

FORT LAUDERDALE-HOLLYWOOD INTERNATIONAL AIRPORT (FLL)
TARMAC DELAY PLAN

The Fort Lauderdale-Hollywood International Airport 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 John Pokryfke A.A.E., I.A.P., Acting Director of Operations at jpokryfke@broward.org. The Fort Lauderdale-Hollywood International Airport is filing this plan with the Department of Transportation because it is a commercial airport service scheduled and unscheduled air carriers.

The purpose of this plan is to coordinate irregular operations (IROPS) with aviation service providers at the Fort Lauderdale-Hollywood International Airport (FLL) to ensure a coordinated joint response to lengthy airline onboard ground delays. Lengthy onboard ground delays caused by severe weather, Air Traffic Control (ATC) programs, airport service issues, or airline operational difficulties can affect a single flight or multiple flights at one or more airports. This plan describes how, following excessive tarmac delays and to the extent practicable, the Fort Lauderdale-Hollywood International Airport 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 & Border Protection (CBP).

Airport Information

Name of Airport: Fort Lauderdale-Hollywood International Airport

Name and title of person preparing the plan: John Pokryfke A.A.E., I.A.P. Acting Director of Operations

Preparer contact number: (954) 359-1214

Preparer contact e-mail: jpokryfke@broward.org

Date of submission of plan: (5/15/2017)

Airport Category: Large Hub Medium Hub Small Hub Non Hub

Contact Information

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Operations Control Center at (954) 359-1201 for assistance.

Communication, Coordination, Collaboration

The key to mitigating onboard ground delays and successful customer service is Communication, Coordination, and Collaboration among affected air carriers, the Fort Lauderdale Hollywood International Airport (FLL) the Federal Aviation Administration (FAA), the Transportation Security

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Administration (TSA), Customs Border Protection (CBP), Air Carriers, and other airport stakeholders.

The goal of this plan is to meet the basic passenger needs, which includes information, ability to communicate, food and hydration, a clean environment, and services for special needs passengers. Additionally, when necessary, this plan will identify lodging and ground transportation services.

A Tarmac Delay Committee shall be developed and shall be comprised of representatives from FLL, air carriers, CBP, FAA-ATCT, concession managers, law enforcement, and TSA. Additionally, FLL Operations Division will communicate its Tarmac Delay Plan with those airports that are designated as alternate airports to FLL. The responsibility of this committee shall be to maintain this plan and communicate its contents to appropriate personnel.

Airport personnel with responsibilities for monitoring tarmac delays in cooperation with aviation service providers will participate in initial and recurrent annual training on this plan and the plans of air carriers that frequently operate at FLL.

Plan to Provide for the Deplanement of Passengers Following Excessive Tarmac Delays

The Fort Lauderdale-Hollywood International Airport and its air carriers have equipment and personnel needed to safely deplane passengers from air carrier aircraft. We will utilize this equipment to deplane passengers as soon as practicable after receiving requests from such airlines at the contact number listed above or is made aware of ground stops, aircraft ground holds, or diversions. The Airport also maintains a list of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers to airlines as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays at the contact number listed above.

Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency

Eleven gates at the Fort Lauderdale-Hollywood International Airport are under per use leases to air carriers and are controlled by the airport. Additionally, forty-seven gates at the Fort Lauderdale-Hollywood International Airport are under preferential leases to air carriers and are not fully controlled by the airport. We will direct our common use gate lessees, permittees, or users to make gates available to an air carrier seeking to deplane at a gate to the maximum extent practicable. If additional gates are needed, we will direct tenant air carriers to make preferential use gates and other facilities available to an air carrier seeking to deplane at a gate, during those time periods when the tenant airline is not using, or not scheduled to use, the gate, to the maximum extent practicable. The airport and its air carriers are prepared to implement hardstand operations should all gates be occupied.

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

The Fort Lauderdale-Hollywood International Airport has defined sterile areas capable of accommodating limited numbers of international passengers. The airport has an approved plan with local CBP officials; procedures that will allow international passengers who have not yet cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent practicable.

Public Access to the Emergency Contingency Plan

The Fort Lauderdale-Hollywood International Airport will provide public access to its emergency contingency plan through one or more of the following means:

- Posting in a conspicuous location on the airport website (<http://FLL.net>)
- **Providing notice of the availability of the plan on the airport's social media accounts** (Facebook/Twitter).

Airport Contingency Plan

When the Fort Lauderdale – Hollywood International Airport (FLL) is made aware of ground stops, aircraft ground holds, or diversions they will begin monitoring those aircraft for any potential lengthy delays. When such delays reach one and one half (1.5) hours, BCAD will contact the affected air carrier to coordinate potential passenger handling intentions. Additionally, FLL will inquire with the FAA Air Traffic Control Tower (ATCT) of any continuing air traffic management programs that may be in effect.

FLL Operations Division will monitor these delays or diversions through close coordination with **FAA-ATCT, Airport Ramp Control, FLL Gate Control, and the air carrier's operational personnel.**

FLL Gate Control in coordination with the air carriers, FAA-ATCT, and Airport Ramp Control will allocate available gates to deplane passengers. Should all gates with passenger loading bridges be unavailable, the Airport shall provide buses and portable air stairs to transport passengers from remote aircraft parking spaces to the terminal facilities.

The Airport has the ability to rapidly initiate conference calls which will enable all stake holders to communicate conditions and provide for collective decision making.

Information regarding the status of lengthy onboard delays to those passengers who may be waiting in the Airport terminal shall be provided through public address announcements initiated by the Airport Operations Control Center (AOCC) in coordination with the affected air carrier and FAA-ATCT. The air carriers will be responsible for updating all passenger flight information displays located throughout the terminals. Located in all passenger terminals are public telephones, cell phone charging stations, and wireless Internet that can accommodate passenger needs to communicate with friends, family or colleagues.

To meet the basic passenger needs, FLL has food and beverage service available to passengers 24 hours a day, 7 days a week. Lavatory facilities are available to passengers 24 hours a day, 7 days a week. FLL maintains compliance with the Americans Disabilities Act (ADA) and has ample facilities and equipment to handle special needs passengers. The air carrier shall be responsible for the direct aide for any passengers requiring special assistance. FLL has various ground transportation services available to passengers 24 hours a day, 7 days a week, including taxi,

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shared ride, public transit bus, and rail. The Airport in coordination with the air carriers and the local convention and **visitors'** bureau maintain a list of available lodgings.

FLL does not have facilities beyond its exiting international processing infrastructure. Therefore, international passengers affected by lengthy onboard delays will require process through Federal Inspection Station (FIS) via close coordination with CBP and the air carrier. Additionally, the Airport and air carrier shall coordinate with TSA to secure passenger and baggage screening. FLL Gate Control will coordinate the allocation of aircraft gates.

This plan will be reviewed annually by the Tarmac Delay Committee and any changes to the plan will be communicated to all aviation service providers.