



Henry E. Rohlsen International Airport

Subject: Tarmac Delay Contingency Plan

Purpose and Background

The Airport Management Division of the Henry E. Rohlsen Airport, referred to as HERA, has prepared this Tarmac Delay Contingency Plan pursuant to 49 USC §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Arnold M. Golden, III, Acting Airport Manager via e-mail at agolden@viport.com or at 340-778-1012 ext. 6240. The Henry E. Rohlsen Airport is filing this updated plan with the United States Department of Transportation (DOT) because (1) it is a primary non-hub commercial service airport and (2) this airport may be used by an air carrier described in 49 USC §42301 (1)(1) for diversions of Charter or Scheduled Air Carrier Operations with passenger capacity of 30 or more passenger seats.

This plan describes how, following excessive Tarmac Delays and to the extent practicable, the Henry E. Rohlsen International Airport (HERA) will:

- **Provide for the deplanement of passengers;**
- **Provide for the sharing of facilities and make gates available at the airport; and**
- **Provide a sterile area following excessive Tarmac Delays for passengers who have not yet cleared United States Customs and Border Protection (USCBP).**

The Henry E. Rohlsen International Airport (HERA) has facility constraints that limit our ability to accommodate diverted flights or maintain the airport's safe operations, especially during peak hours of operation. We encourage airlines to contact the Airport Manager at 340-778-1012, ext. 6204 for prior coordination efforts for diverted flights into the Henry E. Rohlsen International Airport (HERA), except in the case of a declared in-flight emergency. During diversion events, the HERA may issue NOTAM's regarding its ability to accommodate diverted flights, to ensure the safe and efficient operations of the airport and its ability to serve the Civil Aviation needs of the public during excessive Tarmac Delays and other Irregular Operations (IROPS).

This plan is situational and response procedures are subject to Incident Command discretion depending on the conditions and nature of the incident. Prompt and accurate dissemination of information to everyone is critical to the success of handling a Tarmac Delay. In addition to the procedures outlined in this document, all agencies (Local Government, Airline, FAA, USCBP, TSA, Tenants, Emergency Response Teams) should follow their own guidelines for ensuring the safety of their personnel and the general public.

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1. The Henry E. Rohlsen Airport (HERA), will use its best efforts to assist the Air Carriers in extraordinary situations and during irregular operations (IROPS).
2. Air Carriers at the Henry E. Rohlsen Airport (HERA) shall take timely action to ensure appropriate customer services are provided to the passengers on the aircraft that must be delayed on the ground for an extended period of time, in accordance with 14 CFR Part 259.
3. Each Air Carrier, or its designee, is responsible for providing the Henry E. Rohlsen Airport (HERA) the Air Carrier's current flight schedule and any changes thereto as they occur. This information is most critical in the event that there is a diversion to the Henry E. Rohlsen Airport (HERA).

AIRPORT INFORMATION

Airport Name: **Henry E. Rohlsen Airport**

Name of person preparing this plan: **Arnold M. Golden, III, Acting Airport Manager**

Preparer Contact Number: **(Office) 340-778-1012 ; (Cellular) 340-473-7111**

Preparer Contact E-mail: **agolden@viport.com**

Date of Submission of Plan: **4/10/17**

Airport Category: **Non-Hub; Commercial**

CONTACT INFORMATION

In the event of a diversion or other Irregular Operations (IROPS) The Airport Manager's Office can be reached 24/7 at **340-778-1012** at the airport, or contact **Mr. Arnold M. Golden, III, Acting Airport Manager** via cellular at **340-473-7111**. The Airport Manager's Office will coordinate with all the appropriate agencies, including, but not limited to (Airline, USCBP, TSA, ARFF, VIPA Police, Local Government Agencies, other Emergency Response Agencies) for the safety and well-being of passengers, all passengers with special needs, or that may require special assistance or other services during an irregular operation(IROP).

PLAN TO PROVIDE FOR DEPLANEMENT OF PASSENGERS FOLLOWING EXCESSIVE TARMAC DELAYS

The Henry E. Rohlsen Airport has limited equipment and personnel needed to safely deplane passengers from an Air Carrier Aircraft. The respective Airlines should ensure that they have the necessary equipment available for these irregular operations, or immediately contact ground handlers, service providers, or other Air Carriers who may have the necessary equipment available to provide the required assistance in deplaning passengers. Additionally, the Henry E. Rohlsen Airport does not have trained personnel to assist in deplaning of passengers using equipment owned or operated by the Air Carriers or other Contract Service providers. The Henry E. Rohlsen Airport will provide the airlines with

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a list of all the airlines that service this airport, the ground handlers, and other service providers who may have the necessary equipment and personnel to safely assist in deplaning passengers, as soon as practicable, after receiving the requests from the airline experiencing excessive tarmac delays. The Henry E. Rohlsen Airport will also assist where necessary in communicating with Airlines, Fixed Base Operators and other service providers who may have the necessary equipment.

Noting the limited gate space available to safely accommodate passengers experiencing excessive Tarmac Delays at the Henry E. Rohlsen Airport, especially during peak hours of operation, the Henry E. Rohlsen Airport may not be able to accommodate deplaned passengers due to limited passenger seats and accommodations in the Gates. The request for assistance in these instances should be made directly to the Acting Airport Manager at the contact numbers provided in the Contact Information section of this plan, to ensure the proper handling of all passengers at the Henry E. Rohlsen Airport, as additional coordination may be required in these instances.

PLAN TO PROVIDE FOR SHARING OF FACILITIES AND AVAILABLE GATES IN AN EMERGENCY

The Henry E. Rohlsen Airport has 7 (seven) access gates under common use courtesy arrangements to Air Carriers, and the gates are controlled by the Henry E. Rohlsen Airport, and are designated to the Air Carrier operators that provide air carrier service at this airport. When practicable, we will direct our common use gate permittees or other users to make gates available to an Air Carrier seeking to deplane at a gate during a Tarmac Delay. If additional gates are needed, we will direct tenant Air Carriers to make preferential gates and other facilities available to an Air Carrier seeking to deplane at a gate during those time periods when the airline is not using, or not scheduled to use the gates, to the maximum extent practicable.

PLAN TO PROVIDE A STERILE AREA FOR PASSENGERS WHO HAVE NOT CLEARED UNITED STATES CUSTOMS AND BORDER PROTECTION (USCBP)

The Henry E. Rohlsen Airport (HERA) has one (1) gate that provides access to the CBP facilities. Aircraft requiring USCBP facilities will be directed to that gate, to the extent practicable. The Henry E. Rohlsen Airport has defined a sterile area capable of accommodating limited numbers of International passengers, for those times when the USCBP accessible gate is not available. We will coordinate with the local USCBP officials to allow International Passengers who have not yet cleared United States Customs and Border Protection (USCBP), to be deplaned into the sterile area to the extent practicable.

PUBLIC ACCESS TO THE HENRY E. ROHLSSEN AIRPORT EMERGENCY TARMAC DELAY PLAN

The Henry E. Rohlsen Airport will provide public access to its Tarmac Delay Contingency Plan by posting it on the Airport's Website: www.viport.com.