



Irregular Operations (IROPS) Emergency Contingency Plan



IROPS Emergency Contingency Plan

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. Bruce Goetz, Director of Airport Operations, at bruce.goetz@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 USC 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;
- The sharing of facilities and gate availability; and
- 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 aircraft 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, 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 (DIA)
Name and title of person preparing this plan:	Bruce Goetz, Director of Airport Operations
Preparer phone number:	303-342-4808
Preparer e-mail address:	bruce.goetz@flydenver.com
Date of submission of plan:	14 May 2017
Airport Category:	Large Hub



IROPS Emergency Contingency Plan

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 one air carrier 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, Ramp Tower Supervisor, or Controller in Charge 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 Operations Manager on duty, Ramp Tower Supervisor, or Controller in Charge will facilitate communication as soon as practicable after receiving a request from such air carrier(s) through the procedures identified in the previous section.

In support of mitigating excessive tarmac delays, Denver International Airport has developed a Snow and Ice Plan, Tornado Plan, Stranded Aircraft Passenger Recovery Plan, and Overnight Passenger Service Plan.

The objectives of the Snow and Ice Plan include:

- Ensuring the highest level of safety for airfield and landside operations, and maximizing airfield efficiency;
- Prompt and up-to-date notification of all stakeholders regarding the status of the event;
- Timely commencement of snow and ice control operations;
- Selection and application of authorized snow and ice control materials in the most effective manner; and
- Removal of snow, ice, and slush within performance standards

The objectives of the Tornado Plan include:

- Communication to and collaboration with all necessary stakeholders and partners when implementing the plan;
- Provision of prompt and accurate information to our stakeholders and the traveling public in order to maximize their safety;



IROPS Emergency Contingency Plan

- Protection of life and property; and
- Implementation of the recovery plan when an event has concluded

The objectives of the Stranded Aircraft Passenger Recovery Plan are to:

- Effectively communicate and collaborate with our stakeholders when implementing the plan;
- Execute the plan in a prompt, safe and complete manner;
- Ensure that the customer's needs are satisfied; and
- Meet or exceed all regulatory standards

The objectives of the Denver International Airport Overnight Passenger Service Plan include:

- Effective communication and collaboration with our stakeholders and partners when implementing the plan;
- Provision of emergency services for passengers who require support while remaining overnight at the Airport; and
- Ensure for the safety of all users who are affected by the plan

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. The Airport has the ability to make common use gates available in emergency situations, and, 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 the terminal building.

Attached is a map showing the locations of the common use gates and parking positions. Additionally, an equipment list is attached showing the resources Denver International Airport can use for deplaning passengers at a hard stand location.

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.



IROPS Emergency Contingency Plan

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.

Important Phone Numbers

Airport Operations Communications Center: 303-342-4200

Airport Emergencies: 303-342-4211

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

Transportation Security Administration: 1-866-289-9673