



# Airport Irregular Operations (IROPS) Contingency Plan Fort Wayne International Airport

**Index**

Index..... 1

IROPS Plan Distribution List ..... 2

Record of Revisions..... 3

Introduction ..... 4

Airport Information..... 4

Use of Terms ..... 5

Contact Information..... 6

Deplanement of Passengers Following Excessive Tarmac Delays ..... 7

Plan to Share Facilities and Make Gates Available in an Emergency..... 8

Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection ..... 9

Public Access to this Irregular Operations (IROPS) Emergency Contingency Plan ..... 9

Important Phone Numbers ..... 9

Exhibit A: Contact Information ..... 10

Exhibit B: IROPS Checklists..... 11

Exhibit C: Terminal Gate Usage and Limitations..... 14

Exhibit D: Terminal Diversion Overflow Parking Map..... 15

Exhibit E: Equipment Availability and Limitations ..... 16

Exhibit F: FAR Part 77 Imaginary Surfaces Maps ..... 17

Exhibit G: Restaurant Diversion Menu..... 20

Exhibit H: EVB Procedures ..... 21

Exhibit I: Airport Tenant Contingency Plans ..... 22



### IROPS Plan Distribution List

Delta Global Services (handles Delta & United)  
Envoy Air  
FAA – Air Traffic Control Tower  
MSE Branded Foods  
Fort Wayne-Alle County Airport Authority  
Transportation Security Administration  
Trego Dugan (handles Allegiant)  
US Customs and Border Protection

Record of Revisions

<b>Change Number</b>	<b>Date of Change</b>	<b>New Page Number</b>	<b>Remove Page Number</b>



## Airport IROPS Contingency Plan

---

### Introduction

Fort Wayne-AlLEN County Airport Authority (FWACAA) 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 Katie Scherer, Operations Manager, at [kscherer@fwairport.com](mailto:kscherer@fwairport.com). This plan is being filed with the Department of Transportation because the Fort Wayne International Airport is a commercial service airport and may be used by an air carrier described in USC §42301(a)(1) for diversions.

The plan describes how, following excessive tarmac delays and to the extent practicable, FWACAA 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).

FWACAA has facility constraints that limit our ability to accommodate diverted flights or maintain the airport's safe operation and strongly encourages aircraft operators to contact FWACAA Public Safety Department (PSD) at (260) 747-2624 for prior coordination of diverted flights, except in the case of a declared in-flight emergency. While this notification does not force the air carrier to take any further action at the time of notification, it allows FWACAA staff time to prepare for a future request for assistance or support from the air carriers. The notification also allows FWACAA to provide up-to-date information to passengers and the flying public.

### Airport Information

Name of Airport:	Fort Wayne International Airport (FWA)
Name and title of person preparing this plan:	Lexi Thomas
Preparer phone number:	260-446-3434
Preparer e-mail address:	<a href="mailto:OperationsSpecialists@fwairport.com">OperationsSpecialists@fwairport.com</a>
Airport Category:	Non-Hub

### Use of Terms

The following is a list of terms and definitions that are used throughout this plan:

Irregular Operations (IROPS)- The term IROPS event is intended to describe those exceptional events that require actions and/or capabilities beyond those considered usual by Fort Wayne International Airport's aviation service providers. Generally speaking, an impact of these events is the occurrence of:

- Unexpected People
- In unexpected places
- At unexpected times

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 personnel such as meeters and greeters who are in the terminal area.

FAA- Federal Aviation Administration

CBP- Customs and Border Protection

TSA- Transportation Security Administration

Aviation Service Providers- May include FAA, CBP, TSA, along with concessionaires and ground transportation agencies.

FWACAA and/or Airport- Fort Wayne-Alten County Airport Authority

PSD- FWACAA Public Safety Department

FWA- Fort Wayne International Airport



**Contact Information**

In the event of diversion or other irregular operations events, aircraft operators should contact PSD at **260-747-2624** for assistance. It is imperative that notifications be made to PSD in a timely manner. FWACAA requests initial notifications of possible excessive tarmac delays as soon as possible.

After initial contact is made, FWACAA also expects to be notified by the air carrier at any time that an aircraft with passengers on board has been on the ground for one (1) hour so that preparations may be made to deplane if necessary. It is also expected that the air carrier will have personnel on-site if the air carrier is represented at the Fort Wayne International Airport.

Upon notification of irregular operations events, FWACAA Operations personnel or PSD will advise representatives of airport entities to coordinate response.

<b>Fort Wayne-Alten County Airport Authority</b>
<b>Ground Service Providers</b>
Envoy/American Eagle
Delta Global Services (Delta & United)
Trego Dugan (Allegiant)
Fort Wayne Aero Center
<b>Government Agencies</b>
FAA Air Traffic Control Tower (ATCT)
TSA
CBP
<b>Tenants</b>
MSE Branded Foods

### Deplanement of Passengers Following Excessive Tarmac Delays

FWACAA 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.

FWACAA Airport Operations Specialist on duty or PSD will facilitate communication with air carriers, ground handlers, fixed-based operators and other 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 Specialist on duty or PSD will facilitate communication as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays at the contact number listed above.

Upon notification that an aircraft may require removal of passengers in compliance with this plan, FWACAA personnel shall coordinate with the local air carrier representatives (if available) or with the flight crew of the aircraft if there is no airline ground crew on site. This coordination will include:

- Time limit for deplaning diverted aircraft passengers
  - Domestic: Three (3) hours
  - International: Four (4) hours
- Flight Status
  - Diversion, domestic, or international
- FWA Services Required
  - Fuel, medical, other, etc.
- Gate or parking area location operations
  - Unloading, parking, fueling, remote location



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

The gates at the Fort Wayne International Airport are owned by the FWACAA and provided for use by the air carriers on a "per use" basis. These gates are available on a "first come, first served" basis with preference given to the gates commonly used and assigned to specific air carriers. FWA directs air carriers to make gates and other facilities available to an air carrier seeking to deplane at a gate, to the maximum extent practicable. Priority use of gates and passenger boarding bridges shall be given to aircraft approaching the end of the designated time limit or aircraft involved in a medical or other emergency.

The Fort Wayne Aero Center, owned and operated by the FWACAA, owns 2 mobile boarding ramps capable of deplaning aircraft up to and including up to the B757 (and similar sized aircraft) and several parking areas other than the air carrier apron that may be used for ground loading/unloading. FWACAA personnel are unable on their own to provide for the removal of passengers from aircraft. Additional FWACAA personnel are not trained to assist in the removal of passengers using equipment owned or operated by air carriers or contract service providers. Airlines experiencing or anticipating excessive tarmac delays should contact FWACAA PSD as soon as the condition is identified by their personnel. FWACAA personnel will then provide a list of airlines, ground handlers, fixed base operators and other who may have the necessary equipment and personnel to safely remove passengers of airlines.

FWA has restrictions on gate use for certain air carriers with large aircraft. The airport is unable to accommodate aircraft larger than an A321/MD80 at any accessible gates. Larger aircraft will need to deplane passengers utilizing the mobile boarding ramp (able to support aircraft up to a B757) provided by the Airport.

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

The Fort Wayne International Airport has one defined sterile area capable of accommodating limited numbers of international passengers. FWACAA 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 the designated sterile area to the maximum extent practicable and/or as needed.

The location of the sterile area will be at the children's play area located on the second floor of the airport terminal. The sterile area will be physically blocked off from the rest of the terminal in advance of passengers being deplaned in order to prevent unauthorized entrance or exit. The sterile area has a family restroom and vending machine within it, to which passengers will have exclusive access. See Exhibit G for the restaurant diversion menu.

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

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

### Important Phone Numbers

Public Safety Department: 260-747-2624

Airport Operations: 260-446-3434 (will forward to PSD if not monitored)

Local United States Customs and Border Protection: 260-747-7276 (Local Office)  
317-248-4060 (Indianapolis Office)

Transportation Security Administration: 260-478-0904 (FWA Checkpoint)  
1-866-289-9673 (National)

Exhibit A: Contact Information

## Exhibit B: IROPS Checklists

### **Operations**

#### Before Aircraft Diversion Event (as soon as known):

- Remind airline ground handler that Airport Operations (446-3434) is the point of contact
- Obtain all available information from the responsible airline ground handler/aircraft
  - Airline and flight number
  - Original departure and destination airports
  - Approximate arrival and departure times
  - Diversion cause
  - Intentions of the diverting aircraft (gas & go, passengers deplaning, extended delay, etc.)
- Determine if diversion aircraft requires specific equipment/resources
  - Stage all needed equipment/resources in advance
- Relay all known information to PSD
- Communicate aircraft intentions and impacts with related parties
  - Restaurant, TSA, other airlines, CBP, ATCT, FBO

#### During Aircraft Diversion Event:

- Continuous communications with airline ground handler (at least every 1/2 hour)
- If necessary, assist airline ground handler:
  - Determine gate assignment
  - Retrieve boarding ramp
  - Food/beverage needs
  - Transportation/lodging needs
  - Security (TSA/CBP/PSD)
  - FIDS update-immediate update by airlines through "daily schedule"
  - Social media updates
- Communicate to related parties with information updates and offer assistance

#### After Aircraft Diversion Event:

- Debrief internally with Operations Supervisor/Manager on all available information
- Debrief with airline ground handler on successes, failures, and areas of improvement
- If necessary, initiate conference call and disseminate debrief notes with all parties as "lessons learned/action items"

### Public Safety

Before Aircraft Diversion Event (if notified prior to aircraft landing):

- Notify Operations Specialist on duty
  - If operations on duty, notify airline that Operations will be point of contact for all diversion related information
- Fill out diversion form
- If warranted, notify additional personnel or entities such as:
  - MSE Branded Foods
  - Fort Wayne Aero Center
  - INANG
  - Etc. \*
- Disseminate EVB-if necessary \*\* (See Exhibit 10 for instructions)

\*-If the plan is for the aircraft to have an extended delay at FWA, then determine if resources to accommodate would be necessary. If it is determined they will be necessary, begin call back procedures

\*\* -If informational EVB only, disseminate to Group 1 and specify that informational need only

- If additional Airport Authority resources are necessary, disseminate to Group 2 after determining what authority resources would be necessary to provide assistance
- Call additional groups as necessary to provide assistance
- If social media is needed for dissemination of information, contact Katie Robinson

During Aircraft Diversion Event:

- If not notified prior to landing, go through steps in the before stage
- Obtain additional information about the aircraft
  - Tail number
  - Time landed
  - Any other pertinent information
  - Fill out and submit diversion form
- Inform airlines that if they need assistance, that we can help if requested

After Aircraft Diversion Event:

- OIC-obtain feedback from officers regarding what went well, what didn't and any changes that need to be made (similar to post incident discussion)
- OIC joins the post diversion conference call and provide input

### Airlines

Before Aircraft Diversion Event (as soon as known):

- Notify Airport Operations at 446-3434 of the following:
  - Airline and flight number if available
  - Original departure and destination airports
  - Approximate arrival time
- Approximate departure time if available
- Cause of diversion
- Intentions of diverting aircraft
  - Examples: gas & go, passengers deplaning, extended delay, etc.

During Aircraft Diversion Event:

- Continue to communicate aircraft intentions with Airport Operations (446-3434)
- If necessary, Airport Operations can coordinate the following accommodations:
  - Aircraft gate assignment
  - Passenger boarding ramp
  - Food, transportation, lodging
  - Security (TSA, PSD, CBP)

After Aircraft Diversion Event:

- Airline Supervisor-obtain feedback from employees about what went well, what did not go well, and changes that could be made to improve the next response

Airline Manager and Supervisors join "Post Diversion: call with Airport Authority

**Exhibit C: Terminal Gate Usage and Limitations**

All gates are shared use and first come first served

Gate	Typical Air Carrier	Jet Bridge	Aircraft	Max Wingspan	Notes
1	N/A	No	CRJ 2/7/9 E75W (1A)	100' (1A) 100' (1B)	
2	Delta/United	Yes	CRJ 2 ERJ145	95'	
3	N/A	No	CRJ2 ERJ145	90'	
4	Delta/United	Yes	A319 CRJ E75W	120'	
5	Delta/United	Yes	A320 CRJ 2/7	135'	
6	American/Allegiant	Yes	A320	135'	
7	American/Allegiant	Yes	MD-80, A319/320	140'	
8	American	Yes	MD-80, A319/320	140' (8A)	

Typical Aircraft Types at FWA and Capable Terminal Gates

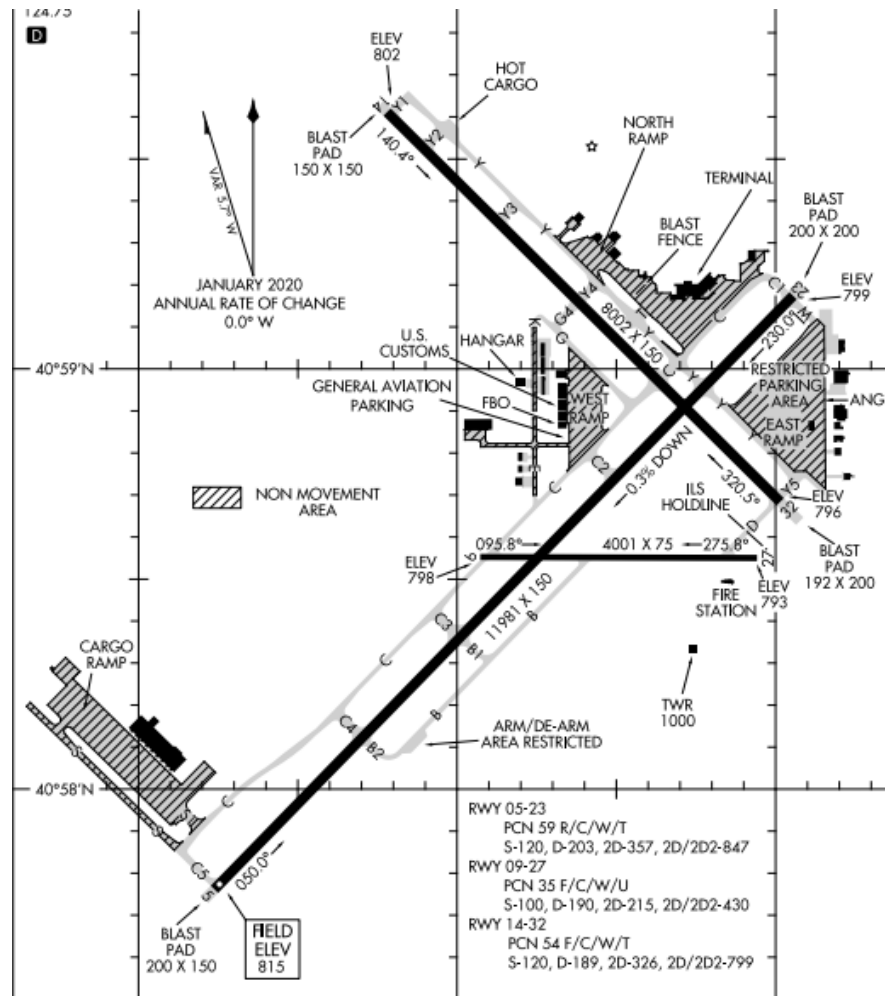
Type	Gates
A319	4, 5, 6, 7, 8A
A320-100/200	4, 5, 6, 7, 8A
A321-100/200	4, 5, 6, 7
CRJ-100/200	ALL
CRJ-700/900	1, 4, 5, 6, 7, 8A
ERJ-145	ALL
E75W	1A, 4

Boarding Ramp	Minimum Height	Maximum Height	Example Aircraft
Small	50"	115"	ERJ 135/145, CRJ-100/30, MD-80, ERJ 170/180, 737
Large	80"	169"	MD-80, 757, 767, A319/320, ERJ 170/190, 737

Exhibit D: Terminal Diversion Overflow Parking Map

In the event of high volumes of air carrier diversions, FWACAA may initiate overflow parking procedures. Depicted below are parking priorities once all terminal gates are occupied. Gate priority is given on a first come-first served basis.

1. West Ramp
2. Cargo Ramp
3. RWY 9/27
4. Crosswind RWY
5. Crosswind TWY





**Exhibit E: Equipment Availability and Limitations**

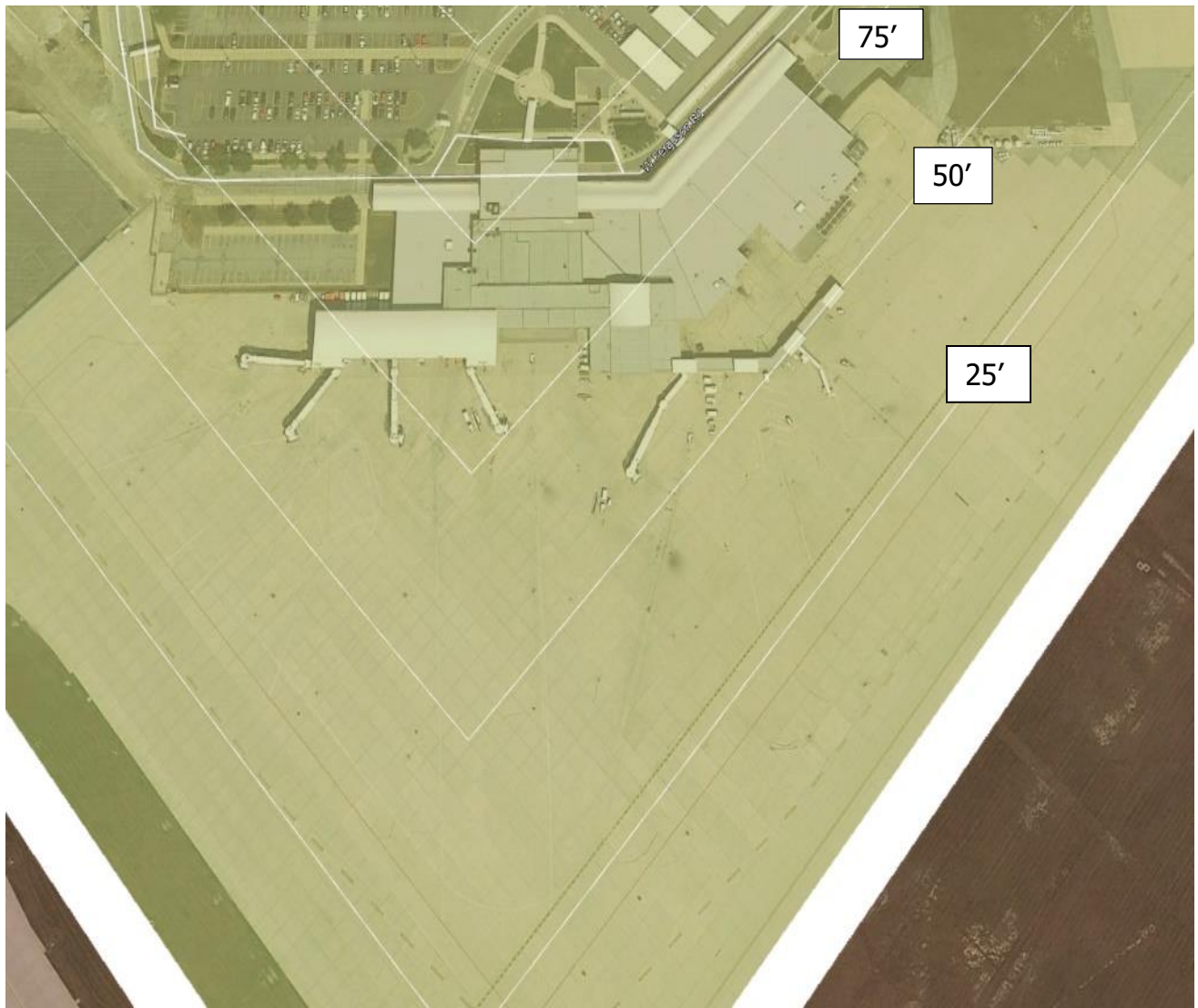
<b>Envoy</b>	<b>Limits</b>
Air Start-Bottle	
Bag Cart (10)	
Bag Tractor (5)	
Battery Charger	
Belt Loader (4)	
Valet Bag Cart (2)	
CRJ Towbar	700
CRJ Towbar	200
De-Ice Truck (2)	
ERJ Stairs	Embraer All
ERJ Tow Bar	E135, E140, E145
Fire Extinguisher (2)	
GPU Rectifier	
Jet Bridge Adaptor (3)	
Lavatory Service Cart	
Load Stand	
Maintenance Stand	
PCA-GPU	24 Volts
Pushback Tractor (2)	Regional Jets Only
<b>DGS</b>	<b>Limits</b>
Air Conditioning (2)	
Lavatory Service Cart (2)	
Bag Cart (12)	
Bag Tractor (7)	
Belt Loader (3)	
Passenger Steps	Max DC-10
Heater (3)	
Aircraft Tow Tractor (2)	Diesel- E190 Max
De-Ice Truck (2)	
Glycol Storage Tank (2)	
GPU (2)	CRJ
Ladder	
Loading Bridge Adapter (3)	CRJ
Loading Stand	
Passenger Steps-NME	
Snow Removal Equipment	
Standby Cart (4)	
Towbar	MD-80
Towbar	CRJ200, CRJ700, CRJ900
Towbar	E135, E145
Towbar	E170, E190
Trailer	
Air Start	1-Huffer
ADA Lift	

<b>Trego Dugan</b>
A320 Towbar
Bag Cart (12)
Lavatory Service Cart
Pushback Tractor
Aircraft Tug (3)
Walk Behind Belt Loader (2)
<b>FedEx</b>
Aircraft Tug (2)
B757 Crew Stairs (2)
Towbar
Aircraft Loader (2)
Belt Loader (3)
Ground Power Unit
Baggage Cart (2)
Deicer (2)
Forklift
Tug (5)
Heating/Ventilating Unit
<b>UPS</b>
B767 Crew Stairs (2)
Wide Body Belt Loader
2000 Gallon Deicer Truck
300/500 Gallon Fuel Cart
Fire Extinguisher
GPU
Aircraft Heater (2)
Cargo Loader 220" (2)
Elevator Lift Platform
Portable Light Unit (3)
Air Start; 250 PPM
B757 Towbar
A300 Towbar
B767 Towbar
Airbus Tailstand
Tug (4)

Exhibit F: FAR Part 77 Imaginary Surfaces Maps

Obstructions inside the depicted surfaces must be accompanied by a NOTAM communicating the obstruction location and airport conditions.

**Terminal Ramp**



**West Ramp**



**Air Trade Center**



## Exhibit G: Restaurant Diversion Menu

### **MSE Branded Foods**

Note- If restaurant is closed, call back procedures, if staff is available, will take approximately 1 hour. Most items can be ready in less than 15 minutes.

- Hot Foods
  - All attempts to accommodate hot food requests will be made if staff is available and the delay is significant
- Cold Foods
  - Cold cut sandwiches
  - Bag of chips
- Bottled Beverages
  - Available at all times in vending machines
  - Restaurant/bar will open as staffing permits



## Exhibit H: EVB Procedures

### Dissemination Groups—

- Group 1- Used for informational EVB only
  - Used only for non-typical diversions
    - Large A/C not regularly serviced at FWA
    - Significant amount of diversions during non-business hours
- Group 2- Used to acquire additional Airport Authority resources
  - This group may be expanded if necessary

### What to put in the EVB Message—

- Informational Only
  - Number of diversions
  - Aircraft Type
- Be sure to state INFORMATION ONLY at the beginning and end of message
- Use digression as to the time sent of the EVB
  - No need to send out in the middle of the night if information only
  - Use email if low priority information
- Additional resource request
  - Clearly state what resources are needed
  - Call back procedures (who to contact-PSD, Ops, Etc.)
  - Timeframe (will be able to provide assistance while they are still needed)
  - Skills Inventory (used to track which personnel are able to operate what equipment)
- Additional resources EVB can be sent at any time, should be sent as soon as you know additional resources will be necessary

### DO NOT USE EVB FOR:

- Social Media
- FIDS Updates
  - Only contact Katie Robinson directly

Exhibit I: Airport Tenant Contingency Plans

The following air carriers have IROPS plans on file with FWA:

- Envoy
- Allegiant
- Delta
- Frontier
- United