

**IRREGULAR OPERATIONS
AIRPORT CONTINGENCY PLAN**

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1.0 Purpose

- 1.1. The purpose of the Irregular Operations Airport Contingency Plan is to provide general guidance to the Airport Authority in assisting the airlines to ensure passenger needs are rapidly identified and addressed during such delays.
- 1.2. The airlines must notify the Airport Authority of irregular operations as soon as possible and provide information on the number of aircraft, passengers, etc.

2.0 Airport Authority as collaborator during Irregular Operations

2.1. Collaboration in support of aircraft delayed on the ground with passengers onboard:

- Coordinate with the airlines to provide for the use of empty gates, consistent with lease terms;
- Coordinate with the airlines to provide for the use of hardstand positions for the remote parking of aircraft;
- Provide access to remotely parked aircraft for servicing and resupply;
- Coordinate with local emergency medical service providers to assist in providing emergency medical support to passengers on remotely parked aircraft;
- Coordinate with local airport law enforcement to provide airfield security;
- Coordinate with the airlines regarding the deplaning and transportation of passengers, including those with mobility impairments (use of buses, portable stairs, etc.).
- Coordinate with Landside Operations, if needed, for shuttles to transport passengers back to the terminals. All of their shuttles have wheelchair lifts. Level of response would be determined by time of day.

2.2. Collaboration in support of passengers in terminals impacted by irregular operations:

- Coordinate with the airlines and concessionaires to provide food and hydration;
- Coordinate with the concessionaires to provide access to retail outlets that supply items most likely to be needed by passengers;
- Coordinate with the custodial staff to provide a clean environment (terminal concourses and restrooms);
- Coordinate with the Airport Ambassadors to provide access to information identifying the availability of lodging near the airport;
- Coordinate with Landside Operations to ensure public ground transportation, shuttles, and taxis are available during extended operating times.

2.3. Access to special services:

- Coordinate with the local chapter of the American Red Cross, if needed;
- Coordinate with the Airport Ambassadors to provide for specific communication aids such as foreign language, American Sign Language services, etc.

2.4. Extended hours of operation

The Airport Authority should coordinate with tenants providing relevant services to passengers to ensure adequate staffing to manage higher traffic volumes:

- TSA for passenger and baggage screening and rescreening;
- FAA for ATC and aircraft movement area management;

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- CBP for international passenger and cargo processing;
 - Local public safety departments for the safety and security of passengers;
 - Concessionaires for food and retail items;
 - Custodial staff for continued facility cleanliness;
 - Rental car agencies, commercial transport providers, and hotel shuttles for transportation services.

3.0 Procedures when Security Checkpoints are closed

3.1 To provide for the arrival of aircraft to airports when TSA personnel are not scheduled to be present, the following procedure is allowed:

- If passengers are deplaned into a secure, sterile, or SIDA area and are continuously escorted to and remain in the sterile area, they may re-board the aircraft without additional TSA screening.

4.0 Diversion Airports not served by the airline

4.1 At diversion airports not served by the airline, the airline should have procedures in place to accomplish the activities listed below, but the Airport Authority should be prepared to assist in facilitating the coordination:

- Before landing, the airline should contact a code-share airline to confirm readiness and capabilities of local personnel and facilities;
- The airline should coordinate ground station activities with a code-share airline;
- For fuel-and-go scenarios, the airline's operations control center should work with a code-share airline, the Airport Authority (if necessary), and ATC to coordinate the aircraft servicing and departure sequence;
- For flights that cancel at the diversion airport, the airline should have procedures for coordinating with a code-share airline for deplaning, accommodating, and rebooking passengers, or otherwise transporting passengers to their final destination.

APPENDIX 1

DOT Required Contingency Plan

**SAN DIEGO INTERNATIONAL AIRPORT
IRREGULAR OPERATIONS
DOT REQUIRED EMERGENCY CONTINGENCY PLAN**

The San Diego International Airport has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Dean Robbins, Manager of Airside Operations, at [drobbins@san.org](mailto:d Robbins@san.org). The San Diego International Airport is filing this plan with the Department of Transportation because (1) it is a commercial airport or (2) this airport may be used by an air carrier described in USC 42301(a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, the San Diego International Airport will:

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs & Border Protection (CBP).

The San Diego International Airport has facility constraints that limit our ability to accommodate diverted flights or maintain the airport's safe operation and strongly encourages aircraft operators to contact the airport at 619.400.2710 for prior coordination of diverted flights, except in the case of a declared in-flight emergency. Specific facility constraints include the following: limited space in our international passenger processing facilities, limited number of aircraft parking positions, and limited ability to accommodate, park, and service certain types of aircraft. During significant diversion events the San Diego International Airport issues NOTAMs regarding its ability to accommodate diverted flights to ensure the safe and efficient operation of the airport and its ability to serve the civil aviation needs of the public during irregular operations events.

Airport Information

Name of Airport: The San Diego International Airport

Name and title of person preparing the plan: Susie Preiser, Manager of Emergency Preparedness and Public Safety

Preparer contact number: 619.400.2773

Preparer contact e-mail: spreiser@san.org

Date of submission of plan: June 2, 2022

Airport Category: Large Hub ☒ Medium Hub ☐ Small Hub ☐ Non Hub ☐

Contact Information

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Communication Center at 619.400.2710 for assistance.

Plan to Provide for the Deplanement of Passengers Following Excessive Tarmac Delays

The San Diego International Airport does not 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 airport personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers or contract service providers. The Airport 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.

Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency

SAN currently has forty-nine gates (49). Twenty-nine (29) gates have been assigned to air carriers as their Preferential Use Gates, of which they have scheduling priority. Twenty (20) gates have been assigned as Common Use Gates and are scheduled by the Authority, with one or more air carriers operating at these gates throughout the day. Of these twenty (20) Common Use Gates, six (6) are considered "swing gates" as they allow for both international and domestic arrivals.

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.

Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection

The San Diego International Airport has defined sterile areas capable of accommodating limited numbers of international passengers. 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.

Public Access to the Emergency Contingency Plan

The San Diego International Airport will provide public access to its emergency contingency plan by posting it in a conspicuous location on the airport website at <http://www.san.org>

This plan is intended to support the airlines during periods of irregular operations at San Diego International Airport (SAN). In the event of irregular operations at SAN, the Airport Authority will coordinate this plan with all airlines experiencing irregular operations. Each airline has their own irregular operations plan and is responsible for coordinating the implementation of that plan with their passengers.

APPENDIX 2

CBP Sterile Area Procedures

Irregular Operations

Provide a Sterile Area for International Passengers Who Have Not Cleared Customs

Purpose

The purpose of this procedure is to meet the requirements outlined in Section 42301 of the FAA Modernization and Reform Act of 2012. This Act requires airport operators to submit emergency contingency plans to the U.S. Department of Transportation (DOT) that describe how, following excessive tarmac delays, airport operators will to the maximum extent practicable provide a sterile area for passengers who have not yet cleared Customs. The Act requires that airport operators coordinate with local U.S. Custom and Border Protection (CBP) officials to develop procedures that will allow international passengers, who have not yet cleared Customs, to be deplaned into these sterile areas.

Logistics

The DOT prohibits U.S. and foreign airlines operating international flights from permitting an aircraft to remain on the tarmac for more than four (4) hours without deplaning passengers.

Once Airport Operations is notified that an international flight has been diverted to San Diego International Airport (SAN), Airport Operations will provide the name and contact number for the diverting international airline Point of Contact (POC) to the CBP Duty Supervisor via telephone at (619) 550-9079. Airport Operations will also contact the CBP Duty Supervisor and coordinate the logistics involved with deplaning passengers, who have not yet cleared Customs, into a sterile area, if necessary.

It is possible that a diverted flight will be directed to park on the North Ramp while they wait for clearance to depart for their destination airport. If it is necessary to deplane these passengers as they approach the four-hour limit, Airport Operations, in coordination with the CBP, will pick the appropriate location to hold these passengers from the options listed below. The option chosen will depend on whether an international flight is already utilizing the FIS facilities.

Option One: Gates 49-51 Seating Area in Terminal 2 West

If the FIS is available and the aircraft can be taxied to the international gates for deplaning, Airport Operations will need to coordinate the following:

- Obtain stanchions to physically block off access from the main concourse to the seating area for gates 49-51. Ensure the restrooms are included in the blocked off space. Coordinate with the Harbor Police Department (HPD) and the

Contract Security Company to provide personnel to provide security (i.e. 2 contract security and 1 HPD);

- Escort passengers up to the seating area;
- Coordinate with the airline to provide food/water to the passengers. If the airline is not based at SAN, then Airport Operations will need to make these arrangements.¹

Option Two: Gates 20-22 Seating Area in Terminal 2 East

If the FIS is in use processing an existing flight when the diverted aircraft needs to be deplaned and Option two is chosen, Airport Operations will need to coordinate the following:

- Obtain stanchions to physically block off access from the main concourse to the seating area for gates 20-22. Coordinate with the Harbor Police Department (HPD) and Contract Security Company to provide personnel to provide security (i.e. 2 contract security and 1 HPD);
- Coordinate with Landside Operations to provide shuttles to transport the passengers from the aircraft to the Gates 20-22 seating area via the airside. If CBP determines that they need to process these passengers once their FIS is clear, then Airport Operations would once again coordinate with Landside Operations to provide shuttles to transport the passengers from Gates 20-22 to the FIS.
- Coordinate with the airline and the CBP for the airline to provide food/water to the passengers. If the airline is not based at SAN, then Airport Operations will need to make these arrangements.

¹ Procurement advised that there are two options for procuring food in this circumstance: 1) A VP can make a business decision to approve the P-Card use by the single designated card-holder reporting directly to them; 2) Risk Management maintains a list of caterers with appropriate insurance on file, (located in the ARG - Administrative Reference Guide). Several of the listed caterers will invoice the Authority so that the invoice can be paid via a check request. You should always confirm that the caterer will invoice, prior to placing the order.