



# Irregular Operations (IROPS) Emergency Contingency Plan



## IROPS Emergency Contingency Plan

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### Introduction

Denver International Airport (the “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 Mr. Dave Cunningham, Director of Operations, at [dave.cunningham@flydenver.com](mailto:dave.cunningham@flydenver.com). This plan is being filed with the Department of Transportation because Denver International Airport is a commercial service airport and may be used by an air carrier described in U.S.C. § 42301(a)(1) for diversions.

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

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

Denver International Airport requests that all air carriers notify the Operations Division Ramp Control Tower through the Airport Operations Communications Center at 303-342-4200 when irregular operations or diversions are anticipated and/or when any of these diversions are actually being received. While this notification does not force the air carrier to take any further action at the time of notification, it allows Denver International Airport staff time to prepare for a future request for assistance or support from the air carriers. The notification also allows Denver International Airport to provide up-to-date information to passengers and the flying public.

Success of any and all operations involving excessive delays, unusually high numbers of diversions to Denver International Airport, or irregular operations dictates the need for open communication and coordination between air carriers and Denver International Airport, as well as the other tenants and government agencies involved.

### Airport Information

Name of Airport:	Denver International Airport (DEN)
Name and title of person preparing this plan:	Dave Cunningham, Director of Operations
Preparer phone number:	303-342-4885
Preparer e-mail address:	<a href="mailto:dave.cunningham@flydenver.com">dave.cunningham@flydenver.com</a>
Date of submission of plan:	14 June 2022
Airport Category:	Large Hub



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### **Contact Information**

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Operations Ramp Control Tower through the Airport Operations Communications Center at 303-342-4200 for assistance.

### **Deplanement of Passengers Following Excessive Tarmac Delays**

Denver International Airport has a limited amount of personnel and airport-owned equipment on hand to assist with the safe deplanement of passengers from a limited number of aircraft at a time. However, there may be instances when the Airport is not able to provide these resources. Therefore, the Airport encourages all air carriers to ensure that they are able to provide the required equipment and personnel to deplane their passengers during an IROPS event, should it be necessary to do so. Airport personnel will not operate equipment owned or operated by air carriers, contract service providers, or other airport tenants.

The Denver International Airport Operations Manager on duty or their designee will facilitate communication with air carriers, ground handlers, fixed-based operators and others who may have the necessary equipment and personnel to safely deplane passengers to assist air carriers that have incurred excessive tarmac delays. The Airport Operations Manager on duty or their designee will facilitate communication as soon as practicable after receiving a request from such air carrier(s) through the procedures identified in the previous section.

### **Plan to Share Facilities and Make Gates Available in an Emergency**

Denver International Airport has aircraft gates with loading bridges as well as ground loading positions, some of which are controlled by the Airport and the remainder of which are under preferential leases to air carriers. Denver International Airport has the ability to make common use gates available in emergency situations. As outlined in Airport Rules and Regulations, Denver International Airport, to the maximum extent practicable, will direct tenant air carriers to make preferential use gates available to any air carrier seeking to deplane at a gate. Denver International Airport will direct tenant air carriers to make preferential use gates and other facilities available to an air carrier seeking to deplane at a gate during those time periods when the tenant air carrier is not using, or not scheduled to use, the gates, to the maximum extent practicable. If gates cannot be made available, Denver International Airport will assign a hardstand area and will provide equipment for deplaning passengers and transportation to a concourse or the terminal.



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

Denver International Airport has defined sterile areas capable of accommodating limited numbers of international passengers. Denver International Airport will coordinate with local CBP officials to allow international passengers who have not yet cleared United States Custom and Border Protection to be deplaned into these sterile areas to the maximum extent practicable and/or as needed.

In addition:

- International arriving passengers must not have access to their checked baggage prior to processing through CBP,
- Baggage must not be transported in the same vehicle as the passengers, and
- Any personnel required to escort passengers must have the approval of United States Customs and Border Protection personnel prior to entering this area.

### **Public Access to this Irregular Operations (IROPS) Emergency Contingency Plan**

This emergency contingency plan will be posted on Denver International Airport's website: [www.flydenver.com](http://www.flydenver.com).

### **Important Phone Numbers**

Airport Operations Communications Center: 303-342-4200

Airport Emergencies: 303-342-4211

United States Customs and Border Protection: 303-342-7400