



SOUTHWEST GEORGIA REGIONAL AIRPORT (ABY)

IRREGULAR OPERATIONS (IROPS)

CONTINGENCY PLAN

May 15, 2017

CONTENTS

INTRODUCTION

CHAPTER 1 – EXECUTIVE BUY-IN/GET ORGANIZED

- 1.1 Establishing an IROPS Contingency Response Committee

CHAPTER 2 – DOCUMENT CURRENT SITUATION

- 2.1 Reviewing Existing IROPS Response Plans
- 2.1 Reviewing Local IROPS Events and Assessing Local Situation
- 2.3 Passenger Needs during an IROPS Event
- 2.4 Tracking of Delayed Aircraft
- 2.5 Trigger Events and Communications Plans
- 2.6 Support for Passengers
- 2.7 Tracking Inventory
- 2.8 Skills Availability

CHAPTER 3 – ESTABLISH PROCEDURES TO COOPERATE

- 3.1 Cooperation Procedures
 - 3.1.1 *Airlines*
 - 3.1.2 *Federal Aviation Administration (FAA)*
 - 3.1.3 *Customs and Border Protection (CBP)*
 - 3.1.4 *Transportation Security Administration (TSA)*
 - 3.1.5 *Concessions*
 - 3.1.6 *Ground Transportation*
- 3.2 Other Providers to Consider

CHAPTER 4 – REVIEW, UPDATE, AND TRAINING

- 4.1 IROPS Coordination Workshop
- 4.2 IROPS Coordinated Frontline Training

CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENTS

- 5.1 Monitoring IROPS Event Indicators
 - 5.1.1 Aircraft Status*
 - 5.1.2 Tracking Weather*
- 5.2 Executing IROPS Plans and Procedures
 - 5.2.1 IROPS Communications Plans*
 - 5.2.2 Passenger Support Plans*
 - 5.2.3 Procedures with Airlines*
 - 5.2.4 Procedures with FAA*
 - 5.2.5 Procedures with CBP*
 - 5.2.6 Procedures with TSA*
 - 5.2.7 Concessions Procedures*
 - 5.2.8 Ground Transportation Procedures*
 - 5.2.9 Procedures with Other Providers*

CHAPTER 6 – CAPTURE LESSONS LEARNED AND UPDATING PLANS

- 6.1 After and IROPS Event
- 6.2 Lessons Learned

APPENDICES

Appendix A – Compliance Matrix of Southwest Georgia Regional Airport IROPS Contingency Plan with DOT Model Contingency Plan

Appendix B – Delta Airlines Extended On-board Delay and Diversion (EOBDD) Procedures

Appendix C – Status of Plan Details

Appendix D – Contact Details for Southwest Georgia Regional Airport IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

INTRODUCTION

Purpose

This document provides the coordinated IROPS Contingency Plan for the Southwest Georgia Regional Airport. It was developed by the airport's IROPS Contingency Response Committee under the sponsorship of Airport Management. Membership in the Southwest Georgia Regional Airport's IROPS Contingency Response Committee comprises representatives from each of the Southwest Georgia Regional Airport's aviation service providers. The committee 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 IROPS events on passengers. This coordinated contingency management plan provides a common point of focus for the Southwest Georgia Regional Airport's coordinated response to IROPS events.

The emphasis for this plan is the identification and documentation of areas of contingency activities of the Southwest Georgia Regional Airport's aviation service providers that require support from one or more service provider organizations. The plan format follows the recommendations provided in ***ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning***.

The Southwest Georgia Regional Airport has recognized the importance of the guidance provided by the U.S. Department of Transportation (DOT) and its ***Model Contingency Plans to Deal with Lengthy Onboard Ground Delays***. To this end, a compliance matrix is provided in Appendix A to relate specific sections of the Model Contingency Plan to those of this document.

Use of Terms

The following is a list of terms and definitions used throughout this Model Plan and associated topic worksheets. See the glossary contained in ***ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning*** for additional terms and definitions.

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 meters and greeters 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.

Passenger Needs

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

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. As noted in the guidebook, there are four phases of impact during an IROPS event that must be planned for:

- Surge
- Capacity
- Off-hours
- Extended stay
- Flight Diversions

Each IROPS event is unique, and airlines, diversion airports, government agencies, and other aviation service providers will benefit from the Southwest Georgia Regional Airport IROPS

Contingency Plan accounting for diverse IROPS characteristics by adapting to changing conditions.

Planning for Contingency Response

The purpose of the Southwest Georgia Regional Airport IROPS response management process 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.

CHAPTER 1 – EXECUTIVE BUY-IN/GET ORGANIZED

Activities described in this chapter provide for:

- The establishment of the Southwest Georgia Regional Airport IROPS Contingency Response Committee
- Establishment of 24/7 contact/notification list
- Documentation of procedures with airlines, government agencies, and support organizations
- Conducting workshops and training (including table-top exercises)

1.1 Establishing an IROPS Contingency Response Committee

The Southwest Georgia Regional Airport IROPS Contingency Response Committee has been established following the guidelines of the DOT's Model Contingency Plan. The Southwest Georgia Regional Airport's Airport Director provides the sponsorship and designates the chairperson of 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 of the Southwest Georgia Regional Airport's aviation service providers during IROPS events.

Members of the Southwest Georgia Regional Airport's Contingency Response Committee include representatives of all local aviation and customer service provider organizations. Organizations and representatives are shown in the IROPS Contingency Response Committee table along with their 24/7 contact and notification information.

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Committee Chairperson		
Southwest Georgia Regional Airport	David Hamilton (229) 430-5176 or (229) 407-0558 (cell)	Chief Bernard Ford (229) 407-0836
Airport Operations		
Southwest Georgia Regional Airport	Hunter Hines (229)854-0031	Shelby Daniel (229) 407-0835
Airlines		
G2 Secure Staff (dba Delta Connection)	Michael Reddish (229) 883-2049	John Smith (229)883-1046
Concessions		
N/A	N/A	N/A
Ground Transportation		
AVIS Rental Car	James Littles (229) 435-2404 (850) 294-4659	Jonas Michael (803) 767-1212
Budget Rental Car	James Littles (229) 435-2404 (850) 294-4659	Jonas Michael (803) 767-1212
Enterprise Rental Car	Brandon Jones (229) 889-9553	Tracie Young (251) 593-4064
Hertz Rental Car	Amanda Flood (229) 435-1751	Tammy Ifland (864) 303-0710
Albany Quality Cab Company	T.L. Williams (229) 344-0877 (cell) (229) 347-2638 (business)	
Hotel		
Wingate Hotel	Vanessa Wright (229) 883-9800 (Office)	
Hilton Garden Inn	Sheila Barlow 229-888-1590	
Government Agencies		
CI2 –ATCT (Federal Aviation Administration)	Dwayne Adams (229) 435-1644	Air Traffic Control Tower (478) 213-5088 (Dwayne-Cell)

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Transportation Security Administration	John Leek (229) 430-0371 or (478) 230-3982	Canace Benford Sheralyn Wright (229) 430-0371
Public Safety Operations		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0836
Diversion Airport(s)		
N/A	N/A	N/A
Fixed Base Operations		
Eagles of America	Alan Mathis (229) 434-8787	Danny Parker (229) 921-1255
Military (if joint-use)		
N/A	N/A	N/A
Emergency Response		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0835
Executive Management Liaison		
<p>Note: Contact details shown are for the representative’s organization office. Contact details for the IROPS Contingency Response Committee and points-of-contact for agencies during an IROPS event should be listed in Appendix D of Resource B – Model IROPS Contingency Plan.</p>		

CHAPTER 2 – DOCUMENT CURRENT SITUATION

The IROPS data collection activities focus on:

- Reviewing existing IROPS response plans from service providers, including airlines, government agencies, and support organizations
- Local IROPS event history
- Local customer needs
- Local tracking of delayed aircraft
- Local trigger events and communications plans
- Local support for passengers on board, being deplaned, and in-terminal
- Local tracking of inventory
- Local skills availability

2.1. Reviewing Existing IROPS Response Plans

It is recognized that the Southwest Georgia Regional Airport's organizations may have their own plans for response to IROPS events. It is also recognized that the United States DOT's rules on enhancing airline passenger protections (14 CFR Part 259 – Enhanced Protection for Airline Passengers) require air carriers to adopt tarmac delay contingency plans and coordinate those plans with airports. The purpose of this section is to identify the several IROPS plans of local airlines, airport operations, and FBO organizations as they relate to areas of coordination between organizations.

The Review Existing IROPS Response Plans table describes both formal and informal understandings of coordination between these organizations, as well as individual organization Standard Operations Procedures (SOP's) related to IROPS response. Description of procedures with concessions, ground transportation, and government agencies (FAA, TSA, and CBP) are found in Sections 3.1.1 through 3.1.5 of this plan.

2.4 Tracking of Delayed Aircraft

The Tracking Delayed Aircraft table describes the Southwest Georgia Regional Airport’s processes providing accurate, complete, and timely information in regard to expected flight delays including diversions. These processes describe local situations as they develop, including both flight delays and delayed aircraft on the ground.

Southwest Georgia Regional Airport (ABY)	
Tracking Delayed Aircraft	
Organization	Description
G2 Secure Staff	G2 Secure Staff agents will monitor for flight delays or diversion and will notify passengers and interested parties (TSA, Airport Safety Officers, etc.) every 30 minutes.

2.5 Trigger Events and Communications Plans

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

Key elements of communication during an IROPS event require coordinated IROPS response actions by airport operations, the airlines, ATC services, and by affected diversion airports to track and share aircraft status both in-air and on-ground. Based on the situational need,

Southwest Georgia Regional Airport IROPS Contingency Plan

additional communications among other organizations such as the TSA, CBP, concessions, and ground transportation may also be required.

The Trigger Events and Communication Plans table describe shared information, including aircraft delay tracking performed by airlines, the FAA, the Southwest Georgia Regional Airport’s airport operations, and diversion airports.

Southwest Georgia Regional Airport (ABY)					
Trigger Events and Communications Plans					
Organization	Trigger Event	Responsible Party	Target Group(s)	Communication Method(s)	Comments
Airport	Weather	Airport	Passengers TSA Meeters & Greeters	Telephone or In Person	Airport will provide the airline telephone number to passengers who call in for information or who stop by the Admin. Office.
G2 Secure Staff	Weather	G2 Secure Staff	Passengers TSA Airport Safety Officers	Public Address System in Terminal or Hold Room.	G2 Secure Staff will keep parties updated on status of flight.
G2 Secure Staff	Air Traffic Control Delay	G2 Secure Staff	Passengers TSA Airport Safety Officers	Public Address System in Terminal or Hold Room.	G2 Secure Staff will keep parties updated on status of flight.

Southwest Georgia Regional Airport (ABY)					
Trigger Events and Communications Plans					
Organization	Trigger Event	Responsible Party	Target Group(s)	Communication Method(s)	Comments
G2 Secure Staff	Aircraft Maintenance Issue	G2 Secure Staff	Passengers TSA Airport Safety Officers	Public Address System in Terminal or Hold Room.	G2 Secure Staff will keep parties updated on status of flight.

2.6 Combined Support for Passengers

The key goal of the Southwest Georgia Regional Airport’s IROP plan is to ensure focus on coordinated support of passengers and other customers during an IROPS event. Three (3) areas of coordination recognize U.S. Congressional concerns for the provision of:

- 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.

The Support for Passengers table describes passenger coordinated support for passengers at airports while they are on board aircraft, during their deplaning (especially from remote parking areas), in the terminal, and when they need ground transportation.

Southwest Georgia Regional Airport (ABY)		
Support for Passengers		
Passenger Location	Service Provider	Description
Passenger Hold Room	G2 Secure Staff	G2 Secure Staff agents will attempt to assist their passengers with their needs. G2 Secure Staff through Delta will provide meals.
Passenger Hold Room	Airport (Airport Safety Officers)	When requested and with adequate personnel, the ASOs will support the G2 Secure Staff agents by remaining in the passenger hold room until passengers enplane.
Passenger Terminal	Ground Transportation	Ground transportation (rental cars, taxis, limousines) companies will provide passengers with transportation needs, at their expense.
Passenger Hold Room	Airport	Vending machines have been placed in the passenger hold room for passengers to use during IROPS events. Airport Administration will monitor the machines to ensure machines are stocked.

2.7 Tracking Inventory

This section describes guidance for planning and developing procedures across local organizations identifying resources (equipment and supplies) held by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another Southwest Georgia Regional Airport organization during an IROPS event.

Descriptions of understandings of planned coordination related to sharing of resources are listed in **Section 2.1 – Reviewing Existing IROPS Response Plans**. The Tracking Resource Inventory table describes specific categories of resources that have been identified as being available for shared use.

Southwest Georgia Regional Airport		
Tracking Resource Inventory		
Organization	Inventory Item	Description
G2 Secure Staff	Gate 1 Turboway	Passenger loading walkway.
G2 Secure Staff	Ground Service Equipment (GSE)	GSE equipment available at the airport consist of baggage belt loader, deicer, baggage carts, disability lift, etc.

2.8 Skills Availability

This section describes guidance for planning and developing procedures across local organizations identifying categories of skilled personnel employed by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another Southwest Georgia Regional Airport’s organization during an IROPS event.

Descriptions of understanding of planned coordination related to sharing of skilled staff are listed in **Section 2.1 – Reviewing Existing IROPS Response Plans**. The Skills Availability table

Southwest Georgia Regional Airport IROPS Contingency Plan

describes specific categories of skilled personnel which have been identified as being available for shared use.

Skills Availability		
Please modify this table as appropriate for your needs, and add additional rows as necessary.		
Organization	Skill	Description
Eagles of America (FBO)	Fueling	Eagles of America fuels all air carrier aircraft at the airport and will need to be contacted for any fueling or refueling.
Southwest Georgia Regional Airport	Support	Southwest Georgia Regional Airport will provide any support to G2 Secure Staff during an IROPS event.

Southwest Georgia Regional Airport (ABY)		
Procedures with Airlines		
Organization	Contact Name	Local Agreements

3.1.2 FAA

It is recognized that the 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 the Southwest Georgia Regional Airport’s FAA (CI²) actions specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.

Southwest Georgia Regional Airport (ABY)		
Procedures with FAA		
Organization	Contact Name	Local Agreements
CI ²	Dwayne Adams (Air Traffic Manager)	Letter of Agreement (LOA)

3.1.3 CBP

It is recognized that CBP has issued guidance to directors of field operations concerning passengers on diversion flights, including those into airports not normally staffed by CBP.

Southwest Georgia Regional Airport IROPS Contingency Plan

The Established Procedures with CBP table describes the Southwest Georgia Regional Airport's CBP procedures specific to IROPS events.

Facilities

During an IROPS event, deplaning of passengers will take place at the airport terminal. Diverted international flight passengers, that have not been processed, will be secured in the passenger hold room. The passenger hold room will then become the "sterile area". The seating capacity of the current hold room is 85 passengers. The new passenger terminal is expected to open in June of 2013 and the seating capacity is expected to be 85. The current passenger hold room does not have restroom facilities but restroom facilities are located in the terminal. The passenger hold room in the new terminal will have restroom facilities. Vending machines are available in the hold room for delayed and diverted passengers.

Security

The Southwest Georgia Regional Airport's Safety Officers, in coordination with CBP and airline personnel, will secure the passenger hold room to ensure passengers are unable to associate with other passengers.

CBP Processing Facilities

Currently, the Southwest Georgia Regional Airport does not have Customs and Border Protection (CBP) facilities to process international arriving passengers. In cases of diverted international flights, the airport will contact the local Immigrations and Customs Enforcement (ICE) office to inform them of the irregular event.

Southwest Georgia Regional Airport (ABY)		
Procedures with CBP		
Organization	Contact Name	Local Agreements
Immigrations and Customs Enforcement (ICE)	Jeff White (Special Agent in Charge - Albany)	The local ICE agency has its own procedures and policies it must follow when responding to the airport.

Southwest Georgia Regional Airport (ABY)		
Procedures with CBP		
Organization	Contact Name	Local Agreements

3.1.4 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 Established Procedures with TSA table describes the Southwest Georgia Regional Airport’s TSA procedures specific to IROPS events. Appendix B contains copies of specific procedures with the TSA.

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with TSA		
Organization	Contact Name	Local Agreements
TSA	Hank Mull (Transportation Security Manager)	N/A

3.1.5 Concessions

There is no Concessionaire at the SWGA Regional Airport at this time. Vending Machines available at the passengers expense.

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Concessions		
Organization	Contact Name	Local Agreements
Buffalo Rock	Airport Administrative Office	Vending Machines/Passenger Expense

3.1.6 Ground Transportation

Ground Transportation organizations at the Southwest Georgia Regional Airport have been requested to agree 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.

The Establish Procedures with Ground Transportation table describes specific ground transportation support procedures identified as being available during IROPS events. Appendix B contains copies of specific ground transportation procedures.

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Ground Transportation Agencies		
Organization	Contact Name	Local Agreements
Avis Rental Car	Jonas Michael	Rental Car Agreement
Budget Rental Car	Jonas Michael	Rental Car Agreement
Enterprise Rental Car	Brandon Jones	Rental Car Agreement

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Ground Transportation Agencies		
Organization	Contact Name	Local Agreements
Hertz Rental Car	Amanda Flood	Rental Car Agreement
Albany Quality Cab Company	T. L. Williams, Sr.	N/A

3.2 Other Providers to Consider

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

Southwest Georgia Regional Airport (ABY)	
Other Services to Consider for Providing Support	
Organization	Procedures
Alternate Transportation Providers (Albany Rapid Transit Authority)	G2 Secure Staff has expressed that if an aircraft is unable to return to the ramp, it would prefer to leave the passengers on the aircraft and tow it to the ramp to disembark the passengers.
Overnight Accommodations	G2 Secure Staff deals with a local hotel/motel (Quality Inn – Merry Acres) for its crews and other airline personnel and would contact the hotel for available rooms for its stranded passengers. The airport will also provide the airport with contact information for local

Southwest Georgia Regional Airport IROPS Contingency Plan

	hotels/motels.
Refuelers	The airport currently has only one FBO (Eagles of America) and it refuels all of the aircraft at the airport. G2 Secure Staffing would be responsible for contacting the FBO for fuel and has an after-hours contact number for the FBO.
Special Needs Service Providers	G2 Secure Staff will be responsible for providing special needs services for its passengers.

CHAPTER 4 – REVIEW, UPDATE, AND TRAINING

The Southwest Georgia Regional Airport IROPS Plan should be updated periodically throughout the year with improved practices, procedures, and coordinated response. In order for this to happen, the IROPS Contingency Response Committee should host coordination workshops and training at least once annually.

4.1 IROPS Coordination Workshops

Periodic IROPS coordination workshops are held at the Southwest Georgia Regional Airport providing a common format and venue for periodic review and confirmation/update of local IROPS plans. The Southwest Georgia Regional Airport will determine the frequency and specific agenda for these meetings, as appropriate.

The IROPS Coordination Workshop table describes the Southwest Georgia Regional Airport's plans for holding these workshops.

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Coordination Workshop		
Date	Workshop Name	Description
4/6/2012	Southwest Georgia Regional Airport Irregular Operations (IROPS) Contingency Response Committee	Representatives from the airport, Expressjet, TSA, and the Air Traffic Control Tower (CI ²) met for the first time to discuss the IROPS Plan. In this meeting, representatives discussed their agency's responsibilities during an IROPS event. Those responsibilities are addressed in the IROPS contingency plan.

4.2 IROPS Coordinated Frontline Training

Periodic coordinated frontline training for IROPS response will be held at the Southwest Georgia Regional Airport. In addition to emphasis on actions requiring coordination of two or more organizations, this training provides an opportunity to test new policies, practices, and procedures. During the annual or biannual security badging process at the Southwest Georgia Regional Airport, IROPS training and/or procedure updates have been reviewed with appropriate airport departments.

The IROPS Coordinated Frontline Training table describes the Southwest Georgia Regional Airport's plans for holding this training.

Southwest Georgia Regional Airport (ABY) IROPS Coordinated Frontline Training	
IROPS Training Activity	Description

CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT

The joint actions occurring during an IROPS event are described in the following diagram. The Southwest Georgia Regional Airport IROPS Contingency Response Committee ensures the capacity for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status are provided to appropriate aviation service provider organizations during an IROPS event by the Southwest Georgia Regional Airport’s Airport Safety Officers or Supervisors, as appropriate.

5.1 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. Each of these is discussed in more detail in the following sections.

5.1.1 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 Southwest Georgia Regional Airport’s procedure checklists for tracking aircraft during IROPS events.

Southwest Georgia Regional Airport (ABY)	
Aircraft Status	
Organization	Aircraft Status Actions
G2 Secure Staff	G2 Secure Staff will be responsible for informing their passengers of the status of the aircraft.
Airport Safety Office	If requested by G2 Secure Staff, the Airport Safety Office will contact the ATCT to determine status of arriving aircraft.

5.1.2 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.

Southwest Georgia Regional Airport (ABY)
Tracking Weather Patterns

Southwest Georgia Regional Airport IROPS Contingency Plan

Organization	Contact Name	Weather Tracking/Communicating Responsibilities
G2 Secure Staff	Michael Reddish	G2 Secure Staff representatives will be responsible for tracking the weather to determine the impact on their flight.
Airport Safety Office	Chief Bernard Ford	The Airport Safety Office, if requested by ExpressJet, will contact the ATCT or the NWS to track the weather to receive any weather updates.
CI ² (Air Traffic Control Tower)	Dwayne Adams	Air Traffic Control Tower personnel will assist with tracking the weather in the vicinity and advising ExpressJet and/or the Airport Safety Officers of any concerns to flight operations.

5.2 Executing IROPS Plans and Procedures

In Section 3.1 of this plan, procedures were established with service providers, including concessions, ground transportation, the FAA, CBP, and TSA. This section provides specific procedures that are to be executed at the time of an IROPS event. The following paragraphs outline procedures for each of the service providers.

5.2.1 IROPS Communications Plans

Relevant IROPS information, including status and related situational information, is communicated among appropriate Southwest Georgia Regional Airport organizations during an IROPS event. The Executed IROPS Communications Plans table describes key elements of Southwest Georgia Regional Airport’s IROPS communications plans.

Organization	Communications Actions
G2 Secure Staff	G2 Secure Staff agents will communicate with all interested parties to provide needed information by any means available.
Airport Safety Office	Airport Safety Officers will coordinate communications with ExpressJet and any other interested parties (CBP, TSA, etc.).

Southwest Georgia Regional Airport IROPS Contingency Plan

Organization	Communications Actions
CI ² (FAA Contract Tower)	Tower personnel will communicate with G2 Secure Staff concerning delays or irregular operations into Atlanta for departing aircraft that are on the ground.
Transportation Security Administration (TSA)	TSA agents will be in communication with airline and airport security personnel throughout the IROPS event and will coordinate their activities with all interested parties.

5.2.2 Passenger Support Plans

Support procedures for passengers and other customers at the Southwest Georgia Regional Airport during IROPS events include focus while they are on board aircraft, during their deplaning, in the terminal, and when they need ground transportation. The Executed Passenger Support Plans table describes procedures at the Southwest Georgia Regional Airport for support during an IROPS event.

Southwest Georgia Regional Airport (ABY)		
Passenger Support		
Passenger Location	Service Provider	Description
Passenger Hold Room	G2 Secure Staff	G2 Secure Staff will attempt to provide their passengers with any support they may need during an IROPS event. Airport Safety Officers will assist G2 Secure Staff with support, when requested.

5.2.3 Procedures with Airlines

Airlines operating out of the Southwest Georgia Regional Airport 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.

Enhanced Protection for Airline Passengers. The Execute IROPS Procedures with FAA (CI²) table describes Southwest Georgia Regional Airport’s FAA (CI²) actions specific to IROPS events.

Southwest Georgia Regional Airport	
Execute IROPS Procedures with FAA	
Organization (24/7 Contact #)	Local agreement(s)
CI ² (FAA Contract Tower)	The FAA ATCT tower personnel will abide by their procedures and will communicate with ExpressJet and/or the Airport Safety Officers during an IROPS event.
G2 Secure Staff	G2 Secure Staff will be communicating with the FAA ATCT personnel and/or Airport Safety Officers during an IROPS, when necessary.
Airport Safety Officers (ASOs)	Airport Safety Officers (ASOs) will be communicating with the FAA ATCT personnel and G2 Secure Staff agents during an IROPS event, when necessary.

5.2.5 Procedures with CBP

Currently, there is no CBP representation at the Southwest Georgia Regional Airport due to lack of international flights operating out of the airport.

5.2.6 Procedures for TSA

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

Upon request, the TSA will provide assistance to ExpressJet or the Airport Safety Office during an irregular operation.

5.2.7 Concessions Procedures

Currently there is no Concessionaire at the SWGA Regional Airport. There are vending machines provided for use at the passenger’s expense.

5.2.8 Ground Transportation Procedures

Ground transportation organizations at the Southwest Georgia Regional Airport have agreed to provide specific support during IROPS events. There are rental car agencies within the terminal that will provide transportation if needed by passengers. There is also a local cab company that will provide transportation to the nearest airport (Atlanta), if needed.

Southwest Georgia Regional Airport (ABY)	
Execute IROPS Procedures for Ground Transportation	
Organization (24/7 Contact #)	Local agreement(s)
Albany Quality Cab Company	N/A
Corporate Agreements	
Avis Rental Car	Rental Car Agreement
Budget Rental Car	Rental Car Agreement
Enterprise Rental Car	Rental Car Agreement
Hertz Rental Car	Rental Car Agreement

5.2.9 Procedures with Other Providers

The Southwest Georgia Regional Airport has coordinated with additional service providers to provide specific support during IROPS events. Specific procedures for each of these service providers are listed here.

Southwest Georgia Regional Airport (ABY)	
Debriefing IROPS Event	

6.2 Lessons Learned

As part of the debriefing, it is important to catalog the lessons learned from the individual IROPS events. The Southwest Georgia Regional Airport will coordinate these lessons learned and provide them to the aviation service providers as well as the IROPS Contingency Response Committee members.

The Capturing Lessons Learned table describes the Southwest Georgia Regional Airport’s plans for collecting lessons learned. Appendix B contains copies of previous lessons learned that can be referenced.

Organization	Detail
Southwest Georgia Regional Airport (ABY)	The Southwest Georgia Regional Airport has not encountered an IROPS event so this section has not been filled. In cases where an IROPS event occurs, the airport will complete this section.

APPENDICES

Appendix A – Compliance Matrix of the Southwest Georgia Regional Airport IROPS Contingency Plan with DOT Model Contingency Plan

Appendix B – G2 Secure Staff (Delta) ACS Extended On-Board Delay and Diversion (EOBDD) Procedures

Appendix C – Status of Plan Details

Appendix D – Contact Details for the Southwest Georgia Regional Airport IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event.

Appendix A – Compliance Matrix of the Southwest Georgia Regional Airport IROPS Contingency Plan with DOT Model Contingency Plan

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

Individual service provider contingency plans for airlines, airports, and federal government agencies indication of their compliance with the DOT Model Contingency Plan are not included. Questions concerning content and compliance of these individual plans should be directed to the individual service provider organizations.

The following compliance matrix addresses the overall coordination process used by the Southwest Georgia Regional Airport IROPS Contingency Response Committee and those elements of individual compliance plans identified as requiring action by two or more service providers.

DOT Reference Guideline		Southwest Georgia Regional Airport IROPS Response Plan	
Section	Title	Section	Title
1.0	Introduction	1.0	Introduction
1.1	(etc.)	1.1	(etc.)

Appendix B – Reference Documents

The Southwest Georgia Regional Airport (ABY) is served by G2 Secure Staff d/b/a Delta Connection with direct flights to Atlanta, Georgia. The following are the procedures for ExpressJet when they have an Extended On-board Delay and Diversion (EOBDD).

Appendix C – Status of Plan Details

The following table serves as a working summary of the actions within the current version of the Southwest Georgia Regional Airport’s 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	05/15/2017	
IROPS Response Plan Review		
IROPS Event History		
Customer Needs		
Tracking Delayed Aircraft		
Trigger Events And Communication Plans		
Support For Passengers		
Tracking Resource Inventory		
Skills Availability		
Procedures With Airlines		
Procedures With FAA		
Procedures With CBP		
Procedures With TSA		
Procedures With Concessions	05/15/2017	
Procedures With Ground Transportation		
IROPS Coordination Workshops		06/25/2017
IROPS Coordinated Frontline Training		

Southwest Georgia Regional Airport IROPS Contingency Plan

Aircraft Status		
Tracking Weather		
Execute IROPS Communication Plan		
Execute Passenger Support Plans		
Executing IROPS Procedures With Airlines		
Executing IROPS Procedures With FAA		
Executing IROPS Procedures With CBP		
Executing IROPS Procedures With TSA		
Executing IROPS Procedures For Concessions	05/15/2017	
Executing IROPS Procedures For Ground Transportation		
Debriefing IROPS Event		
Capturing Lessons Learned		

Appendix D – Contact Details for the Southwest Georgia Regional Airport IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Committee Chairperson		
Southwest Georgia Regional Airport	David Hamilton (229) 430-5175 or (229) 407-2601 (cell)	Chief Bernard Ford (229) 407-0836
Airport Operations		
Southwest Georgia Regional Airport	Shelby Daniel (229) 407-0835	Chief Bernard Ford (229) 407-0836
Airlines		
ExpressJet	Michael Reddish (229) 883-2049 or (229) 603-3084	John Smith (229)883-1046
Concessions		
Buffalo Rock Vending	N/A	N/A
Ground Transportation		
AVIS Rental Car	James Littles (229) 435-2404	Jonas Michael 803-767-1212
Budget Rental Car	James Littles (229) 435-2404	Jonas Michael 803-767-1212
Enterprise Rental Car	Brandon Jones (229) 889-9553	Tracie Young 251-593-4064
Hertz Rental Car	Amanda Flood (229) 435-1751	Tammie Ifland 864-303-0710
Albany Quality Cab Company	T.L. Williams (229) 344-0877 (cell) (229) 347-2638 (business)	
Hotel		
N/A	N/A	N/A
Government Agencies		

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
CI2 –ATCT (Federal Aviation Administration)	Dwayne Adams (229) 435-1644	Air Traffic Control Tower Manager (Dwayne) (478) 213-5088 (Cell)
Transportation Security Administration	Jim Leek (229) 430-0371 or 478-230-3982(cell)	Canace Benford (229) 430-0371 (Office) 229-349-1881 (cell)
Immigrations and Customs Enforcement (ICE) - Albany	Jeffrey White (229) 430-2591 (Office)	Jeffrey White (229) 291-1903 (Cellular)
Public Safety Operations		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0836
Diversion Airport(s)		
N/A	N/A	N/A
Fixed Base Operations		
Eagles of America	Alan Mathis (229) 434-8787	Danny Parker (229) 921-1255
Military (if joint-use)		
N/A	N/A	N/A
Emergency Response		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0836
Executive Management Liaison		