

Airport Information

Name:	Daytona Beach International Airport			
Name and title of person preparing the plan:	Dan Blake, Airport Manager-Airport Operations			
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Date of submission of plan:				
Airport Category:	<input type="checkbox"/> Large Hub	<input type="checkbox"/> Medium Hub	<input type="checkbox"/> Small Hub	<input checked="" type="checkbox"/> Non Hub

Aircraft Operators are strongly encouraged to contact Airport Control at 386-248-8066 or Airport Operations at 386-547-0298 for prior coordination of diverted flights, except in the case of a declared in-flight emergency.

Daytona Beach International Airport (DAB) has prepared this Irregular Operations (IROPS) Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Dan Blake, Airport Manager-Airport Operations at DBlake@flydab.com. DAB is filing this plan with the Department of Transportation because (1) it is a commercial airport and (2) this airport may be used by an air carrier as described in USC §42301 (a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, DAB will:

- Provide support of customer needs and the deplanement of passengers as necessary;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area as needed for passengers who have not yet cleared United States Customs & Border Protection (CBP)

DAB has facility constraints that limit our ability to accommodate diverted flights or maintain the airport’s safe operation. During diversion events DAB 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. Specific facility constraints include the following:

- Limited ramp parking space;
- Limited passenger stairs available; and
- Minimal ground support crews available

Ground Support Information

The Airport Operations Department serves as the primary coordinator for all diversions to DAB. Immediate, effective communication and coordination is critical to the success of the event. The Operations Duty Agent must take a proactive approach to handling these events and must not assume all those involved are aware of the steps involved with a divert. In all aircraft diversions, the on-duty Operations Agent and Airport Manager-Airport Operations must be notified to ensure the consistency of actions taken.

On-Duty Airport Operations agent:

- Phone: 386-547-0298
- Available Monday – Sunday from 0415L – 0015L

Airport Control:

- Phone: (Office) 386-248-8066, (Mobile) 386-547-4344
- Available 24/7

G2:

- Phone: (Duty Phone) 386-547-4344, (Mobile) 386-254-6222
- Available 24/7

No ground handling operation or operations agent is available from the hours of 0015 – 0415 Monday – Sunday. Law Enforcement, Fire Services and Air Traffic Control staffing is available 24-7 (refer to DAB Emergency Phone Contacts -available for internal use only).

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Causes of IROPS Events

Causes of IROPS events can include extreme weather, geological events, reduction of airport facility capacity, aircraft mechanical problems, labor issues and others. 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 that also have an impact on airport operations and must be planned for include:

- Surge
- Capacity
- Off-hours
- Extended Stay

Aircraft divers occur frequently and sometimes unannounced. Non-emergency weather-related divers, international divers (emergency and non-emergency), medical divers (flag-stops), and security divers all require swift, effective, and standardized action to properly facilitate the needs of the diverted air carrier. Handling aircraft divers is best approached from a team aspect involving the airport, air carrier, support services, Fixed-Base Operators (FBO), FAA Air Traffic Control Tower (ATCT), Customs and Border Protection (CBP), and the Transportation Security Agency (TSA). Diverted aircraft are not exclusively airport, airline, FBO, ATC, Customs, or TSA problems; all are impacted to some degree and all have a vested interest in the smoothest evolution possible. Each are integral elements of the divert operation.

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

DAB has limited equipment and personnel needed to safely deplane passengers from air carrier aircraft. Any support equipment will be made available to deplane passengers as soon as practical after receiving request from such airlines. If the necessary equipment is not available, DAB will coordinate with other local support agencies that may have the necessary equipment and personnel to support the affected Airline's IROPS Plan and safely deplane passengers. This could lead to excessive delays.

Support capabilities for the deplanement of passengers at DAB include:

- Busing services from remote parking locations to the terminal (on site);
- A listing of specific ground handling equipment that the airport operates;
- Fueling operations available through contract fixed-based operators;
- Aircraft Rescue & Fire Fighting (ARFF) units available 24-7;
- FAA Air Traffic Control Tower (ATCT) staffed 24-7; and
- Law Enforcement Units available 24-7 (on site)

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

There are 6 gates at DAB. If additional gates are needed, the Airport 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 gate, to the maximum extent possible.

DAB has restrictions on gate use for certain air carriers with large aircraft. The airport is unable to accommodate aircraft larger than a B-767-200 at any accessible gate. Larger aircraft will need to deplane passengers utilizing the air stairs (able to support aircraft up to a B-747) provided by the airport. As published in the Chart Supplement, Taxiway C1 and Taxiway W can accommodate Group III aircraft with wingspans up to 119ft. Taxiway W3 can accommodate Group II aircrafts and is closed for aircraft over 79ft of wingspan. **Figure 1** below shows the airport’s remote parking locations and air carrier parking positions. **Figure 2** shows remote parking locations for aircraft with hazardous cargo. **Table 1** below shows the airport’s aircraft parking pavement information and available aircraft support equipment.



Figure 1 – Remote Aircraft Parking Locations



Figure 2 – Remote Aircraft Parking Locations – HAZCARGO

AIRCRAFT PARKING

LOCATION	PAVEMENT CATEGORY	AIRCRAFT CATEGORY	NOTES
Domestic Ramp -Hardstand 1			
Domestic Ramp -Hardstand 2			
TWY A			
TWY C-2			
TWY C-3			
International Ramp			
Papa Run-Up, TWY W-1 (HazCargo Only)			

Table 1 – Remote Aircraft Parking Pavement Capabilities

AVAILABLE AIRCRAFT SUPPORT EQUIPMENT

INVENTORY ITEM	OWNER	STAFF SKILLS
Aircraft Parking Location(s)	Airport (County of Volusia)	Current on Training
Air Stairs	Airport (County of Volusia)	Current on Training
Medical Transport/Facility	Volusia County EMS	Current on Training
Lavatory Equipment Facility	Airport (County of Volusia)	Current on Training
Wheelchairs	Local Airlines (Delta & AA)	Current on Training
Potable Water Cart	Airport (County of Volusia & Delta)	Current on Training
Fuel Trucks and/or Service Facility	FBO's: Sheltair, Yelvington, ATP	Current on Training
Tow Tugs and Baggage Carts	Airport (County of Volusia)	Current on Training
Pushback Tug Tractor	Airport (County of Volusia)	Current on Training
Towbars	Airline Owned	Current on Training
Portable Power Supply	Airport (County of Volusia)	Current on Training
Portable A/C Systems	Airport (County of Volusia)	Current on Training
Translation Services	County of Volusia Vendor	Current on Training
Service Animal Relief Area	Airport (County of Volusia)	Current on Training
Customer Assistance Personnel	Airport (County of Volusia)	Current on Training

Table 2 - Available Aircraft Support Equipment

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

DAB has defined sterile areas capable of accommodating limited numbers of international passengers. The Airport 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. DAB can reasonably accommodate 1 Group IV aircraft (ie. 757-200) from limited facilities.

CBP is available Monday through Friday from 0800L – 1700L. Off-scheduled international IROPs activity would need to be coordinated with on call CBP support staff.

Procedural Steps

Refer to the information below when aircraft divert to DAB with or without existing local support:

1. Identify the DAB-based primary contacts (i.e., air carrier supervisor/manager, FBO, TSA checkpoint supervisor, VSO, CBP) and work closely with these individuals to coordinate support services for the diversion. **Activation of the Airport Operation Center (AOC) may be necessary to reach all necessary entities for aircraft divert support.**
2. Determine the needs of the divert aircraft (emergency or non-emergency) and base options on the information obtained. Seek information and/or assistance from ATC, or the aircraft pilot (directly or on ground frequency) to assist in determining where to park the aircraft. Seek answers to the following questions:

QUESTION:	IF YES:
Is the divert aircraft part of an inter-airline agreement with an existing air carrier at DAB?	Coordinate and assist all efforts with that air carrier as outlined in this contingency plan.
Is a boarding bridge requested?	Consider using a DAB gate. If a gate is not available, look for another available boarding bridge and coordinate the request with the air carrier operating out of that gate. Ensure there is a tow bar available for the type of aircraft.
Is remote parking requested?	Determine which location will be the most efficient to park the aircraft for servicing, ground handling, and push back (if required). Refer to Aircraft Parking Diagram (Figure 1) to determine the best location for the aircraft based on servicing needs.
Is the diversion an international aircraft requiring Customs?	If so, contact US Customs and discuss the extent of the clearing process. Some international diversions will stop for fuel only due to circumstances such as weather or ground stops at the destination airport. These can be handled away from the FIS provided all passengers remain on board (with CBP approval). Advise and involve VSO and the TSA of this activity. Crew time is a prime consideration for priority handling. Also, ensure the fuel requirements are prioritized (fuel delivery from the FBO) on international diversions since the impact on international divert aircraft deplaning is far greater than a domestic flight. Ensure the FIS is ready to accept passengers if needed.

QUESTION	IF YES:
Does the aircraft crew plan to deplane the passengers into the Sterile Area and/or Public Areas of the airport with the intention of re-boarding the aircraft for departure?	Notify the TSA, CBP, VSO, and checkpoint supervisor of this activity. Ensure the divert aircrew advises the passengers of the requirement to bring their boarding passes and identification with them prior to disembarking from the aircraft. The passengers will need the boarding passes and identification to get back through the checkpoint and board the aircraft. Notify FABER of the activity so they're aware of potential increased demand for concessions.
Are air-stairs, fuel, ground power unit, or ground air conditioning requested?	Coordinate with the FBO's and/or the air carriers for air stair and other support equipment.
Will the aircraft be on the ground long enough (approx 3 hrs) to require meals?	<p>Communicate with the aircrew to see if meals are needed for passenger/crew support. Meal Options:</p> <ol style="list-style-type: none"> 1. FABER: Snacks, baked goods, drinks –may be able to provide quick array of wraps/sandwiches. *Refer to Airport AOC Binder for current FABER Manager's contact information. 2. RED CROSS: Large-quantity box lunches/meals. Contact the local American Red Cross: 341 White St. Daytona Beach, FL 32114 386-226-1400 –or- 321-890-1002 *Refer to Airport AOC Binder for current Red Cross Disaster Program Manager's contact information <p>Do not assume the costs associated with these support requests; only provide information and assist in coordination.</p> <p>Airport Operations has a limited amount of resources for passenger support. Coordinate with the AOC for immediate assistance and continued passenger provisions in case of an extended stay situation.</p>

1. Obtain the following information on each diverted aircraft and enter this into the Operations Log*

- Air Carrier name and contact information
- Flight #, type aircraft & tail number
- # PAX on board
- Origination and Destination
- Reason for the diversion
- ETA and ETD

- Services requested (boarding bridge, concessions, fuel, etc.)

*This information may also be received via radio by Airport Control and may be entered in their logs as well.

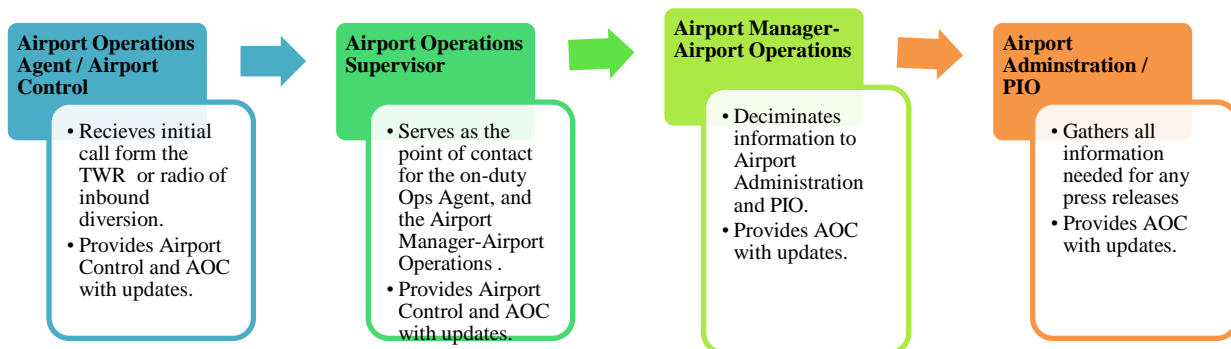
Extended On-Board Delays

The purpose of this procedure is to address and support the Airlines’ “irregular operations” protocol relating to extended on-board delays while aircraft are still on the ground. Frequently, aircraft are delayed from taking off due to weather conditions at the departure airport, the enroute flight path, or at the destination airport. Passengers have experienced delays on-board aircraft lasting greater than 8-hours; an extremely unpleasant and unsatisfactory experience that has led Congress to pass legislation on the topic of extended ground delays. Leading industry officials have been aggressively addressing this problem in an effort to establish a threshold of acceptable wait times and to identify trigger-times for responsive action. It is imperative that the Airport work closely with the airlines to mitigate these circumstances and immediately respond and assist with resolving extended ground delays in the most efficient method possible while keeping customer service, safety and security as top priorities for the traveling public.

DAB is primarily an Origination and Destination (O&D) airport. O&D traffic is light to medium depending on the time of the day and season. Weather en-route or weather at destination airports seems to be the most significant cause for extended ground delays at DAB. Airport Operations, and Airport Control monitors the status of departing flights and is continuously prepared to assist the airlines with solving these types of challenges.

The following outlines various action-items, decision tools, and options for the Operations Supervisor and Agents to use when addressing on-board extended delays:

NOTE: For all of the topics below, the order of reporting is as follows:



Time Limitations

- When an aircraft is loaded and pushed from the gate and the aircraft is delayed on the ground for one (1) hour, the Operations Duty Agent will contact the affected airline to discuss options and to see what their plan of action is to address the delay should it extend beyond two (2) hours. The responding Airport Operations Agent contacts and advises the Operations Supervisor, the Airport Manager-Airport Operations. The Airport Manager-Airport Operations contacts and advises Airport Administration/PIO, and the AOC.
- At two (2) hours, ensure the airlines are addressing food and beverage requirements. Airport Operations provides update status to the Airport Manager-Airport Operations, who in turn, updates Airport Administration/PIO. Airport Administration/PIO contacts the Airport Director and provides a brief on the situation.
- At three (3) hours, the aircraft can be expected to have already returned to the gate and offered the passengers the opportunity to deplane. On-board ground delays greater than three (3) hours are not acceptable and may result in the airline facing extensive fines. The Operations Agent updates status to Airport Control, the Operations Supervisor, and the Airport Manager-Airport Operations. The Airport Manager-Airport Operations updates Airport Administration/PIO. Airport Administration/PIO updates the Airport Director.
- Airlines have varying procedures and time-limits on when they take specific action. Be aware of this when addressing the issue with them.
- Ask the airline questions to determine when they will take specific action (be proactive).

Coordination

- Close coordination between the Airport and the airline/aircraft is required in order to properly mitigate an extended on-board ground delay. As stated above, time is of the essence when addressing a corrective plan of action.
- Do not push the airlines into your action plan (what you think they should do); rather, inquire as to what their intention is and offer assistance or options.
- If you sense you are not engaged in a mutually cooperative effort, contact the Airport Operations Supervisor, Airport Manager-Airport Operations, or the airline's management /supervision.
- Do not wait until after more than one hour on a delay to coordinate with the airlines.
- Coordination should occur as soon as you become aware of the delayed flight.
- Coordination/communication with concessionaires is vital to providing for the needs of the passengers. If the aircraft returns to the gate at a time when food or drinks are not normally available, contact FABER to coordinate their assistance with keeping a restaurant open or providing the availability of food and drink. **The airlines are responsible for the costs associated with concessions.**
- Ensure that VSO and TSA are briefed of the activity. Ensure Operations Management is advised of the activity.

Gate Options

Use the following steps to determine where the aircraft will park at a gate for deplaning opportunities:

- DAB has six (6) passenger loading bridges or common-use gates.
- If gates are not available, look at using another airline's gate based on their scheduled use. If the decision is made to use another airline's gate, the aircraft should be docked at the loading bridge long enough to off-load and then tug the aircraft to remote parking until a new departure time is established.
- At the three (3) hour delay point, the airlines are obligated to dock the aircraft and make deplaning available and an option to the passengers. If no passengers choose to exit the aircraft and the flight is not cancelled, the pilot may elect to close the aircraft up and push off the gate for holding until cleared for departure.

Security

Only passengers who departed from a Sterile Area are authorized to be introduced to the Sterile Area upon returning to the gate; this is of primary concern regarding a chartered aircraft that diverts at DAB with an extended on-board ground delay wait time.

- If an aircraft arrives at DAB where the passengers did not receive the same level of security inspection as outlined in 49 CFR Part 1544 (such as a chartered 12/5 aircraft), ensure that the aircraft does not deplane into the Sterile Area. Ramp off-loading at one of the FBOs or at the Air Cargo Ramp might be considered for deplaning these passengers. The AOC will notify the TSA Coordination Center, Airport Security Coordinator, and Airport Police regarding all aircraft returning to the gate or docking at the gate for passenger deplaning.
- Ensure the airlines have a manifest of the passengers and the passengers are advised to keep their boarding passes with them if they get off the aircraft.
- Passengers are not authorized to be escorted outside of the Sterile Area to a Ramp smoking area.

If an airline elects to deplane the aircraft at any location other than the Sterile Area, that aircraft is not authorized to re-board and depart since the passengers have been exposed to a non-sterile environment. Only the TSA (FSD) can authorize a deviation from this requirement. Ensure that CBP, TSA, Airport Security Coordinator and VSO is advised and closely coordinated with in these circumstances.

After-Action Event Debrief

It is highly desirable/recommended for all entities directly involved with the diversion or extended ground delay event(s) to conduct a debrief to determine what went well and what action items could be improved. The debrief should be coordinated in the Airport Operations Center (AOC) and an after-action report should be generated and sent to all entities involved.

Public Access to the Emergency Contingency Plan

DAB will provide public access to its emergency contingency plan in a conspicuous location on the airport website (<http://flydaytonafirst.com>).

<p>Brief description of event</p> <p>Date _____</p> <p><i>Insert a brief description of event:</i></p> <hr/> <hr/> <hr/> <p>Causes:</p> <ul style="list-style-type: none"> • Local weather • Diversion(s) • Aircraft mechanical • Aircraft crew • ATC service system • Other <p>Impacts</p> <p>Surge: Potential impact caused by the rate of arrival of aircraft, timing of deplaning passengers, and subsequent movement of passengers through airport.</p> <ul style="list-style-type: none"> • Aircraft • Passengers* <p>Capacity: Potential impact caused by the total number of aircraft that have arrived at the airport and of the number of passengers located in any particular areas of the airport</p> <ul style="list-style-type: none"> • Aircraft • Passengers* <p>Off-hours: Potential impact caused by the time of day at which aircraft arrive at airport and the subsequent need to process passengers</p> <ul style="list-style-type: none"> • Aircraft • Passengers* <p>Extended Stay: Potential impact caused by the duration of stay (often measured in days) that aircraft remain at the airport and that passengers are delayed before resuming their travel</p> <ul style="list-style-type: none"> • Aircraft • Passengers* <p>*Including animals</p>
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