



Glynn County Airport Commission **BQK-CONTINGENCY PLAN for LENGHTY TARMAC DELAYS**

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**Airport Information:**

Name of Airport: **Brunswick Golden Isles Airport - (BQK)**

Name and title of person preparing this plan: **Michael Menon, Operations Manager**

Contact number: **912-265-2070 ext. 115**

Preparer email: **[mmenon@flygairports.com](mailto:mmenon@flygairports.com)**

Date of submission of plan: **July 6<sup>th</sup>, 2017**

Airport Category: **Non-Hub**

In the event of diversion or other irregular operations events, aircraft operators will contact the Airport Operations Manager at: 912-265-2070 ext. 115 during normal business hours (8am-5pm), and after hours call cell at: 912-223-2655 or email: [mmenon@flygairports.com](mailto:mmenon@flygairports.com) for assistance.

This plan will be available to the public via internet link on our website: <http://www.flygairports.com/delta-connection.html>

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Date Adopted: July 06, 2017



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Document Revision					
Revision	Date	Content	Revision	Date	Content
Original Document	05/12/2012	IROPS Plan			
Contact Update	07/6/2017	IROPS Plan			

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## SECTION 1 – EXECUTIVE BUY-IN

**Introduction:** The Glynn County Airport Commission (BQK) is committed to providing industry standard service on every flight operated at the airport. The Contingency Plan for Lengthy Tarmac Delays describes what BQK will implement during a lengthy tarmac delay in accordance with U.S. Department of Transportation (DOT) regulations.

BQK 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 the Airport Operation Manager at 912-265-2070 ext.115. BQK 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 42391 (a)(1) for diversions.

Consistent with DOT regulations, BQK’s plan covers all scheduled commercial flights operating to and from the airport. BQK’s goal is to make every flight a safe and pleasant experience for its traveling customers.

Upon notification from **the Air Carrier(s)**, BQK’s plan will be activated during times when customers on air carrier flights are experiencing irregular operations involving a lengthy tarmac delay.

Although BQK cannot control an event which may cause an irregular operation (i.e. weather events, ATC irregular operations, government operating restrictions, and airport construction projects), BQK commits to implementing measures as outlined in this plan.

**Purpose:** This document provides for the coordinated Irregular Operations (IROPS) Contingency Plan for Brunswick Golden Isles Airport (BQK), Brunswick, GA., operated by the Glynn County Airport Commission. The plan describes how, following excessive tarmac delays and to the extent practicable, BQK will accomplish the following:

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

## **SECTION 2 - Use of Terms**

The following is a list of terms and definitions used throughout this Plan and associated topic worksheets.

***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 and in the terminal area.

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

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

***CBP*** – Customs and Border Protection

***TSA*** – Transportation Security Administration

***Service Providers*** – All entities at an airport that provide services for customers and passengers including but not limited to: airports, airlines, concessionaires, ground transportation agencies, government agencies, fixed base operators (FBO), overnight accommodations, emergency response, military (if joint-use facility), and diversion airports.

***IROPS Contingency Response Committee:*** BQK IROPS Contingency Response Committee has been established following the guidelines of DOT's. The goal of the committee is to establish and enhance contingency plans through collaborative decision making. This will ensure that actions result in a unified level of customer care across all BQK aviation service providers during IROPS events. Members of the BQK IROPS Contingency Response Committee include representatives of all local aviation and customer service provider organizations. Organizations and representatives are shown in the IROPS Contingency Response Committee table along with their 24/7 contact and notification information.

**BQK - IROPS Contingency Response Committee**

<b>Organization</b>	<b>Contact Person</b>	<b>Contact Number</b>
<b>Committee Chairperson</b>		
Executive Director	Robert Burr	912-265-2070 ext 4
<b>Airport Operations</b>		
Operations Manager	Michael Menon	912-223-2655
Facilities Manager	Vernon Bessing	912-265-2070 ext 117
SSI Airport Manager	Josh Cothren	912-265-2070 ext 118
<b>Airlines</b>		
Air Carrier	Sue Houck	912-2671325
<b>TSA</b>		
TSOC	24/7	877-456-8722
TSA-SAV Coordination Center	SAV Coordinator	912-963-4927
<b>FBO</b>		
Manning Aviation	Richard Manning	912-264-9200
	David Manning	912-264-9200
<b>Airport Restaurant</b>		
Tasteful Temptations	Brian Justice	912-996-4053
<b>Ground Transportation</b>		
Hertz	David Benjamin	912-265-3645
AVIS/BUDGET	Stephen Edwards	912-267-0326
Job Corps	Mel Gaines	912-223-7115
Max Transport	24/7	912-634-7749
Island Transport	24/7	912-634-0113
A-B Transport	24/7	912-223-3271

### SECTION 3 – PLAN DETAILS

**Details of the Plan:** This Plan is adopted for all scheduled commercial flights operated with an aircraft equal to or greater than 30 passenger seats operated in/out of BQK.

**BQK’s assurance to Customers:**

1. BQK will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane, unless the aircraft Captain determines there is safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers.
2. For all flights covered by this Plan, and when notified by Express Jet Airlines, BQK will insure adequate food and potable water is provided no later than two hours after the aircraft leaves the gate (in the case of departure) or touch down (in the case of arrival) if the aircraft remains on the tarmac, unless the aircraft captain determines that safety or security considerations preclude such service.
3. For all flights covered by this Plan, BQK will insure operable lavatory facilities are provided as well as adequate medical attention if so required, while the aircraft remains on the tarmac.
4. BQK will provide passengers once in the terminal area;
  - information pertaining to status of their flight on a routine basis
  - a means of communication method
  - food and hydration
  - a clean environment
  - a means to make arrangements for lodging and rest accommodations, and
  - ground transportation where possible

BQK has coordinated this Plan with the Commission Staff, Air Carrier operator, Government authorities (TSA) and terminal tenant (i.e. rental car agencies, and restaurant staff).

**Passenger Needs during an IROPS Event:** BQK during any IROPS event will ensure that the needs of all passengers, other customers and special needs passengers are met after aircraft deplanement has been accomplished by the air carrier.

**Tracking of Delayed Aircraft:** BQK has a process to provide accurate, complete, and timely information in regard to expected flight delays including diversions. These processes describe local situations as they develop, including both flight delays and delayed aircraft on the ground.

### **Trigger Events and Communications Plans:**

**NOTE: CUSTOMERS ARE NOTIFIED OF THE FOLLOWING INFORMATION REGARDING CERTAIN CUSTOMER SERVICE PROVISIONS DURING A LENGTHY TARMAC DELAYED FLIGHT:**

**Deplanement of Passengers Support Following Excessive Tarmac Delay:** BQK has limited equipment and qualified personnel needed to safely deplane passengers from an air carrier aircraft. BQK owns one air stairs that will be utilized by the FBO staff to deplane passengers as soon as practicable after receiving requests from such airlines at the contact information provided. We will also 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 information provided.

- Deplaning of passengers may occur when safe and secure either at a terminal gate or at a designated aircraft parking location on the airport via stairs and airline sourced ground transportation to the airport terminal (if needed).
- All passengers who desire to deplane from a lengthy tarmac delayed flight and make alternative travel arrangements (consistent with airline ticketing policies), may do so when it is determined to be safe and secure, and after the aircraft has been moved into position for deplaning, and all operational requirements for deplaning have been completed and the aircraft Captain has allowed for passenger deplaning to begin.
- Passengers need to keep their boarding passes with them when re-boarding is permissible.
- In the case where the flight returns to the gate and is canceled, passengers will be able to retrieve their checked baggage at the airports baggage claim location.
- Depending upon the circumstances of the delay, aircraft catering provisions and local airport catering supplies, adequate food or snacks will be provided and at the very least, passengers will be offered drinking water.

**Tracking Inventory:** BQK will provide passengers once in the terminal area;

- information pertaining to status of their flight on a routine basis
- a means of communication method
- food and hydration
- a clean environment
- a means to make arrangements for lodging and rest accommodations, and
- ground transportation where possible

**Skills Availability: This section is omitted**

#### **SECTION 4 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT**

**BQK’s plan for the sharing of facilities and makes gates available in an emergency:** BQK currently has two boarding gates, one with a jet bridge and the other without. One gate at BQK is under common use lease to air carriers and is controlled by the airport. Additionally, one gate at BQK is under preferential and/or exclusive lease to an air carrier and is not fully controlled by the airport. 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 the tenant air carrier to make its 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.

**BQK’s plan is to provide a Sterile Area for passengers who have not cleared United States Customs and Border Protection:** BQK does not have international passenger processing facilities. BQK will coordinate with local CBP 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, BQK 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.

**Procedures with the Airlines:** Express Jet Airlines has incorporated its own Tarmac Delay Plan detailed for BQK operation. BQK in cooperation with the air carrier will exercise its plans in an effort to reduce any Tarmac Delay at BQK.

**Procedures with TSA:** TSA has incorporated its own Tarmac Delay Plan detailed for BQK operation. BQK in cooperation with the TSA will exercise its plans in an effort to reduce any Tarmac Delay at BQK.

**Procedures with Concessions:** Concessions at BQK have been requested to agree to provide any available service during IROPS events, including those resulting in extended passenger and other customers stay in the terminal area during normal business hours.

**Procedures with Ground Transportation:** Ground transportation organizations at BQK have been requested to agree to provide service during IROPS events during normal business hours resulting in extended passenger and other customers stay in the terminal area. Ground transportation for BQK, maintains a minimum level of inventory due to size of operations at BQK.

**IROPS Coordination Meeting:** BQK will coordinate a meeting on an annual cycle to review the plan and to any changes as required. Below is a sample form to be used.

**IROPS Coordinated Frontline Training: This section is omitted**



**Consolidated Cooperation Actions During An Event:** BQK IROPS Contingency Response Committee ensures the capability for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status is provided to appropriate aviation service provider organizations during IROPS event by communicating with the point of contact as appropriate.

**Procedures with the FAA:** BQK is a non-towered airport. This procedure is omitted.

**Procedures with TSA:** BQK TSA will implement procedures concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

**Ground Transportation Procedures:** BQK ground transportation organizations have agreed to provide support during IROPS events as available during normal business hours.

**Procedures with Other Providers:** BQK has coordinated with additional service providers to provide specific support during IROPS events.

## **SECTION 5 – CAPTURE LESSONS LEARNED AND UPDATING PLANS**

Recovery from an IROPS event is critical to the continual improvement of the BQK IROPS plan, a debrief will occur after an IROPS event and lessons learned will follow after the event. BQK will coordinate this debriefing meeting and include all aviation service providers as well as the IROPS Contingency Response Committee.



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**Appendix (A)**

IROPS EVENT HISTORY Checklist				
Date:	Start Time:	Event Type:	Location:	End Time:

Checklist	Notified	Food	Water	Restrooms	Phone	Information	Transportation	Rest Area	Hotels
GCAC									
Air Carrier									
LEO									
TSA									
FBO									
Hertz/Avis/Budget									
Jobs Corps									
Max Transport									
FLETC									
Restaurant									
Tracking Aircraft									
Communications									
Passenger Needs									
Passenger Support									
Resource Inventory									
Aircraft Status									
Weather Patterns									
IROPS Meeting									
Lessons Learned									

<b>Notes:</b>

Date Adopted: July 06, 2017