |  |