



COLUMBIA METROPOLITAN AIRPORT



Aircraft Diversion
&
Pandemic Operations Plan

January 2013

Aircraft Diversion and Pandemic Operations Plan

Table of Contents

Overview	4
Part 1- Domestic Diversion Responsibilities	4
(a) Airport Operations Department	4
(b) Airlines	5
(c) Other Tenants (FBOs, FedEx, UPS, etc.)	6
(d) Airport Police Department	6
(e) Transportation Security Administration (TSA)	6
(f) Airport Maintenance Department	6
(g) Airport Fire-Rescue Department	6
(h) Airport Customer Service Department	6
(i) The Paradies Shops	6
(j) Carolina Concessions	7
(k) Car Rental Agencies	7
Part 2 – International Diversion Responsibilities	8
(a) Airport Operations Department	8
(b) Airlines	8
(c) US Customs and Border Protection (CBP)	8
(d) South Carolina Aeronautics Commission (SCAC)	9
(e) Other Tenants (FBOs, FedEx, UPS, etc.)	9
(f) Airport Police Department	9
(g) Airport Maintenance Department	9
(h) Airport Fire-Rescue Department	10
(i) Airport Customer Service Department	10
(j) Transportation Security Administration (TSA)	10
(k) The Paradies Shops	10
(l) Carolina Concessions	10
(m) Car Rental Agencies	10
Part 3 – Pandemic Outbreaks/Quarantine Responsibilities	11
(a) Airport Operations Department	11
(b) Airlines	11
(c) U.S. Customs and Border Protection (CBP)	11
(d) South Carolina Aeronautics Commission (SCAC)	12
(e) Other Tenants (FBOs, FedEx, UPS, etc.)	12
(f) Airport Police Department	12
(g) Airport Maintenance Department	13
(h) Airport Fire-Rescue Department	13

Aircraft Diversion and Pandemic Operations Plan

(i) Airport Customer Service Department	13
(j) Transportation Security Administration (TSA)	13
(k) The Paradies Shops	13
(l) Carolina Concessions	13
(m) Car Rental Agencies	13
Part 4 – Exhibits	14
A – Airline Ground Handling Agreements	14
B – Available Aircraft Ground Handling Equipment	15
C – Suggested Parking Plan for Diverted Aircraft	17
D – Airfield Design Group Capacity	18

Aircraft Diversion and Pandemic Operations Plan

Overview: Recent U.S. Department of Transportation (DOT) regulations require air carriers to (ref. (http://airconsumer.dot.gov/rules/Consumer_Rule_1_FAQ%204-8-10_1.pdf):

- Provide operable lavatories to passengers while on the tarmac.
- Provide food and water to enplaned passengers within 2 hours.
- Deplane passengers to acceptable facilities within 3 hours.

Although Columbia Metropolitan Airport (CAE) is a small hub airport, DOT's interpretation states that air carriers and small hubs are not relieved of an obligation to provide adequate service to customers. The purpose of this document is to present a list of responsibilities for the various Airport departments, tenant businesses, and outside mutual aid agencies in the event of a diversion of a domestic or international flight into the Columbia Metropolitan Airport. Caring for diverted and delayed passengers requires a team-based, concerted effort from all involved. This document also addresses responsibilities and procedures for international and domestic flights diverting to CAE where there is a need to isolate or quarantine passengers and crew for public health purposes.

Part 1 – Domestic Diversion Responsibilities

(a) Airport Operations Department:

Offer and render assistance as available to air carriers and tenants.

Assist in selecting a parking location for the aircraft. Ground handlers are responsible for parking aircraft as Airport Operations personnel will not perform this function.

Ensure diverted aircraft do not obstruct loading gates for scheduled incoming flights or 'trap' parked aircraft already at a gate or hardstand. It is preferable that all carriers coordinate parking early to ensure orderly flow. Airport Operations will advise responsible ground handlers if parked aircraft must be moved.

Assist with vehicle inspections and movement of personnel, vehicles, and equipment in and out of the Airport Operations Area (AOA) and/or the Security Identification Display Area (SIDA) to unload, load, and service diverted company equipment parked in the SIDA, on cargo aprons or tenant ramps, or on closed taxiways.

Evaluate all actions from a customer service standpoint. If passengers must be deplaned to meet DOT requirements, coordinate response and necessary holding areas with airline, Airport Police and Transportation Security Administration (TSA) personnel.

Aircraft Diversion and Pandemic Operations Plan

(b) Airlines:

For situational awareness and ramp flow of traffic, supervisors are asked to advise Airport Operations at **822-5050** when expecting the arrival of any diverted aircraft.

Airline supervisory personnel must implement their corporate Aircraft Diversion Plan.

Airline personnel are responsible for the ground handling and parking of their own aircraft and those of airlines with which they have ground handling agreements. Airline personnel should coordinate with the Airport Traffic Control Tower, by way of flight crew communications, on where to direct diverted aircraft for ground handling purposes so as to avoid having a negative impact on the ground movement of other aircraft.

Airline supervisory staff must coordinate any passenger needs (food, water, medicine, etc.) with the appropriate organization or airport tenant as soon as possible. If support may be needed from other airport tenants (TSA, Concessions, Paradies, Car Rental Agencies, etc.), make the call as early as possible, preferably before they close.

Wherever possible, assist with ground handling support equipment to accommodate other diverted aircraft.

Passengers and crew will remain with 'quick-turn' or 'gas and go' aircraft.

Flight crew must remain with passengers until alternate provisions are made. They will serve as the customer service representative to, and advocate for, their customers.

Flight crew communications to Airport personnel (Operations, Police, Fire-Rescue, etc.) must pass through local airline supervisory staff to foster situational awareness.

Before deplaning, passengers must be advised of their circumstances and the carrier's plan(s) for their care and accommodations. This advisory should come from the crew in coordination with station management. Airport personnel should also be informed.

Deplaning passengers may remove their carry-on luggage, blankets, and pillows if they will later return and subsequently depart on the same aircraft.

Passengers may be deplaned into the Concourse in accordance with airline policies. However, all passengers must be advised that if they leave the Sterile Area they will not be allowed to re-enter. Passenger and baggage screening services are unavailable when the TSA Checkpoint is closed.

If passenger transportation is needed from a remote parking location on the airfield to the Concourse, Terminal, or other designated location, airline supervisory personnel are responsible for making the necessary arrangements. Vehicles must be operated by properly-qualified driver/escorts when accessing any portion of the AOA or the SIDA.

Aircraft Diversion and Pandemic Operations Plan

(c) Other Tenants (Eagle Aviation, Columbia Aviation, FedEx, UPS, etc.):

Provide personnel and equipment as available to park, move, and refuel diverted aircraft.

If necessary, assist with the transportation of passengers to and/or from a diverted aircraft to the Concourse, Terminal, or other designated location.

(d) Airport Police Department:

Provide security for passengers in the Sterile Area as necessary.

If any Non-Sterile Area is used for holding diverted passengers, assist in providing security.

If necessary, request mutual aid support through Lexington County Communications.

As necessary, contact other Airport departments or airport tenant businesses directly for assistance.

(e) Transportation Security Administration (TSA):

Consider mutual aid requests. Passenger screening and augmentation to monitor secure/non-secure areas may be needed in extreme situations.

(f) Airport Maintenance Department:

If necessary, provide for cleanup upon completion of the diversion.

(g) Airport Fire-Rescue Department:

In addition to normal fire responsibilities, provide emergency first aid to passengers as necessary.

If necessary, request mutual aid support through Lexington County Communications.

(h) Airport Customer Service Department:

Coordinate with news media outlets and all involved parties to ensure appropriate release of public information as necessary.

(i) The Paradies Shops:

If the Paradies Shops are still open and it is anticipated that their support may be necessary during or after normal hours, airline supervisors should notify them as soon as possible.

Aircraft Diversion and Pandemic Operations Plan

If the Paradise Shops are closed and it is anticipated that their support may be needed, airline supervisors should contact off-duty managers to request support. The Airports' Operations and Police Departments have access to tenant contact information.

(j) Carolina Concessions:

If Concessions International food service facilities are open and it is anticipated that their support may be necessary during or after normal hours, airline supervisors should notify them as soon as possible.

If Concessions International food service facilities are closed and it is anticipated that their support may be needed, airline supervisors should contact off-duty managers to request support. The Airports' Operations and Police Departments have access to tenant contact information.

(k) Car Rental Agencies:

If our on-site agencies are open, provide information to airline representatives concerning available vehicles to accommodate passengers desiring to proceed via self-provided ground transportation.

If our on-site agencies are closed and it is anticipated that their support may be needed, airline supervisors should contact off-duty managers to request support. The Airports' Operations and Police Departments have access to tenant contact information.

Aircraft Diversion and Pandemic Operations Plan

Part 2 – International Diversion Responsibilities

(a) Airport Operations Department - Responsibilities outlined in Part 1; and:

Coordinate with Airport Police, U.S. Customs and Border Patrol (CBP), TSA, and airline supervisors on all planned holding areas in order to segregate passengers if they are deplaned. Ensure holding area(s) have operable lavatories and otherwise meet DOT requirements.

(b) Airlines - Responsibilities outlined in Part 1; and:

Notify U.S. Customs and Border Patrol at **1-800-973-2867** of any diverted international flights that are landing at CAE, regardless of the reason.

International passengers will not be deplaned until adequate holding facilities have been coordinated with Airport personnel. All decisions regarding deplaning and segregation of international passengers must be made in concert with CBP personnel.

Airline supervisory staff must notify the TSA Coordination Center at **451-5181** at least 2 hours prior to re-boarding when passengers have deplaned at the South Carolina Aeronautics Commission (SCAC) Hangar. Manual screening requires additional time needed for screening/re-boarding.

At all times, airline personnel must maintain an accurate passenger manifest and present it to CBP personnel for immigration or accountability purposes.

Airline supervisory staff must coordinate any passenger needs (food, water, medicine, child care, health and hygiene, etc.) with CPB and all appropriate organizations as soon as possible. Comfort, health, and customer service needs must be proactively addressed.

(c) U.S. Customs and Border Protection (CBP):

U.S. Customs and Border Protection will authorize any aircraft servicing or crew movement on international flights. This authorization can be given in advance by CBP personnel via telephone if servicing/crew preflight inspection is critical and a CBP Officer has not yet arrived at the diverted aircraft.

International diversion deplaning must be coordinated with Airport personnel. Passengers will be deplaned and moved directly to the designated area. That location will be determined by the number of passengers on the diverted aircraft and available facilities. Every effort will be made to keep passengers segregated in the Concourse for security, comfort, and aid rapid re-boarding. Security for the segregation of passengers and crew will be a coordinated effort between CBP, TSA, and Airport personnel.

Aircraft Diversion and Pandemic Operations Plan

Due to personnel, equipment, and regulation issues, clearing passengers for entry into the United States will only be done as a last resort. Every effort will be made to move international passengers to their original destination for clearance purposes. Processing of passengers for entry at the Port of Columbia must be coordinated with the Port of original destination. If authority to clear passengers is granted, they must be processed for entry with all carry on and checked baggage. A separate clearance area will be set up where both electronic processing and luggage search can be accomplished with the appropriate level of privacy. To do so, TSA requires a minimum of 2 hours advance notice.

(d) South Carolina Aeronautics Commission (SCAC):

Establish internal procedures to move any aircraft out of the main Aeronautics Hangar when notified that a large number of passengers cannot be handled at the Airport Concourse building.

Unless unable to do so by Governor's order, provide personnel for coordination with Airport personnel, CPB, and airline personnel to provide access, as necessary, to the lower levels of the hangar facilities upon implementation of this Plan.

In coordination with Airport personnel, CBP, and airline personnel, assist in securing all appropriate hangar doors to contain international passengers until released by CBP and airline personnel.

As necessary, make available any chairs and/or tables that are on hand to provide comfort to passengers and aid CBP in processing passengers.

(e) Other Tenants (Eagle Aviation, Columbia Aviation, FedEx, UPS, etc.) - Responsibilities outlined in Part 1; and:

Personnel will not open doors, panels, or otherwise access international divert aircraft until cleared by CBP.

(f) Airport Police Department - Responsibilities outlined in Part 1; and:

Provide security for containment of international passengers in the Sterile Area as necessary.

If any Non-Sterile Area is used for holding international passengers, assist in providing security for passengers.

(g) Airport Maintenance Department - Responsibilities outlined in Part 1; and:

Provide assistance in transporting and setting up tables, chairs, beds, and other facilities as necessary for the handling of passengers.

Aircraft Diversion and Pandemic Operations Plan

(h) Airport Fire-Rescue Department - Responsibilities outlined in Part 1; and:

Provide space in AFR bays as needed to segregate passengers. Augment security efforts as needed.

(i) Airport Customer Service Department - Responsibilities outlined in Part 1

(j) Transportation Security Administration (TSA) - Responsibilities outlined in Part 1; and:

Establish procedures to screen international passengers that have been out of a Sterile Area prior to re-boarding an aircraft whose destination is into a controlled Sterile Area.

(k) The Paradies Shops - Responsibilities outlined in Part 1

(l) Carolina Concessions - Responsibilities outlined in Part 1

(m) Car Rental Agencies: - Responsibilities outlined in Part 1

Aircraft Diversion and Pandemic Operations Plan

Part 3 – Pandemic Outbreaks and/or Quarantine Procedures and Responsibilities

(a) Airport Operations Department: - Responsibilities outlined in Parts 1 & 2; and:

Assist in coordinating the efforts of all necessary parties to ensure that any aircraft arriving at CAE for the containment of a confirmed or suspected disease outbreak onboard will be parked as close to the SCAC Hangar as possible. Allow for a 30-minute response time for SCAC personnel to make their hangar accessible.

(b) Airlines - Responsibilities outlined in Parts 1 & 2; and:

Airline supervisors must advise the Airport Fire-Rescue Department at **822-5029** as soon as they know they are expecting the arrival of any diverted pandemic aircraft. The Airport Fire-Rescue Department will in turn notify other Airport departments.

Coordinate all operations with the Incident Commander (IC).

(c) U.S. Customs and Border Protection (CBP): - Responsibilities outlined in Part 2; and:

The Port of Columbia, SC falls within the jurisdiction of the U.S. Department of Health and Human Services' Centers for Disease Control (CDC), Atlanta Quarantine Station located at Hartsfield-Jackson Atlanta International Airport. If there are no local quarantine stations, the response to a communicable disease incident on an international flight relies on on-site medical responders who have been delegated authority by the jurisdictional quarantine station in conjunction with local health authorities. As per CDC direction, quarantine facilities will be established by CDC per incident within the Port's parameters upon their notification. The CDC will provide instructions regarding location of a suitable facility when appropriate. CDC can be contacted at **(404) 639-1220**.

When requested, and on the basis of a determination by CDC personnel that the action is necessary for public health reasons, CBP agrees to withhold or withdraw clearance to any aircraft traveling from foreign lands. The request to withhold or withdraw clearance must be approved by the Port Director.

The Port Director, or his designated representative, will meet and escort a quarantine officer, other CDC personnel, or CDC designee, to the international flight to board the conveyance to determine the status of a traveler reportedly with the designated communicable disease.

When no quarantine officer, other CDC personnel, or CDC designee, is able to meet the suspect traveler's flight at the time of its arrival, a CBP Officer will meet the flight and prevent deplaning until CDC authorizes deplaning.

Aircraft Diversion and Pandemic Operations Plan

The designated CBP Officer will detain, through appropriate use of force when necessary, those travelers designated by CDC or CDC designee to be subject to a Temporary Detention Order or Quarantine Order issued by CDC. The affected aircraft will be directed to the South Carolina Aeronautics Hangar where travelers will be secured until they can be escorted and transported to a facility as specified by the CD, or released by CBP and CDC designee to continue their travel. If the ill passenger(s) can tolerate a mask, CBP will provide a paper or gauze surgical mask to reduce the number of droplets coughed into the air. Transportation will be secured for potentially significant numbers of travelers, from port of entry through Lexington County EMS, to appropriate facilities for quarantine based on guidelines and instructions provided by the CDC. Contact will be maintained with Mr. Terrence Daley, Atlanta Quarantine Station, throughout the incident and he will advise the Port Director/CBP Officer of acceptable/suitable quarantine facilities.

Coordinate all operations with the IC.

(d) South Carolina Aeronautics Commission (SCAC) - Responsibilities outlined in Part 2; and:

Notify Airport personnel if any tasking is received from the State Emergency Operations Center and/or the Governor's Office that impact their ability to assist per this Plan. Airport and airline personnel will coordinate with the IC on alternate locations as necessary.

In coordination with Airport personnel, CBP, and airline personnel, assist in securing all appropriate hangar doors to contain pandemic ill passengers until released by personnel from CBP, Lexington County EMS, or the Department of Health and Environmental Control (DHEC).

As necessary, make available any chairs and/or tables that are on hand to provide comfort to passengers and aid CBP, Lexington County EMS, and DHEC in processing passengers.

Coordinate all operations with the IC.

(e) Other Tenants (Eagle Aviation, Columbia Aviation, FedEx, UPS, etc.) - Responsibilities outlined in Parts 1 & 2; and:

Personnel will not open doors, panels, or otherwise access diverted aircraft until cleared by Lexington County EMS or DHEC.

Coordinate all operations with the IC.

(f) Airport Police Department - Responsibilities outlined in Parts 1 & 2; and:

Coordinate all operations with the IC.

Aircraft Diversion and Pandemic Operations Plan

(g) Airport Maintenance Department - Responsibilities outlined in Parts 1 & 2; and:

Coordinate all operations with the IC.

(h) Airport Fire-Rescue Department - Responsibilities outlined in Parts 1 & 2; and:

The IC may establish a Command Post (CP) adjacent to the SCAC Hangar and the potentially infected aircraft for initial coordination of all information and operations between the Airports' Fire-Rescue, Police, and Operations Departments with SCAC, CBP, Lexington County EMS, airline flight crew and airline station personnel, and any other organization involved. This CP may be disbanded with coordination of all involved parties.

Provide emergency first aid to passengers and assist Lexington County EMS as necessary in segregating and caring for sick passengers. Lexington County EMS will determine which passengers require transportation to a hospital facility. Lexington County EMS, with possible assistance from hospital medical authorities, will determine if DHEC needs to become involved.

If military personnel are involved, the IC or Lexington County EMS may request Airport Operations to notify the appropriate military authority.

(i) Airport Customer Service Department - Responsibilities outlined in Part 1; and

Coordinate all operations with the IC.

(j) Transportation Security Administration (TSA) – Responsibilities outlined in Parts 1 & 2; and

Establish procedures to screen pandemic passengers that have been out of a designated Sterile Area prior to re-boarding an aircraft whose destination is into a controlled Sterile Area.

Coordinate all operations with the IC.

(k) The Paradies Shops - Responsibilities outlined in Part 1

(l) Carolina Concessions - Responsibilities outlined in Part 1

(m) Car Rental Agencies - Responsibilities outlined in Part 1

Aircraft Diversion and Pandemic Operations Plan

Part 4 – Exhibits

A - Airlines and Their Ground Handling Agreements

Ground handlers for each airline are required to coordinate for their company aircraft. In addition, the following agreements are known:

Delta Air Lines – Non-MAGSA Carriers

AirTran
Alaska Airlines
Avianca Airlines
Brendan Airways LLC (d/b/a USA 3000)
Cayman Airways
China Southern Airways (CSA)
JetBlue Airways Corporation
MN Airlines LLC (d/b/a Sun Country Airlines)
Omni Air International
South African Airlines
Spirit Airlines
TACA

American Airlines (American Eagle)

None

US Airways (US Airways Express)

Allegiant Airlines
Vision Airlines

United Airlines (United Express)

None

Aircraft Diversion and Pandemic Operations Plan

B - Available Aircraft Ground Handling Equipment at CAE

The following Equipment is available per information provided to CAE Operations as of the publication date of this document:

American Eagle

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Push Back Tug	1	Up to CRJ/ERJ
Ground Power Unit	1	Up to CRJ/ERJ

Columbia Aviation

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Vehicle Transport	1	15 Passenger Van
	1	Cargo Van

Delta Air Lines

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar	3	CRJ
	2	ERJ
	1	EMB
	1 each	B737, B757, B767
	1	MD88
Push Back Tug	1	Up to A330
	1	Up to CRJ/ERJ
Air Stairs	1	Up to B767
Ground Start Unit	1	Up to B767
Aircraft HVAC Unit	1	Up to B767
Ground Power Unit	2	Up to B767
Belt Loader	4	Up to B767

Eagle Aviation

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar (Universal Commercial)	1	Up to B767
(Universal Military)	1	Up to C-5 Galaxy
Push Back Tug	8	Up to B767
Air Stairs	1	Up to B747
Belt Loader	1	Up to B767
Vehicle Transport	1	7 Passenger Van
	1	8 Passenger Van

Federal Express

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar	1 each	B727, B757
	1	A300
Push Back Tug	2	Up to A300
Ground Start Unit	1	Up to A300

Aircraft Diversion and Pandemic Operations Plan

Ground Power Unit	1	Up to A300
Belt Loader	5	Up to A300

United Express

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar	3	CRJ/ERJ
Push Back Tug	2	Up to CRJ/ERJ
Aircraft HVAC Unit	1	Up to CRJ/ERJ
Ground Power Unit	1	Up to CRJ/ERJ

United Parcel Service

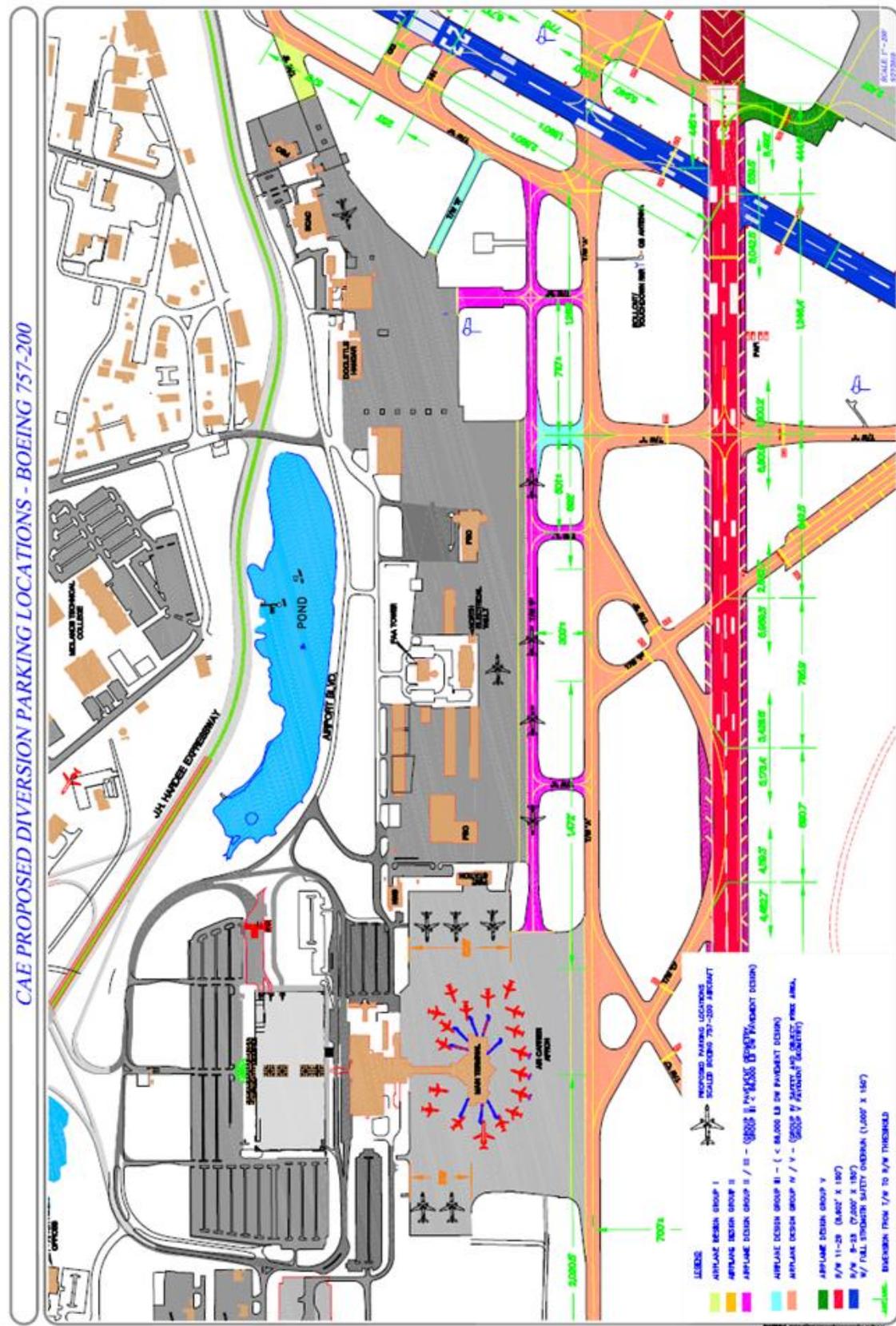
<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar	1	MD-11
	1 each	B727, B747-100/200
	1 each	B757-200, B767-300
	1	A300F4-622R-300
	1	DC8-71-73
Push Back Tug	1	Up to B747-100/200
Air Stairs (Manual)	1	B747-100/200, MD-11
	1	B727, DC-8-71-73
	7	B757-200
	5	B767-300, A300F4-622R
Ground Start Unit	5	Up to B747
Aircraft HVAC Unit	5	Up to B747
Ground Power Unit	3	Up to B747 if two are used, then MD-11
Portable Light Cart	2	2 Diesel
Belt Loader	11	Up to B747

US Airways Express

<u>Equipment</u>	<u>#</u>	<u>Type/Capacity</u>
Tow Bar	1 each	CRJ/ERJ/EMB
	1	737
	1	A319
Push Back Tug	1	Up to CRJ-700
Air Stairs	1	Up to B737
Ground Start Unit	1	Up to B737
Ground Power Unit	1	Up to B737

Aircraft Diversion and Pandemic Operations Plan

C - Example Parking Plan for Diverted Aircraft



Aircraft Diversion and Pandemic Operations Plan

D – Airfield Design Group Capacity

