



Irregular Operations Contingency Plan

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Airport Category	Small Hub Airport

ST. PETE-CLEARWATER INTERNATIONAL AIRPORT

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Record of Revision

REVISION	DATE	CONTENT
Original Document	01 July 2012	Original Approved Plan
#1	12 May 2017	DOT Required Update

Introduction

PURPOSE

This document provides the Irregular Operations (IROPS) Contingency Plan for the St. Pete-Clearwater International Airport, (Airport, PIE). It was developed by Airport Operations to provide guidance to the airport, airlines, government agencies, and other aviation services providers to successfully minimize the impact of IROPS events on passengers. This Plan provides a common point of focus for the Airport's coordinated response to IROPS events. PIE recognizes the importance of developing and maintaining an IROPS Contingency Plan to deal with lengthy onboard ground delays. Questions regarding this plan can be directed to Matthew Weaver at mweaver@fly2pie.com. This plan has been filed with the Department of Transportation.

USE OF TERMS

The following is a list of terms used throughout this Plan:

Irregular Operations (IROPS) - Exceptional events that require actions and/or capabilities beyond those considered usual. 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, geological events, power outages, security breaches, and other events.

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 who are in the terminal area.

Service Providers - All entities at an airport that provide support services for air carriers.

DOT -Department of Transportation

CBP - Customs and Border Protection

TSA - Transportation Security Administration

PASSENGER NEEDS

Needs of passengers, both on board an aircraft and on the ground or in the airport terminal during lengthy delays or other IROPS events, vary and normally require the attention of more than one organization to be met. During IROPS events, the Airport will gain an understanding of the needs of the passengers and coordinate with diversion airports, airlines, government agencies, and other aviation service providers to take appropriate measures to both anticipate and address such needs (see exhibit A) .

CAUSES OF IROPS EVENTS

Causes of IROPS events can include a number of conditions such as extreme weather, geological events, reduction of airport facility capacity, aircraft mechanical problems, and labor issues. 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 also have an impact on airport operations. The following impacts can occur during IROPS and must be planned for:

- Surge
- Capacity
- Off-hours
- Extended stay

Each IROPS event is unique and airlines, diversion airports, government agencies, and other aviation service providers must work together to meet the needs of the passengers. Due to the impacts of IROPS, the Airport strongly encourages aircraft operators to contact Airport Operations (see exhibit C) for prior coordination of aircraft diversions, except in the case of a declared in-flight emergency.

TRACKING OF DELAYED FLIGHTS

The effective tracking of delayed flights in the air and on the ground provides accurate, complete, and timely information and is beneficial for assisting air carriers and service providers with mitigating lengthy IROPS delays.

The Airport, air carriers, and service providers have processes for providing accurate, complete, and timely information in regard to expected flight delays, including diversions. These processes (see exhibit B) describe local situations as they develop, including both flight delays and delayed aircraft on the ground.

COMMUNICATION AND CONTACT INFORMATION

In the event of a developing IROPS situation or aircraft diversion, aircraft operators or their service provider should contact **Airport Operations at (727) 409-3815** (see exhibit C). The Airport strongly encourages aircraft operators to contact Airport Operations for prior coordination of aircraft diversions, except in the case of a declared in-flight emergency. The timely, communication of information concerning IROPS situations will help ensure compliance with DOT rules and regulations concerning lengthy tarmac delays.

SUPPORT OF PASSENGERS

The Airport has limited equipment to safely deplane passengers from air carrier aircraft. The Airport will make the equipment available to deplane passengers as soon as practicable after receiving request from such air carriers or their designated service provider. The Airport will also provide a list of airlines, ground handlers, fixed base operators and others who may have necessary equipment (see exhibit D) and personnel to safely deplane passengers as soon as practicable after receiving requests from air carriers experiencing excessive tarmac delays or aircraft diversions.

The aircraft parking positions and passenger gates at the Airport are common use and are controlled by the Airport through operating agreements. The Airport directs our common use air carriers to make gate and other facilities available to air carriers seeking to deplane at a gate, to the maximum extent practicable.

The Airport has defined Sterile Areas capable of accommodating limited numbers of international passengers. The Airport will coordinate with the local CBP officials to allow international passengers who have not yet cleared CBP to be deplaned into the Sterile Areas to the extent practicable.

PUBLIC ACCESS TO THE IROPS CONTINGENCY PLAN

The Airport provides public access to this plan through one or more of the following means:

- Posting of the plan on the Airport's Website (www.fly2pie.com)
- Posting of signage in conspicuous locations in the terminal building.
- Posting of the plan on social media sites

EXHIBIT A

Passenger Needs

This list is intended to identify common passenger needs during lengthy IROPS delays. This list is not inclusive of all passenger needs during all lengthy IROPS delays. The Airport and Air Carriers will meet the needs of passengers to the extent practicable.

Need	Description
Deplaning and Boarding	Provide a suitable method for the deplaning and boarding of passengers
Facilities	Provide a suitable location to use as an passenger hold room
Services	Provide a suitable passenger hold room that includes appropriate services (restrooms, food, beverage, etc.)
Special Needs	Assist passengers with special needs (wheelchairs, oxygen, etc.)
Sterile Area for Foreign Passengers	Provide a Sterile Area for foreign passengers who have not cleared CBP.

EXHIBIT A

EXHIBIT B

Tracking Delayed Aircraft

This list is intended to identify the methods used to track delayed aircraft. This list is not inclusive of all methods that may be used during all IROPS events.

Organization	Description
Airport	The Airport uses programs and websites that allows Airport Operations to track the real time flight status of commercial passenger flights. Airport Operations also receives information concerning flight delays by direct communication from the air carrier and/or their service provider.
Air Carriers and Air Carrier Service Providers	The air carriers and their service providers use both internal corporate departments and external flight tracking programs that displays the real time flight status of commercial passenger flights. The air carriers and their service providers update Airport Operations of delays by both direct communication and the updating of the Airport's Flight Information Display System.

EXHIBIT C

Airport IROPS Contact Information

Contact	Contact Information
Airport Operations Duty-Supervisor (Primary Contact)	Duty Phone: 727-409-3815 (24 hours, 7 days a week) E-mail: pieops@fly2pie.com
Airport Operations Manager Matthew W. Weaver	Phone: 727-453-7812 E-mail: mweaver@fly2pie.com
Airport General Information	Phone: 727-453-7800

EXHIBIT D

IROPS Ground Support Contact List

Organization	Contact Information
Signature Flight Support	Phone: (727) 531-1441
Sheltair Aviation Services	Phone (727) 530-3453
Allegiant Air	Phone: (702) 830-5810

EXHIBIT D