
Dane County Regional Airport Tarmac Delay Contingency Plan

May, 2017



1.1 TARMAC DELAY CONTINGENCY PLAN DESCRIPTION

Tarmac delays are events that disrupt optimized flight schedules and negatively impact the normal flow of passenger through the air transportation system. These events include diverted flights from other airports, delayed or cancelled flights due to severe weather or other events which disrupt flight schedules and lead to negative impacts on passengers. In this plan, Dane County Regional Airport (DCRA) identifies procedures for responding to tarmac delays that result in the excessive lengths of stay of passengers and aircraft, pursuant to USC 42301 of the Federal Aviation Administration (FAA) Modernization and Reform Act of 2012. DCRA will serve as the facilitator for airport community response efforts for tarmac delays.

The objectives of the Tarmac Delay Contingency Plan include:

- Identify all aviation service providers and stakeholders in tarmac delays
- Identify roles and responsibilities.
- Identify the triggers, actions, and procedures required to respond to tarmac delays and provide for the deplaning of passengers following excessive tarmac delays.
- Identify resources available at the Airport and within the community.
- Provide for the sharing of facilities and make gates available at the Airport in an emergency.
- Establish timely, coordinated, and consistent means of communication.
- Establish procedures for International diverted flights.

Stakeholders have a vested interest in the Tarmac Delay Contingency Plan and how they play a role during a tarmac delay. Stakeholder identification is as follows:

- Dane County Regional Airport (DCRA)
 - Airport Operations
- Dane County Sheriff
- Delta Airlines
- American Eagle
- Frontier
- United Airlines
- Federal Aviation Administration (FAA)
- Transportation Security Administration (TSA)
- Customs and Border Patrol (CBP)
- SSP America
- Paradies

- G2
- Wisconsin Aviation
- Aircraft Rescue and Firefighting (ARFF)
- American Red Cross

1.2 AIRPORT CONTINGENCY PLAN FOR EXCESSIVE TARMAC DELAYS

Excessive tarmac delays, also referred to as on-board ground delays, are the holding of an aircraft on the ground before taking off or after landing with no opportunity for its passengers to deplane. For the purpose of timing tarmac delays, the time count begins when an aircraft lands or when the aircraft door is closed. DCRA will ensure the execution of the Tarmac Delay Contingency Plan and will assist the air carriers in the execution of their plans by assisting with procedures and available resources.

1.2.1 Roles and Responsibilities

While several entities have roles and responsibilities in a tarmac delay, the two key players in excessive tarmac delays are DCRA and the air carriers.

Dane County Regional Airport (DCRA)

DCRA will develop and maintain the Tarmac Delay Contingency Plan, ensures the Plan is aligned with federal regulations, and be responsible for the overall coordination and execution of the Plan. The roles and responsibilities of Airport Operations during excessive tarmac delays include:

- Monitor aircraft activity at airport using flight tracking software, radio frequencies, and verbal communications to identify delays and cancellations.
- Serve as a point of contact during irregular operations events.
- Coordinate with air carriers to determine:
 - Flight number / Call Sign
 - Gate or location of aircraft
 - Aircraft type and tail number
 - Number of passengers
 - Flight origination/destination
 - Anticipated departure/delay times
 - Any special needs passengers
 - Air Carrier's plan for the flight
- Coordinate with air carriers to determine gate or remote parking area to be used

- Direct tenant air carriers to make gates available in an emergency.
- Coordinate with local air carrier operations to provide ground service equipment (GSE) and personnel to service non-represented air carriers.
- Coordinate with local Airport Traffic Control Tower (ATCT) or Chicago Air Route Traffic Control Center (ARTCC) regarding diverted flights and aircraft parking locations.
- Coordinate the usage of the airstairs for deplaning passengers from aircraft in remote parking.
- Coordinate with DCRA Airport Maintenance for the delivery of airstairs
- Coordinate with DCRA ARFF for medical assistance and stand-by status for remote aircraft refueling.
- Coordinate with and assist Airport Sheriff Deputies with safety and security oversight of passengers.
- Notify TSA Coordination Center.
- Coordinate with Concessions.
- Coordinate with Terminal Maintenance.
- Ensure timely communications to airport senior management, employees, airport stakeholders, and passengers.
- Coordinate distribution of supplies.
- Coordinate with local American Red Cross for emergency response relief assistance.
- Notify US Customs and Border Patrol (CBP) for international diversions.
- Submit Tarmac Delay Contingency Plan to Department of Transportation for approval.

Air carriers

Air carriers are the main scheduled air service provider at DCRA. During tarmac delays the responsibilities of the air carriers include:

- Report any diverted flights, including inbound flights that are still airborne, to Airport Operations
- Notify Airport Operations of aircraft that are ground delayed, most specifically at the threshold time limits of 30, 60, 90, 120, and 150 minutes
- Provide Airport Operations with pertinent information including but not limited to:
 - Flight number /Call Sign
 - Gate or location of aircraft

- Aircraft type and tail number
- number of passengers
- Flight origination/destination
- Anticipated departure/delay times
- Any special needs passengers
- Air Carrier's plan for deplaning
- At the direction of Airport Management, share facilities and make gates available in an emergency in accordance with lease provisions.
- Provide passengers notification regarding the status of delays every 30 minutes while aircraft is delayed, including reasons for delay if known.
- Upon notification or anticipation of flight cancellation or misconnects, arrange for onward transportation (rebooking, alternate transportation), compensation consistent with air carrier policies, returning the passengers check baggage, and directing passengers to local lodging.
- Provide passengers with food and beverage compensation, if needed.

1.2.2 Procedures

Individual air carrier operational irregularities do not constitute the need to activate the full plan, but continuous monitoring of irregular operations is required to ensure delays are tracked and managed in accordance with the Tarmac Delay Contingency Plan. While each event is unique, DCRA has established a series of triggers to track excessive tarmac delays and provide for the deplaning of passengers following these delays. The triggers are as follows:

Initial Trigger

The initial trigger takes place when the flight crew or air carrier is alerted to a situation that may result in a lengthy onboard ground delay **or** when an aircraft has been on the ground for 30 minutes without the ability for passengers to deplane, whichever comes first.

Subsequent Triggers

60-Minute Threshold

- The air carrier or local air carrier operations representative must notify the responsible air carrier station manager.
- The air carrier will notify Airport Operations of the status of the flight and determine if the aircraft will return to the gate, continue in line or proceed to a remote parking location.
- All gates at DCRA are owned by the Airport of which ten (10) gates with passenger boarding bridges are leased to air carriers on a preferential basis. Pursuant to the lease agreements, if an air carrier, due to its flight configuration, does not use its assigned parking position or when any non-scheduled activity such as diversions or charters occur, the air carrier shall communicate with the DCRA (Airport Operations) and will assign appropriate parking locations. Also pursuant to Section 42301 of the FAA Modernization and Reform Act of 2012, an air carrier will share facilities and make gates available in an emergency.
- The location of designated remote parking for commercial flights is on the West Ramp (see Exhibit 1). If the West Ramp is not available, the secondary locations for remote parking are the North and South holding bays. Madison Metro may be able to supply a bus for transportation of passengers at the request of Airport Operations or through lease agreements with Badger Bus and/or Rite Way Bus Services.
- Airport Operations shall obtain any pertinent information including, but not limited to:
 - Flight number /Call Sign
 - Gate or location of aircraft
 - Aircraft type and tail number
 - Number of passengers
 - Flight origination/destination
 - Anticipated departure/delay times
 - Any special needs passengers

90-Minute Threshold

- The designated air carrier representative or station manager will provide Airport Operations with an update of flight status and anticipated timeline.
- Airport Operations will notify the Director of Operations and Public Safety, who will notify the Airport Director and/or Deputy Airport Director.

120-Minute Threshold

- The responsible air carrier must provide the passengers with a beverage and snack onboard.
- The responsible air carrier must have operable lavatory facilities available.
- The designated air carrier representative or station manager will provide Airport Operations with an update of flight status, including what time the aircraft door closed or what time the aircraft landed.
- If the delay is expected to last longer than an additional 30 minutes, Airport Operations will recommend that the pilot return or proceed to the gate or remote parking location and deplane passengers.
- Airport Operations, along with the responsible air carrier, will determine the gate or remote parking assignment for the aircraft should it need to return to deplane passengers.
- Airport Operations will ensure that airstairs are available and ready at the remote parking location.

Deplaning Trigger

At the 150-minute threshold, to ensure air carrier compliance with 14 CFR 259.4, *Enhanced Protections for Airline Passengers*, the aircraft **must** be enroute to a gate or remote parking location for passenger deplaning. The only exceptions are (1) if the Pilot In Command (PIC) determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane the passengers, and (2) if the ATCT advises the PIC that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations. As soon as these two exceptions are no longer a factor, the aircraft shall immediately proceed to the gate or remote parking location.

1.2.3 Domestic Diversions

An aircraft destined for another location may be diverted to DCRA (FAA airport identifier: MSN) due to weather, mechanical issues or medical emergency. Air carrier personnel are to notify Airport Operations of the diverted flight and provide pertinent information.

Airport Operations, upon conferring with Airport Management, will determine the number of diverted commercial aircraft the airport is able to accept based on weather conditions and availability of gates, staffing, aircraft parking locations, and resources. See Exhibits 1 & 2 for aircraft parking locations at DCRA.

When it is determined that DCRA can no longer accept diverted aircraft, Airport Operations will notify in order, MSN ATCT, local air carrier station managers, and air carrier dispatch centers. If the MSN ATCT is closed, Airport Operations will notify Chicago ARTCC on frequency 135.45 and the FAA Central Service Terminal Area Operations Center. A Notice to Airmen (NOTAM) will also be issued.

1.2.4 Cancellations

If there are an excessive number of overnighting passengers in the terminal, Airport Operations will coordinate with the concessionaires for extended hours. Airport Operations will also coordinate with TSA to request after-hours security screening and exit lane staffing. If needed, DCRA will contact the American Red Cross for supplies such as cots, blankets, and water.

1.3 INTERNATIONAL DIVERSIONS

DCRA is small hub airport that does not have the facilities or CBP personnel on-site to process international passengers. The following procedures have been developed to handle an international diversion.

1.3.1 Notice of International Diversion

Air carrier personnel will immediately notify Airport Operations of any diverted international flight. The air carrier will need to provide Airport Operations with the following information:

- Flight number/Call Sign
- Aircraft Type and tail number

- Origination
- Destination
- Number of passengers and crew
- Estimated time of arrival
- Pre-cleared status
- Air Carrier's plan for departure

Upon notification of an international diversion, Airport Operations will notify CBP immediately. The air carrier will also be responsible for contacting CBP for clearance authority. Airport Operations will also notify TSA Coordination Center and Dane County Sheriff's Office of the international diverted flight.

1.3.2 Extended Stay

Should the air carrier request that the passengers be deplaned or if the flight is reaching the four (4) hour threshold time limit for excessive tarmac delays, the on-duty Airport Operations Supervisor will select the appropriate location for aircraft parking and passenger deplaning. All international passengers and crew are to be isolated in the sterile area and are not to have contact with other airport passengers or other non-approved airport personnel until approved by CBP. A Dane County Sheriff Deputy will be present at all times during the isolation of the passengers. Passengers will be given access to restrooms and concessions service. If concessions service is not available, DCRA has made arrangements with the concessionaire contractor to have access to food and beverages. The following two (2) locations have been identified as possible areas for isolating international passengers:

- Primary Option – Gates 1 & 2

The aircraft will be brought into Gate 1 or Gate 2, dependent upon aircraft type, and passengers will deplane through the passenger boarding bridge. Barricades will be placed from the passenger boarding bridge door down the center of the terminal to the restrooms, located just to the north of Security Checkpoint Alpha (See Exhibit 3). A minimum of six airport-approved personnel, including one Dane County Sheriff Deputy will be posted at the barriers to ensure isolation. Airport Operations will restrict access to all doors within the isolated area to those with executive privilege only. Aircraft scheduled for use at Gate 1 or 2 will be relocated to another available gate.

- Secondary Option – Gates 11-13

The Deputy Airport Director or the Director of Operations and Public Safety may approve the secondary option. If gates 1 & 2 are unavailable or there is not enough staff for the primary option, the south end of the terminal, including gates 11,12, and 13 will be used to isolate international passengers (see Exhibit 4). One Dane County Sheriff Deputy will be posted at the barriers to ensure passengers are isolated from the rest of the Airport and other passengers. Dependent upon the aircraft size, the aircraft can be parked at Gate 12 or 13 and use the passenger boarding bridges to deplane or the aircraft can be a hard-stand operation at Gate 11 using airstairs. Airport Operations will restrict access to all doors within the isolated area to those with executive privilege only. American Eagle flights using Gate 12 or 13 will need to be relocated to another gate, preferably Gate 10. Airport Operations will coordinate with a concessions contractor to provide a kiosk of goods for purchase.

Anyone, including airport employees, who come in contact with uncleared international passengers becomes subject to CBP examination. Anyone who enters the sterile area must have permission from CBP to depart or they will be subject to penalties. Airport Operations, Law Enforcement Officers, and TSA personnel have a blanket clearance from CBP to come in contact with the uncleared international passengers in addition to entering and exiting the sterile area. If a passenger needs to leave the sterile area, they must be escorted by TSA or a Law Enforcement Officer at all times, until they return to the sterile area or clearance has been given by CBP.

1.3.3 Fuel and Go

If the international diverted flight will be a “fuel and go” operation, the aircraft will be allowed to park at the air carrier’s designated gate. If the air carrier does not have a preferential gate available, the air carrier will coordinate with Airport Operations to determine an alternate gate or remote parking location for the aircraft to park and refuel. The aircraft is not to be refueled until permission has been given by CBP.

1.3.4 Medical Emergency

After notice that an international flight is being diverted to MSN for a medical emergency, Airport Operations will inform MSN ATCT, DCRA ARFF, and Dane County Sheriff of the gate that the aircraft is to use upon arrival. If the patient's condition is life threatening and transportation is necessary before Airport Operations has received clearance from CBP, a Dane County Sheriff Deputy or a Madison Police Department Officer will escort the patient to the hospital and remain with the patient until clearance from CBP is given. No passengers or crew will be allowed to deplane the aircraft unless approval has been given from CBP.

1.3.5 Recovery

After CBP has given clearance, passengers will remain in the sterile area until TSA makes the determination based on the origination of the international diverted flight if passengers need to be rescreened. While the passengers are being escorted out of the isolated area to the security screening checkpoint, airport employees must ensure that the international passengers have no contact with the domestic screened passengers. Once the passengers have passed through the security screening process, they can be treated as any other domestic passenger at DCRA.

Due to United States Department of Agriculture (USDA) rules, no trash from the international diverted flight is to be taken off the aircraft. In addition, to ensure that all international trash is taken to an approved trash incinerator, all the trash in the isolated area will be collected and turned over to the air carrier to be placed on board the aircraft to be delivered and disposed of properly.

Exhibit 1 West Ramp Remote Parking Locations

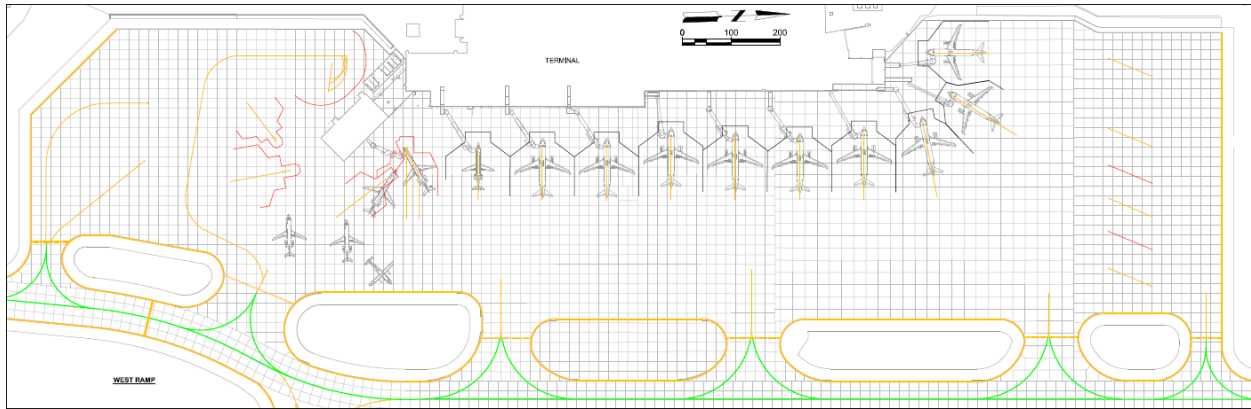


Exhibit 2 North and South Hold Bay Remote Parking Locations

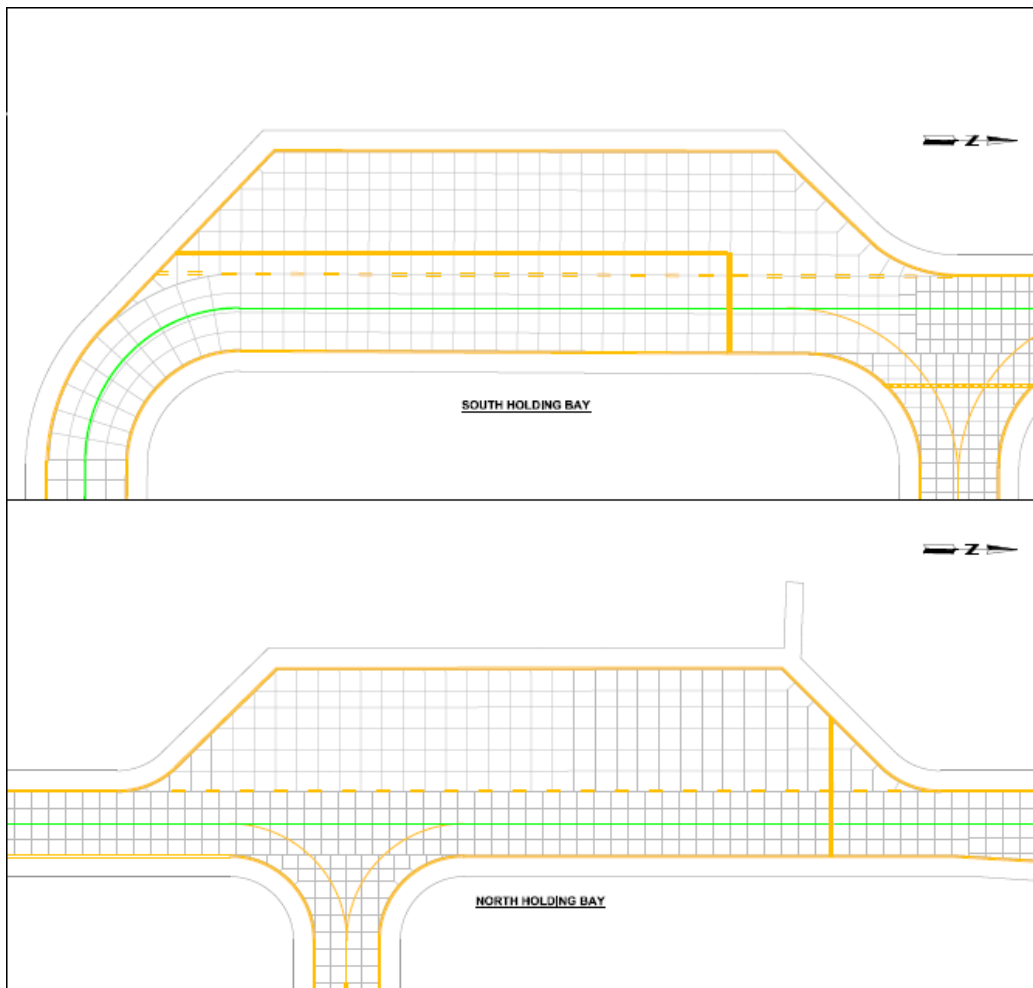


Exhibit 3 International Divert Primary Layout

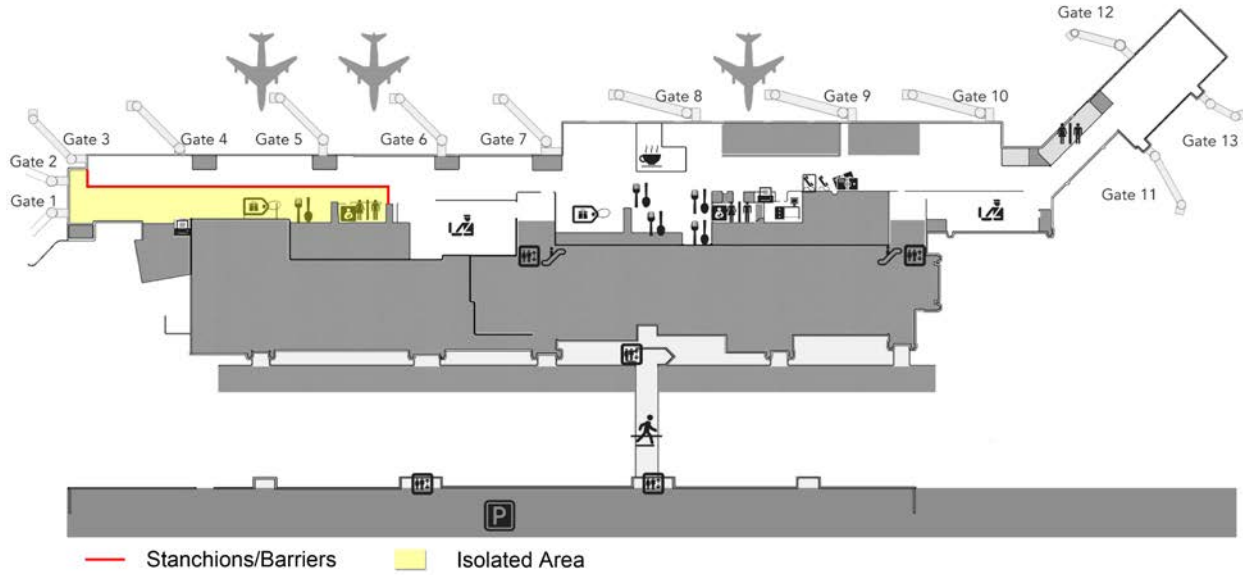


Exhibit 4 International Divert Secondary Layout

