

**Fort Smith Regional Airport**  
**Irregular Operations Contingency Plan**  
**Adopted May 2012**



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## **Purpose**

The Fort Smith Regional Airport is a Non-Hub Primary Commercial Service Airport with three (3) boarding gates and is served by American and Delta Airlines. Each airline has a specific gate that is utilized for their flights and one gate is a common use gate. The boarding bridges are configured for ERJ, CRJ 700, and ATR-72 aircraft that do not require push-back from the gates. This document provides the coordinated IROPS Contingency Plan for the Fort Smith Regional Airport (FSRA). It was developed in coordination with each of the airport's aviation service providers. The intention of this plan is to operate in a cooperative effort with the individual plans of these providers.

## **Use of Terms**

The following is a list of terms and definitions used throughout this plan.

*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 in the terminal area.

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

*FAA*- Federal Aviation Administration-For the purpose of this plan, references to the FAA include all forms of air traffic control (ATC) services.

*TSA*- Transportation Security Administration

*Service Providers*- All entities at the airport that provide services for customers and passengers including but not limited to: airport personnel, airlines, concessionaires, ground transportation agencies, government agencies, fixed based operator (FBO), overnight accommodations, emergency response, and military.

## 1. IROPS Contingency Response Committee

The FSRA IROPS Contingency Response Committee has been established to enhance this plan through collaborative decision making. The goal of this committee is to ensure that actions result in a unified level of customer care with all aviation service providers during IROPS events. This committee will review the IROPS plan no less than on an annual basis.

<b>Organization</b>	<b>Contact Name</b>	<b>Phone Number</b>
Fort Smith Regional Airport	Michael Griffin	479-650-3308
Delta Airlines	Roy Williams	479-484-4412
American Eagle Airlines	Eric Montgomery	479-452-2006
FAA	Elizabeth Burnett	479-649-2400 or 479-649-2415
TSA	Tonya Wilhelms	479-484-8135
Fort Smith Police Department	On Duty LEO	479-739-6037
Tac Air	Carol McNally	479-646-1611
ARFF	Danny Gasparotto	479-651-7405

## 2. IROPS RESPONSE PLAN

Organization	Description of Coordination
American Eagle Airlines	<ul style="list-style-type: none"> <li>• <b>Deplaning</b>- If deplaning, contact LEO and TSA, determine if passengers will stay in the sterile area, and/or coordinate with TSA the use of boarding passes for reentry into the sterile area.</li> <li>• <b>Not Deplaning</b>-Coordinate with airport operations regarding their needs beyond the airlines' plan</li> <li>• <b>Fueling</b>-Fuel will be coordinated with TAC Air</li> </ul>
Delta Airlines	<ul style="list-style-type: none"> <li>• <b>Deplaning</b>- If deplaning, contact LEO and TSA, determine if passengers will stay in the sterile area, and/or coordinate with TSA the use of boarding passes for reentry into the sterile area.</li> <li>• <b>Not Deplaning</b>-Coordinate with airport operations regarding their needs beyond the airlines' plan</li> <li>• <b>Fueling</b>-Fuel will be coordinated with TAC Air</li> </ul>
Airport Operations	If a diversion is received, airport operations will be available during normal hours and after hours if necessary. Administration will be notified in the event of multiple diversions in order to streamline communication between affected parties.
TAC Air	TAC Air will provide fueling and other services to diversion aircraft when notified by the airline.
Concessions	The airport café is available during certain hours. Harps grocery store, Sams Club, and Wal Mart are nearby and will be utilized as needed.
Hotel	There is a Hilton Homewood Suites and Hilton Home 2 on airport property as well as numerous nearby hotels that are available for contact 24 hours a day/7 days a week.

## 2.1 Event History

### IROPS EVENT HISTORY

DATE	EVENT DESCRIPTION

## 2.2 Passenger Needs during an IROPS Event

### Passenger Needs

Need	Description
Customer Needs during an IROPS Event	<ul style="list-style-type: none"><li>• <b>Lavatory Services</b>- Restrooms are available while on the aircraft and in the terminal within the sterile area for deplaning passengers.</li><li>• <b>Food and Beverage</b>-Airlines provide beverages and snacks on board the aircraft when possible; once passengers are deplaned, vending is available in the sterile area. During times of multiple diversions or cancellations the airport will coordinate with airlines as needed to provide food or beverage.</li></ul>

Support for special-needs passengers	<ul style="list-style-type: none"> <li>• <b>Transportation</b>- Wheelchair services are available from the airlines</li> <li>• <b>Lavatory Services</b>-Handicap accessible restrooms are located in the sterile area for passengers</li> <li>• <b>Medical needs</b>-The airport will coordinate with emergency services to provide delivery of vital medications for special needs passengers if they do not have medications with them.</li> <li>• <b>Deplaning/boarding</b>-Handicap accessible jet bridges are available.</li> </ul>
Obtaining Passenger Feedback	Passengers are able to provide feedback through various methods including email, airport website, mail, in-person comments with airport staff and service provider staff. Any feedback beyond the airport's capabilities of service will be immediately forwarded to the airline or service provider.

## 2.3 Tracking of Delayed Aircraft

The following describes the process for providing accurate, complete, and timely information in regard to expected flight delays including diversions. These process describe local situations as they develop.

Organization	Description
American Eagle Airlines	Airline staff tracks flights via their company dispatch.
Delta Airlines	Airline staff tracks flights via their company dispatch.
Airport Operations	Airport staff will monitor delayed or diverted aircraft situations to ensure necessary services are provided and assist the airlines when requested. If a potential problem is noted, airport staff will contact the proper airline authority for correction.
FAA	Upon request by FSRA staff, the ATC may advise on the general arrival and departure information as requested.

## 2.4 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 potential situations and the evolving condition as it occurs.

Key elements of communications will be maintained with all service providers before and during events based on the situational need. Trigger events communication will likely originate from the involved airline.



## 2.5 Support for Passengers

The key goal of the FSRA IROPS Plan is to ensure focus on coordinated support of passengers and other customers during an event. The following table and following paragraphs describe the coordinated support for passengers at the airport while they are on-board aircraft, during their deplaning, in the terminal, and when they need ground transportation.

<b>Passenger Location</b>	<b>Service Provider</b>	<b>Description</b>
<b>On board aircraft</b>	American Eagle Airlines	Airline dispatch and flight crew will coordinate with local station on whether do deplane or not. This decision will be determined based on how long the plane is expected to be on the ground. Passengers will be deplaned regardless prior to an on board delay reaching 90 minutes.
<b>On board aircraft</b>	Delta Airlines	Airline dispatch and flight crew will coordinate with local station on whether do deplane or not. This decision will be determined based on how long the plane is expected to be on the ground. Passengers will be deplaned regardless prior to an on board delay reaching 90 minutes.
<b>On board aircraft</b>	Airport	Airport LEO will be informed of the diversion. If airline requests assistance, airport will provide bottled water.

<b>Passenger Location</b>	<b>Service Provider</b>	<b>Description</b>
<b>Deplaning aircraft</b>	American Eagle Airlines	Contact LEO and TSA, determine if passengers will stay in the sterile area, and /or coordinate with TSA the use of boarding passes for reentry into the sterile area. If the aircraft is not at the jet bridge, ensure there is an adequate number of employees to escort the passengers to the terminal.
<b>Deplaning aircraft</b>	Delta Airlines	Contact LEO and TSA, determine if passengers will stay in the sterile area, and /or coordinate with TSA the use of boarding passes for reentry into the sterile area. If the aircraft is not at the jet bridge, ensure there is an adequate number of employees to escort the passengers to the terminal.
<b>Deplaning aircraft</b>	Airport	Airport will make resources available and assist airlines as requested.

<b>Passenger Location</b>	<b>Service Provider</b>	<b>Description</b>
<b>In terminal</b>	American Eagle Airlines	Contact LEO and TSA, determine if passengers will stay in the sterile area, and /or coordinate with TSA the use of boarding passes for reentry into the sterile area. If the delay is short, passengers will remain in the sterile area. For extended delays, food and beverage provisions will be provided
<b>In terminal</b>	Delta Airlines	Contact LEO and TSA, determine if passengers will stay in the sterile area, and /or coordinate with TSA the use of boarding passes for reentry into the sterile area. If the delay is short, passengers will remain in the sterile area. For extended delays, food and beverage provisions will be provided
<b>In terminal</b>	Airport	LEO and airport staff will be on site to ensure passengers are kept in the sterile area, unless allowed to leave and reenter. Airport staff will assist airlines/passengers in providing assistance where necessary.

During extended delays or cancellations, the airlines will utilize their company IROPS plans to coordinate transportation and/or lodging when applicable with their plans. When requested by the airline, the airport shall remain open for passengers when lodging is not available.

One gate at the airport is controlled by the airport and is available for common use to air carriers. Additionally, two gates are under preferential and/or exclusive leases to air carriers and are not fully controlled by the airport. The airport will direct 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 gates available to an air carrier seeking to deplane at a gate during those times the tenant airline is not using or not scheduled to use the gate. If gates are unavailable or the aircraft will not fit at the gate, passengers can be deplaned on the ramp and transported or escorted to the terminal building.

Although the Fort Smith Regional Airport owns the passenger boarding bridges, they are provided for airline use and airport staff are not trained to use the bridges for deplaning passengers from an aircraft. Additionally, the airport does not own or operate any other equipment needed to safely deplane passengers from an air carrier aircraft. Therefore, airport staff are not trained to assist in the deplanement of passengers using such equipment. Airport staff will contact and operate in a support role to American Eagle Airlines, Delta Airlines, and Tac Air, all of whom have equipment and personnel to assist in deplaning passengers. Contact numbers for these companies are listed above in chapter 1.

## 2.6 Tracking Inventory

The following represents resources (equipment and supplies) held by an airport service organization that could be made available for use if requested during an IROPS event.

Organization	Inventory Item	Description
American Eagle Airlines	Tugs	Two tugs available
American Eagle Airlines	Air stairs	One set of air stairs for ERJ
Delta Airlines	Tugs	Two tugs available
Airport	Airport vehicles	Used to transport passengers/baggage as requested
TAC Air	Fuel	Fuel airlines
Tac Air	Air stairs	Air stairs available for various aircraft

## Chapter 3-Establish Procedures to Cooperate

The following sections document the establishment of operating procedures with service providers for use during IROPS events.

### 3.1 Airlines

It is recognized that the airlines are required to adopt tarmac delay contingency plans and coordinate them with the airport. The following table describes airline specific procedures for IROPS events at the airport.

Organization	Contact Name	Local Agreements
American Eagle Airlines	Eric Montgomery	The airline will coordinate existing tarmac delay contingency plans with the FSRA and will notify the airport of any changes or modifications to the plan as they may occur.
Delta Airlines	Roy Williams	The airline will coordinate existing tarmac delay contingency plans with the FSRA and will notify the airport of any changes or modifications to the plan as they may occur.

#### 3.1.2 FAA

It is recognized that the FAA has issued directives to air traffic personnel pertaining to aircraft making tarmac delay requests. The FAA has also established procedures allowing airports access to aircraft flight statuses. The FSRA will seek the assistance as necessary from Fort Smith ATC in regards to IROPS events.

#### 3.1.3 TSA

It is recognized that the Department of Homeland Security has issued procedures to TSA Federal Security Directors concerning establishing and utilizing secure areas during IROPS events. The following table describes FSRA TSA procedures specific to IROPS events.

Organization	Contact Name	Local Agreements
FSM TSA	Tonya Wilhelms	<ul style="list-style-type: none"><li>During regular/minimal operating hours TSA will determine based on the length of delay the when the screening checkpoint will be maintained. Passengers from diverted flights will have the discretion whether to leave and re-enter the sterile</li></ul>

		<p>area when the TSA checkpoint is in operation.</p> <ul style="list-style-type: none"> <li>• During off hours, the airline and/or airport will utilize the emergency contact list to notify TSA of the situation</li> </ul>
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### 3.1.4 Customs and Border Protection (CBP)

The Fort Smith Regional Airport does not have international processing facilities and is not staffed by CBP officials. In the event that it is necessary for an international flight to land at the airport due to unforeseen circumstances, we will coordinate with the local CBP office at (501) 324-5289 and law enforcement officials to identify suitable areas and procedures for establishing a temporary sterile area into which international passengers on diverted aircraft who have not yet cleared United States Customs and Border Protection can be deplaned. Once these efforts are complete, we will coordinate with local CBP officials to develop procedures that will allow international passengers who have not yet cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent practicable.

### 3.2 Other Providers to Consider

Above and beyond the service providers identified in the previous section, several other entities shall be coordinated with as appropriate to the IROPS event. The list below highlights some of these service providers

- Alternate transportation providers (transit buses, rental car agencies)
- Extended stay accommodations (nearby hotels)
- Off-site grocery or restaurants
- Emergency response (police, fire, EMS)
- Red Cross
- FEMA
- Special needs service providers (wheelchairs, oxygen, etc.)

Support from the above listed as well as additional services has been requested and coordinated with the FSRA Airport Emergency Plan (AEP). This plan will be utilized in conjunction with this IROPS plan.

## **4. Review, Update, and Training**

The FSRA IRPS plan will be updated periodically throughout the year as improved practices, procedures, coordinated responses, and other changes occur. In order for this to happen, the FSRA will coordinate with involved parties no less than annually. Training and/or review of the IROPS plan will occur at the airport's quarterly stakeholders meeting.