

**SHREVEPORT AIRPORT AUTHORITY**



**SHREVEPORT REGIONAL AIRPORT (KSHV)**

**IRREGULAR OPERATIONS CONTINGENCY PLAN**

*TO COMPLY WITH THE FAA MODERNIZATION AND REFORM ACT OF 2012  
AND 14 CFR PART 259*

SHREVEPORT AIRPORT AUTHORITY  
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## **I. Purpose**

The purpose of this irregular operations contingency plan consists of a need to address a broad range of logistical, operational, and human factors which may occur during periods of irregular operations at Shreveport Regional Airport. During irregular operational events such as weather diversions, mechanical diversions, and medical emergencies, or the possible various combinations of all, these aforementioned factors may need to be addressed to assure that Shreveport Regional Airport's commercial operations continue to function as smoothly as possible, and that the well-being of commercial passengers is properly considered.

Furthermore, this irregular operations contingency plan has been created to conform and comply with the standards set forth by the FAA Modernization and Reform Act of 2012, and 14 CFR Part 259.

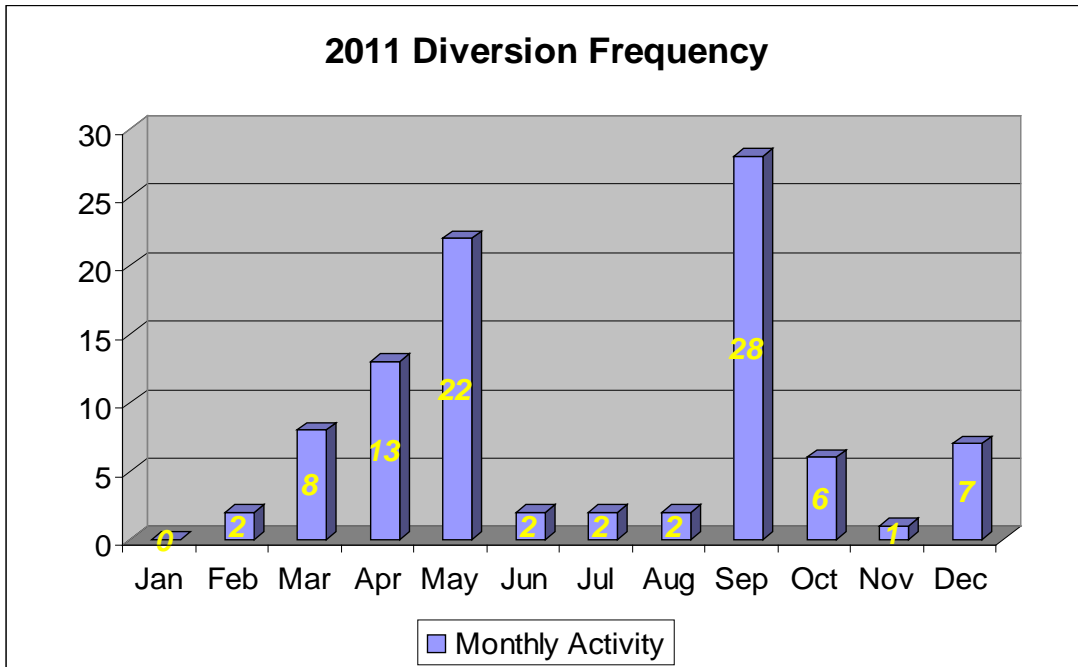
## **II. Scope and Historical Perspective**

Due to its primary 8,351x200 ft. CAT II capable instrument runway and its geographical location in respect to large-hub airports in the State of Texas, Shreveport Regional Airport (SHV) has traditionally been utilized as both a primary and secondary diversion airport for Dallas Fort Worth International Airport (DFW), and a secondary diversion airport for George Bush Intercontinental Airport (IAH). DFW resides in a region that is commonly and historically susceptible to moderate and severe "pop-up" thunderstorms, which typically occur during the mid to late afternoon hours of the spring and autumn months. (See Figure 1)

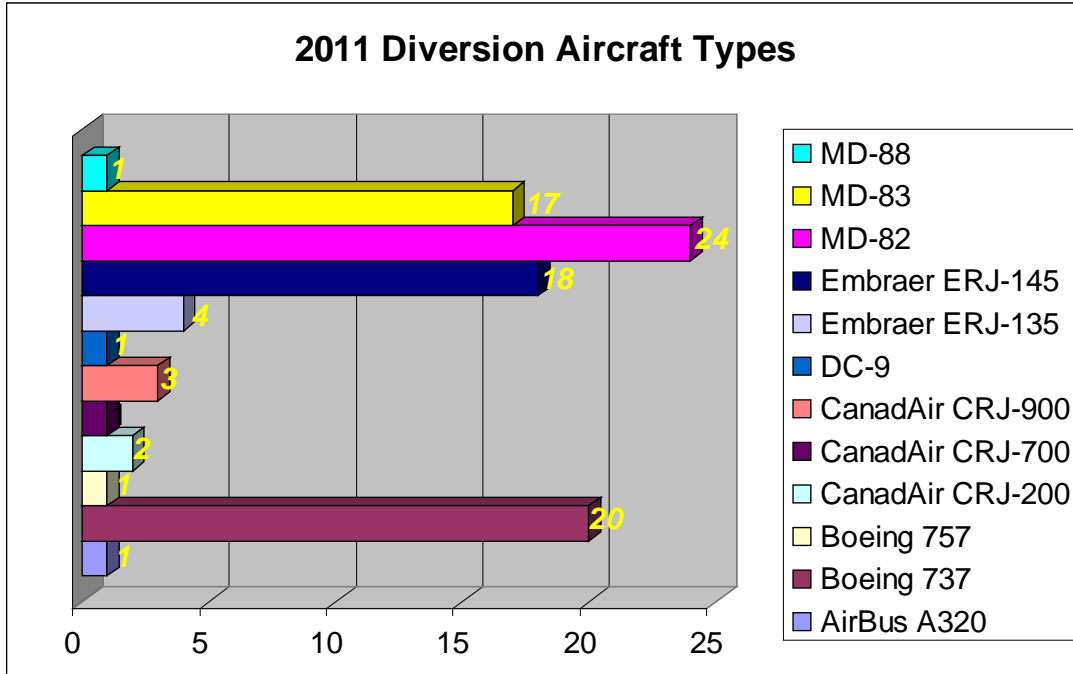
Each year on average, SHV hosts less than 100, but more than 50 weather-diverted aircraft. The majority of these diverted aircraft have a final destination of DFW, and are overwhelmingly attributed to American Airlines' medium to heavy-weight Boeing and McDonnell Douglas airliners such as the B757-200 and MD-82 series aircraft. As mentioned above, the other primary contributor of weather-diverted aircraft for SHV, albeit far less common of an occurrence, is IAH. These diverted aircraft are commonly the medium to heavy-weight Boeing aircraft of United Airlines,

such as the B737-800. Other common types of aircraft that add to SHV's diversions include American Eagle and United Express light-weight Embraer ERJ series regional jets. (See Figure 2)

**Figure 1**



**Figure 2**



### **III. Event Communication and Notification**

#### **A) Anticipation Planning**

When atmospheric conditions exist that are conducive to the formation of thunderstorm activity in the vicinity of DFW or IAH, the Airport Operations Division begins monitoring live flight tracking software and live Doppler radar feeds. Additionally, SHV Airport Operations is an active participant in DFW’s AOC Diversion Airport Group, which is an electronic notification system that provides early warnings for the potential of a diversion event, as well as real-time flight information on aircraft that have already diverted to area airports.

#### **B) Airline Management and Tenant Notification**

The Airport Operations Division at SHV prides itself in maintaining a very close working relationship with all of the airport’s tenants. These relationships provide a distinct advantage in preparation for diversion events. Oral agreements with airline management personnel guarantee that the Airport Operations Division has a real-time reporting and updating mechanism for any flights that have diverted and are inbound to the airfield. This airline management updating and reporting mechanism serves as a “fail-safe” backup to the aforementioned resources of flight tracking software and the AOC Diversion Airport Group’s electronic notification system. The same level of communication exists with SHV’s lone Fixed Base Operator, TAC-Air. The status of incoming diversions are

communicated to TAC-Air refueling and lavatory service personnel in a real-time setting via phone, ensuring that all parties involved in the servicing of diversion aircraft have the most up-to-date information.

**C) Security Notification**

SHV's Airport Police Command Center (APCC) is also a participant in event notifications. Airport Operations communicates with APCC via 800 MHz radios, relaying airline flight numbers, aircraft types, origin and destination codes, and arrival time estimations. Upon a diversion aircraft's arrival, Airport Operations again notifies APCC with the arrival's flight number. This communication ensures that Airport Police Officers have up-to-date flight information and are promptly standing by to provide security for diverted aircraft once they reach their parking positions.

In the event that an incoming diversion should be international in origin, APCC shall notify the U.S. Customs Service, which maintains an "on-call" headquarters at SHV.

**D) Screening Services Notification**

Should a diversion event occur after-hours, TSA management personnel are notified by APCC of the possibility of passenger screening requirements, in which case said management makes notifications for screening personnel to be put on stand-by status.

**E) Passenger Amenity and Sanitation Notification**

For the purposes of passenger amenities, APCC will notify the management personnel of Tailwinds per contractual agreements. Tailwinds, the airport's concession and restaurant service company, has café and storefront facilities in both of the airport's concourses, which feature full-service food, drink, entertainment, and personal hygiene commodities, etc. In addition to the concourse café and storefront facilities, Tailwinds also provides full food and drink services at its restaurant in the main terminal. This restaurant also features an outdoor smoker's balcony complete with circulation fans and patio furniture for applicable passengers. Additionally, SHV has free Wi-Fi service throughout the terminal and concourses.

Per contractual agreements, APCC shall also notify the management personnel of the airport's sanitation provider, Red River Sanitors. Sanitation employees are thereby put on stand-by notification in anticipation of

performing cleaning services and maintenance of trash receptacles, concourse restroom facilities, etc.

#### **IV. Ramp Parking Accommodations**

Typically, aircraft that are diverted to SHV have company representation at the airport. American Eagle, United Express, and Delta Connection all have assigned gates at SHV. In order to provide company-specific service, diverted aircraft are parked adjacent to their respective company gates and serviced directly by their company ground personnel. TAC-Air provides refueling and lavatory services to all diversion aircraft.

In the case of airlines that have no company representation at SHV, parking accommodations and ground handling are provided exclusively by TAC-Air on the General Aviation ramp. In the event that SHV receives any international diversions, these aircraft are parked and serviced by TAC-Air and/or American Eagle ground personnel at Gate 3.

For diversion aircraft being ground handled by TAC-Air personnel, flight crews shall establish radio contact with those personnel via TAC-Air's UNICOM aviation-band radio frequency.

Should the diversion event become overwhelmingly large, over-flow parking of aircraft is accommodated by TAC-Air on the General Aviation ramp, which has the capacity to hold a dozen large commercial airliners. In the rare event that the General Aviation ramp becomes fully occupied, the airport's East Apron will be utilized for the parking of additional diversions.

#### **V. Passenger Deplaning**

##### **A) Personnel Activation**

In the event that ground delays become long-term, passenger deplaning may be deemed necessary. Notifications shall be made to the management personnel of TSA, Tailwinds, Red River Sanitors, and also to the on-duty Airport Police officers. If necessary, U.S. Customs Service shall also be activated. All applicable personnel shall then be put into active status.

##### **B) Gate Accommodations**

Once the passenger deplaning process begins, passengers are escorted by airline personnel and airport police officers to their respective airline concourse gates. Here, the passengers are in contact with an airline representative who shall keep them informed on flight status and delay times. Also, passengers are free to roam the concourses and partake in the use of restroom and café facilities.

**- International Flights**

Should a flight be international in origin, Gate 3 shall be utilized for passenger housing. This gate has been deactivated for airline use, and so serves as an ideal location for holding deplaned passengers. Gate 3 is also considered a sterile area, and U.S. Customs Service shall be on hand for the handling of international passengers.

**C) Transportation**

The Shreveport Airport Authority maintains two 50-passenger transit buses. For any diversion aircraft that are parked on the General Aviation ramp, these buses shall be utilized for the purpose of transporting passengers to the terminal concourses upon the request of an airline station manager. In addition to these transit buses, SHV also maintains a 12-passenger van in its inventory that may also be utilized for passenger or flight crew transport.

**VI. Medical Emergencies**

**A) Notification**

In the event that a passenger on-board a diversion aircraft experiences a medical emergency, the flight crew has several options for making notification. The most efficient, quickest, and most commonly used method is that of radio contact with ATCT ground control. ATCT personnel shall utilize SHV's emergency alert system, which is also utilized for the declaration and notification of aircraft in-flight emergencies, or "Alerts." Further information on SHV's emergency alert system can be found in the SHV Airport Emergency Plan. A second option for a flight crew to notify personnel of a medical emergency would be the utilization of TAC-Air's UNICOM frequency, in which case TAC-Air personnel would make the appropriate notification to APCC and Airport Operations.

The third, most basic and generalized method for a flight crew to make emergency notification would be that of dialing "9-1-1" from any



phone. The appropriate call routing will take place and notify the appropriate SHV airport emergency personnel of the situation.

**B) Emergency Response**

SHV has a unique advantage for purposes of medical emergency response. In addition to the appropriately EMT-trained personnel at the airport's ARFF station, the City of Shreveport maintains a district fire station (Station 16) that is adjacent to the airport's terminal concourses. This station houses EMT-trained firefighters and includes a response ramp that has direct AOA access to the commercial aviation ramp and all concourse gates. Station 16 is a participant in SHV's emergency alert system as well as the Airport Emergency Plan.

**VII. Media Interaction**

Once the Airport Operations staff establishes that a diversion event is indeed going to begin, contact is made with the airport's Marketing Manager. Airport Operations shall provide the Marketing Manager with information such as the estimated number of inbound diversions, estimated times of arrival, flight numbers, etc., which shall then be relayed to local media news outlets at the Marketing Manager's discretion. Airport Operations shall also notify the airport's Marketing Manager when any diversion aircraft begins the deplaning process.