



IROPS
Contingency Plan

Bert Mooney Airport will provide public access to its tarmac Delay Contingency Plan by posting in a conspicuous location on the Airport's website (<http://butteairport.com>)



BERT MOONEY AIRPORT

| Document Revision | | | | | |
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1.1 Purpose

This document provides a coordinated Contingency Plan for Bert Mooney Airport (BTM). It was developed by airport management with sponsorship of airport tenants. Airport management recognizes that individual plans and a coordinated effort by the airlines, airports, government agencies, and other aviation service providers is essential to successfully minimizing the impact of irregular operations on passengers. This coordinated contingency management plan provides a common point of focus for BTM's coordinated response to irregular operations.

The emphasis for this plan is the identification and documentation of areas of contingency activities for BTM's aviation service providers that require support from one or more service provider on the airport. .

1.2 Use of Terms

The following is a list of terms and definitions used throughout this Model Plan and associated topic worksheets.

Irregular Operations (IROPS) – Exceptional events that require actions and/or capabilities beyond those considered usual by aviation service providers. 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 (such as snowstorms, hurricanes, tornados), geological events (such as earthquakes, volcanoes), and other events (such as power outages or security breaches).

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 as individuals who are in the terminal area.

FAA – Federal Aviation Administration - Please note that for the purposes of this guidebook, references to the FAA include all forms of air traffic control (ATC) services.

CBP – Customs and Border Protection

TSA – Transportation Security Administration

Service Providers – All entities at an airport that provide services for customers and passengers including but not limited to: airports, airlines, concessionaires, ground transportation agencies, government agencies, fixed base operators (FBO), overnight accommodations, emergency response, military (if joint-use facility), and diversion airports.

1.3 Passenger Needs

Needs of passengers, both on board aircraft on the ground or in the airport terminal during lengthy delay or other irregular events, vary and normally require the attention of more than one party. By understanding the needs of passengers during such delays, the Airport, airlines, government agencies, and other aviation service providers can take appropriate steps to anticipate and address such needs

1.4 Causes of IROPS Events

IROPS 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 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. There are four phases of impact during an IROPS event that 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 will benefit from the Contingency Plan accounting for diverse IROPS characteristics by adapting to changing conditions.

1.5 Planning for Contingency Response

The purpose of IROPS management is to identify and document actions requiring coordination between two or more aviation service providers. Joint actions are identified that reflect both current individual contingency plans and areas of recommended communication, collaboration, and coordination between service providers.

1.6 IROPS Contingency Response Committee

The IROPS Committee has been established following guidelines of the DOT's Model Contingency Plan. BTM airport management provides sponsorship and chairs the Committee.

The goal of the committee is to establish and enhance contingency plans through collaborative decision making. This will ensure that actions result in a unified level of customer care across all aviation service providers during IROPS events.

Members of the IROPS Contingency Response Committee include representatives of local aviation and service providers. Organizations and representatives are shown in the IROPS Contingency Response Committee table along with their 24/7 contact and notification information is attached as Appendix A.

1.7 Passenger Needs during an IROPS Event

Passenger Needs focuses on needs of passengers and other customers during IROPS events, with special focus provided for special needs passengers:

- Information
- Communications
- Food / Hydration
- Retail
- Lodging / Rest
- Ground Transportation

1.8 Provide for the Deplanement of Passengers Following Excessive Tarmac Delays

BTM does not own or operate equipment needed to safely deplane passengers from air carrier aircraft, therefore the airport is unable to provide for the deplanement of passengers. Additionally, airport personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers, or contract service providers. However, the airport has provided a list of available equipment (1.13) and contact information for qualified airline and service providers (Appendix D) to facilitate the safe deplanement of passengers.

1.9 Sharing of Facilities and Gate Availability

All gates at BTM are common use and controlled by the airport. The airport has directed air carriers serving BTM to make gates available to any air carrier seeking to deplane at a gate to the maximum extent possible.

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

BTM does not have a commercial international passenger processing facility. The airport will coordinate with local C&BP and law enforcement officials to identify suitable areas and procedures for establishing a temporary sterile area in the concourse into which international passengers on diverted aircraft who have not cleared United States Customs and Border Protection can deplane. Once these efforts are complete, the airport will coordinate with local C&BP officials to develop procedures that will allow international passengers who have not cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent possible.

1.11 Trigger Events and Communications Plans

Effective response to an evolving IROPS event depends on timely shared situational awareness among all service providers. Relevant IROPS information includes the early identification of a potential IROPS situation and conditions as the event evolves.

Key elements of communication during an IROPS event require a coordinated response by airport operations, the airlines, ATC, and by affected diversion airports to track and share aircraft status both in-air and on-ground. Based on the situational need, additional communications among other organizations such as the TSA, concessionaires, CBP, and ground transportation may be required during the following events:

- Extended Ground Delays (weather, mechanical, crew)
- Flight Cancellations
- Flight Diversions

Communications Matrix:

- Representatives of the impacted airline are responsible for ensuring information is shared with the airport and service providers in a timely manner.
- Representatives of impacted airlines are responsible for keeping passengers apprised of flight status on a consistent basis according to their local IROPS plan.
- Representatives of the impacted airline should ensure common gate space or ramp space is available for terminal access.
- If terminal access is not available, representatives of the impacted airline must contact the airport authority immediately for assistance.
- For protracted delays, the airport authority will assist representatives of the impacted airlines to arrange food, transportation, security of the sterile area, and lodging to include keeping the terminal open on a twenty-four hour basis.
- If the airport has a diversion from an airline not currently serving the BTM, airport management will coordinate with the impacted airline and our partner airlines and FBOs to provide gate space, ground handling and service items.

1.12 Support for Passengers

The key goal of the IROPS plan is to ensure focus on coordinated support of passengers and other customers during the event to include:

- Support for deplaning of passengers from aircraft
- Sharing of facilities, including making gates available
- Having a sterile area available for passengers who have not yet cleared CBP.

1.13 Inventory

This section describes resources (equipment and supplies) held by the airport, airlines, ground handling agents and FBOs beyond those which have been planned for shared use, but that could be made available for use if requested.

GSE List

GSE = Tugs, Tow Bars, Fuel trucks, Deice Trucks, Potable Water, GPU's, Air start, baggage carts

Completed By: Pam Chamberlin Date Completed: May 15, 2017

| QTY | TYPE | MAKE/MODEL | SPECS 4000 # DBP |
|-----|---------------|-----------------|--|
| 2 | Tugs | Kabota | |
| 1 | GPU | Hobart | KVA-90 400HZ AC Mobile |
| 1 | GPU | Hobart | 28 VDC, Gas Mobile |
| 1 | GPU | Allstar | 28 VDC, Rectified |
| 1 | Lav Cart | | 200 Gallon Fill, 200 Gallon Waste |
| 2 | Tow Bars | Tronair | Standard and HD W/Heads |
| 1 | Tow Bar | Clyde | BBJ-New Style |
| 1 | Tow Bar | Clyde | BAE-146 |
| 2 | Deicers | Trailer style | Corporate Size, Type 1 |
| 1 | Deice Truck | Landoll TM-1800 | 1000 Gal Type 1, 42 ft height |
| 1 | Jet Truck | IH | 5000 Gallon (SP) Premixed |
| 2 | Jet Trucks | Ford F-800 | 2500 Gallon (SP &OW) |
| 1 | Fueling Stand | | |
| 6 | Baggage Carts | Various | |
| 1 | Nitrogen | | Piston aircraft struts, Jets wheels/tires fill |
| 1 | O2 Cart | | 3 Bottle system |

CHAPTER 2 - ESTABLISH PROCEDURES TO COOPERATE

The following sections document the establishment of operating procedures with service providers (e.g., airlines, FAA, CBP, TSA, concessions, ground transportation) for use during IROPS events.

2.1 Cooperation Procedures

Service providers are vital in local IROPS planning efforts. Coordination with these entities is critical in order to establish procedures that will be followed during an IROPS event.

2.2 Airlines

It is recognized that the DOT has issued a rulemaking that requires airlines to adopt tarmac delay contingency plans and coordinate them with airports they serve and their diversion airports. The Establish Procedures with Airlines table describes airline procedures specific to IROPS events for each airline operating out of the airport. Appendix B contains copies of specific airline procedures and tarmac delay contingency plans on file.

2.3 FAA

It is recognized that FAA has issued directives to air traffic personnel pertaining to aircraft making tarmac delay requests related to United States DOT's 14 CFR Part 359 *Enhanced Protection for Airline Passengers*. The FAA has also established procedures allowing airports access to aircraft flight status. The Establish Procedures with FAA table describes BTM's FAA actions specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.



TBD

2.4 TSA

It is recognized that the Department of Homeland Security has issued procedures to TSA Federal Security Directors concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.



The Establish Procedures with TSA table describes BTM's TSA procedures specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.

TBD

2.5 Concessions

Airport concessionaires have agreed to provide service during IROPS events, including those resulting in extended passenger (and other customers) stay in the terminal area. Key considerations include

agreement to remain open during extended hours and support for special-needs passengers, including new infant supplies.

2.6 Ground Transportation

Ground transportation organizations have agreed to provide service during IROPS events, including those resulting in extended passenger (and other customers) stay in the terminal area. Key considerations include agreement to provide service during extended hours and procedures for obtaining additional resources when required.

| Organization | Contact |
|-----------------------------|--------------|
| Mining City Taxi | 406-723-6511 |
| Butte Cab Co | 406-498-9717 |
| Hertz | 406-494-2843 |
| Avis/Budget | 406-494-3131 |
| Enterprise | 406-494-1900 |
| Tucker Transportation (Bus) | 406-563-3085 |

2.7 Other Providers to Consider

Above and beyond the service providers identified in the previous section, several other entities should be coordinated with, as appropriate. The list below highlights some of these service providers that should be considered when establishing procedures to follow during IROPS events.

- Alternate transportation providers (mass transit, bussing companies, off-site rental car agencies)
- Overnight accommodations (nearby hotels*)
- Military installations (if joint-use)
- FBOs
- Off-site restaurants
- Emergency response (LEO, fire, EMT)
- Red Cross
- FEMA
- Special needs service providers (wheelchairs, oxygen, etc.)

The joint actions occurring during an IROPS event are described in the following diagram. The BTM IROPS Contingency Committee ensures the capability for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status is provided to a aviation service provider organizations during an IROPS event by the appropriate point of contact.

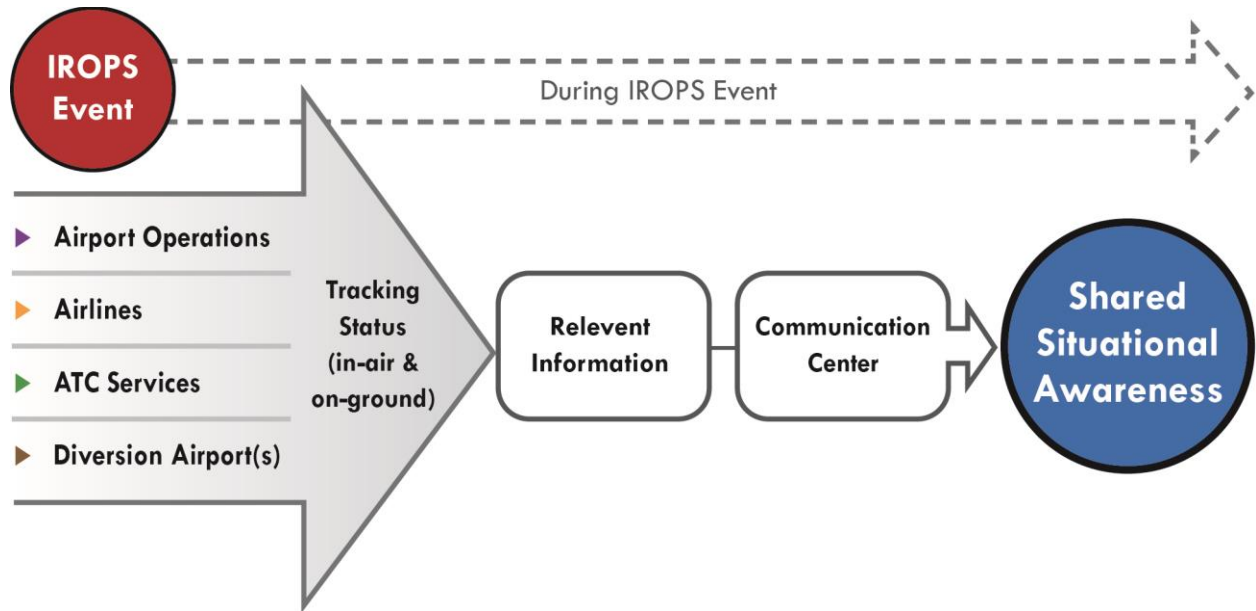


Figure 1. Joint Actions during an IROPS Event.

3.1 Monitoring IROPS Event Indicators

While some IROPS events are unpredictable (such as power outages, security breaches), many can be handled successfully if service providers are actively anticipating an event. Certain actions taken by service providers on a constant basis can position them well to handle an IROPS event should one occur. Some examples of these actions include tracking aircraft status and tracking weather patterns.

3.2 Aircraft Status

Aircraft status in the air and on the ground is tracked by both airlines and the FAA to provide accurate, complete, and timely information in regard to expected flight delays and developing local situations. The Aircraft Status table describes procedure checklists for tracking aircraft during IROPS events.



TDB Topic 3.2A : Aircraft Status

3.3 Tracking Weather

Weather patterns are tracked by the airport, airlines, and the FAA to predict potential impacts to aircraft operations and to carry out alternate operating procedures (such as diverting flights to alternate airports) to maintain the safety of the crew and passengers as well as operations staff out on the airfield. The Tracking Weather table outlines the roles and responsibilities of airport, airline, and FAA staff in tracking weather.



TBD 3.3A: Tracking Weather

3.3 IROPS Communications Plans

Relevant IROPS information, including status and related situational information, is communicated among appropriate BTM organizations during an IROPS event. The Execute IROPS Communication Plans table describes key elements of BTM’s IROPS communications plans.



TBD 3.3A: IROPS Communication Plans

3.4 Passenger Support Plans

Support procedures for passengers and customers during IROPS events include focus while they are on board aircraft, during their deplaning, in the terminal, and when they need ground transportation. The



Execute Passenger Support Plans table describes procedures at BTM for support during an IROPS event.

TBD 3.4A: Passenger Support Plans

3.5 Procedures with Airlines

Airlines operating out of BTM have implemented procedures pertaining to the DOT “3-Hour Rule” and “4-Hour Rule” relating to IROPS event response. The Execute IROPS Procedures with Airlines table describes the actions to be taken during IROPS events.



TBD 3.5A: IROPS Procedures with Airlines

3.6 Procedures with FAA

The FAA organization at BTM has implemented procedures pertaining to tarmac delay requests related to United States DOT's 14 CFR Part 359 *Enhanced Protection for Airline Passengers*. The Execute IROPS Procedures with FAA table describes (AIRPORT NAME) FAA actions specific to IROPS events.



TBD 3.8A: IROPS Procedures with FAA

3.7 Procedures with TSA

The TSA organization has implemented procedures concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

The Execute IROPS Procedures with TSA table describes BTM TSA actions specific to IROPS events.



TBD 3.9A: IROPS Procedures with TSA

3.8 After an IROPS Event

After an IROPS event, it is important to have a timely and comprehensive assessment of the event. BTM will coordinate this debriefing meeting and include all aviation service providers as well as the IROPS Contingency Response Committee.

Note: The BTM IROPS Contingency Plan describes the overall coordination process used by the BTM IROPS Committee. It also serves to identify and document contingency-related actions requiring coordination between two or more aviation service providers.

This section provides a compliance summary of the BTM IROPS Contingency Plan. [Note: This matrix will be populated following establishment of a required guideline by DOT, if and when such guideline is published.]

Appendix B – Reference Documents

Reference documents that will be included as they are completed included:

- Copies of procedures put in place with aviation service providers, such as:
 - Airlines
 - FAA
 - CBP
 - TSA

Other reference documents an airport may want to place in this appendix include guidance from the United States DOT, such as:

- “Development of Contingency Plans for Lengthy Airline On-Board Ground Delays,” Developed by the United States DOT National Task Force to Develop Model Contingency Plans to Deal with Lengthy Airline On-Board Ground Delays, November 12, 2008.
- United States DOT final rulemaking 14 CFR Part 259 *Enhanced Protection for Airline Passengers* 2010 and 2011.

Appendix C – Status of Plan Details

The following table serves as a working summary of the actions within the current version of the BTM IROPS Contingency Plan. It is intended that each item in the table be reviewed periodically for status and outlook by the IROPS Contingency Response Committee.

| Topic | Last Update | Expected Update |
|--|--------------------|------------------------|
| IROPS Contingency Response Committee | 05/14/12 | |
| IROPS Response Plan Review | 05/14/12 | |
| IROPS Event History | 05/14/12 | |
| Customer Needs | 05/14/12 | |
| Tracking Delayed Aircraft | 05/14/12 | |
| Support For Passengers | 05/14/12 | |
| Tracking Resource Inventory | 05/14/12 | |
| Procedures With Airlines | 05/14/12 | 07/01/12 |
| Procedures With FAA | 05/14/12 | 07/01/12 |
| Procedures With CBP | 05/14/12 | 07/01/12 |
| Procedures With TSA | 05/14/12 | 07/01/12 |
| Aircraft Status | 05/14/12 | 07/01/12 |
| Tracking Weather | 05/14/12 | 07/01/12 |
| Execute IROPS Communication Plan | 05/14/12 | |
| Execute Passenger Support Plans | 05/14/12 | |
| Executing IROPS Procedures With Airlines | 05/14/12 | 07/01/12 |
| Executing IROPS Procedures With FAA | 05/14/12 | 07/01/12 |
| Executing IROPS Procedures With CBP | 05/14/12 | 07/01/12 |
| Executing IROPS Procedures With TSA | 05/14/12 | 07/01/12 |
| Executing IROPS Procedures For Ground Transportation | 05/14/12 | 07/01/12 |
| Debriefing IROPS Event | 05/14/12 | |
| Capturing Lessons Learned | 05/14/12 | |

Appendix D – Contact Details for BTM IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

| IROPS Contingency Response Committee | | |
|---|--|--------------------------|
| Please modify this table as appropriate for your needs, and add additional rows as necessary. | | |
| Organization | Contact Name & Phone Number | Alternate Contact |
| Committee Chairperson | | |
| Airport Authority | Pam Chamberlin 406-494-3771 x 10 | |
| Airport Operations | | |
| Airport Authority | Mike Konen 406-498-1779 | |
| Airport Authority | LEO 406-490-1406 | |
| Airlines | | |
| SkyWest Airlines | Jolene Warner 406-494-4000 406-498-1182 | |
| SkyWest Airlines | Michelle Lotte 406-498-3566 | |
| | | |
| | | |
| Concessions | | |
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| | | |
| Ground Transportation | | |
| Tucker Transportation | 406-565-3085 | |
| Mining City Taxi | 406-723-6511 | |
| Hertz | 406-494-2483 | |
| Budget/Avis | 406-494-3131 | |
| Enterprise | 406-388-7420 | |
| | | |
| | | |
| Hotel | | |
| Copper King Inn | 406-299-3529 | |
| Butte Plaza Inn | 406-494-3500 | |
| Holiday Inn | 406-782-2000 | |
| Hampton Inn | 406-494-2250 | |
| Fairfield Inn | 406-494-3000 | |
| Government Agencies | | |
| | | |
| Public Safety Operations | | |



BERT MOONEY AIRPORT

| IROPS Contingency Response Committee | | |
|---|------------------------------|-------------------|
| Please modify this table as appropriate for your needs, and add additional rows as necessary. | | |
| Organization | Contact Name & Phone Number | Alternate Contact |
| Public Safety (GAA) | 406-490-0196 | |
| Diversion Airport | | |
| HLN | Jeff Wadekamper 406-442-2821 | |
| BIL | Kevin Ploehn 406-647-8495 | |
| GTF | John Faulkner 406-727-3404 | |
| MSO | Cris Jenson 406- 728-4381 | |
| Fixed Base Operations | | |
| Butte Aviation | 406-494-6694 | |
| | | |
| Emergency Response | | |
| Butte Police Department | 911 | |