



**IRREGULAR OPERATIONS
PLAN/TARMAC DELAY
CONTINGENCY PLAN
FOR
LAMBERT-ST. LOUIS
INTERNATIONAL AIRPORT**

St. Louis Lambert International Airport TARMAC DELAY CONTINGENCY PLAN

Lambert-St.Louis International Airport (KSTL) has prepared this Tarmac Delay Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to the Airport Operations Center at OPS-Center@flystl.com. Lambert-St.Louis International Airport is filing this plan with the Department of Transportation because it is a commercial airport described in USC 42301(a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, KSTL 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: Lambert-St.Louis International Airport

Name and title of person preparing the plan: David Kulinsky / Assistant Director of Operations and
Maintenance

Preparer contact number: 314-426-8040

Preparer contact e-mail: OPS-Center@flystl.com

Date of submission of plan: 05/12/2017

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 Duty Manager at 314-426-8040 or OPS-Center@flystl.com for assistance.

Introduction

Purpose

The Irregular Operations (IROPS) & Tarmac Delay Contingency Plan is an airport-wide plan that has been put into place to define the roles and responsibilities of Lambert-St.Louis International airport, Air Carriers, concessionaires, and others in providing services to air passengers during extraordinary service disruptions. The plan shows STL operating procedures and customer service initiatives in coordination with the response plans of airlines to ensure cooperation throughout these disruptions. This IROPS & Contingency Plan has been implemented to acknowledge the importance of communication, collaboration, and coordination between airport operators, air carriers, service providers, and all others involved in the commitment to the safety and comfort of the customers of STL and the traveling public. The contingency plan for handling lengthy onboard ground delays will enable all aviation service providers to effectively take part in a joint-response effort to ensure passenger needs are both identified and addressed in a timely manner.

Definitions

Irregular Operations (IROPS): Unique events that require actions and/or capabilities beyond those considered usual by the aviation industry. The impact of these events is the occurrence of passengers experiencing delays and/or diversions that often occur for an undetermined amount of time. Examples include: extreme weather events, geological events and other unseen events.

“3-Hour Rule” – In April 2010 the United States DOT issued rulemaking on enhancing airline passenger protections (14 CFR Part 259 Enhanced Protections for Airline Passengers), which established rules covering domestic air carriers and prohibiting a domestic flight from remaining on the tarmac for more than 3 hours without allowing passengers to deplane subject to safety, security, and ATC exceptions. It also required (among other things) domestic airlines to adopt contingency plans for lengthy tarmac delays for scheduled and public charter flights at large and medium hub airports. (DOT-OST-2007-0022)

“4-Hour Rule” – In April 2011 the United States DOT updated its rulemaking on enhancing airline passenger protections (14 CFR Part 259 Enhanced Protections for Airline Passengers), which extended rules to include foreign air carriers and prohibited an international flight from remaining on the tarmac for more than 4 hours without allowing passengers to deplane subject to safety, security, and ATC exceptions. It also required (among other things) for international airlines to adopt contingency plans for lengthy tarmac delays and expanded the airports at which all airlines must adhere to the contingency plan terms to include small hub and non-hub airports, including diversion airports. Carriers are required to coordinate their contingency plans with all of these airports as well as CBP and TSA. (DOT-OST-2010-0140)

Diverted Flight – A flight operated from the scheduled origin point to a point other than the scheduled destination point in the carrier’s published schedule. For example, a carrier has a published schedule for a flight from A to B to C. If the carrier were to actually fly an A to C operation, the A to B segment is a diverted flight, and the B to C segment is a cancelled flight. (United States DOT definition)

Irregular Operations (IROPS): Unique events that require actions and/or capabilities beyond those considered usual by the aviation industry. The impact of these events is the occurrence of passengers experiencing delays and/or diversions that often occur for an undetermined amount of time. Examples include: extreme weather events, geological events and other unseen events.

Long on-board delay: defined as any aircraft that is not connected to a terminal loading bridge or parked at a terminal gate.

- Inbound Aircraft: Long onboard delay applies to any aircraft that has landed at STL and has waited more than 3 hours for a gate to off load.
- Outbound Aircraft: a long onboard delay is associated with any aircraft that has left a gate and has waited more than 3 hours to depart

Tarmac Delay – The holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane.

Background

In 2007, there were several instances of passengers being left on-board aircraft for an extended amount of time without being given an option to deplane. One such instance was JetBlue Flight 751 which waited almost 8 hours with passengers onboard to takeoff but was delayed due to inclement weather and ultimately ended up cancelling. A second incident at the same airport involved an inbound flight having to wait 10 ½ hours with passengers on board before they were able to deplane. After further investigations, it was found that many of these delays could have been alleviated if the airlines had reached out to the airport operator for assistance. In response to these reoccurring tarmac delays, the Department of Transportation (DOT) issued a final rule to enhance airline passenger protections in the following ways: by requiring air carriers to adopt contingency plans for lengthy tarmac delays and to publish those plans on the airline's website; by requiring air carriers to respond to consumer problems; by deeming continued delays on a flight that is chronically late to be unfair and deceptive in violation of 49 U.S.C. – 41712; by requiring air carriers to publish information on flight delays on their websites; and audit their own compliance with their plans. The DOT took initiative to this action in response to many instances when passengers have been subject to delays on the airport tarmac for lengthy periods and also in response to the high incidence of flight delays and other consumer problems. (Department of Transportation, 14 CFR Parts 234, 253, 259, and 399)

As an airport that serves commercial air carriers, it is our responsibility to comply with what is required by the Department of Transportation and provide assistance to air carriers who are experiencing problems to ensure the safety and comfort of their air passengers.

Types of Events Classified as IROPS

Irregular Operations can be categorized in to two types of events, Airside and Landside

- Airside Events
 1. Departure delays resulting in aircraft holding on the airfield with passengers on-board for an extended period of time
 - Includes aircraft on a gate with aircraft doors closed and jet way not attached
 2. Arrival delays due to an aircraft holding on the airfield for a gate to open
 - Usually result from departure delays where an aircraft is being held on the gate instead of on the airfield
 - Can also arise when the arriving aircraft arrives sooner than originally scheduled
 3. Diversions of aircraft due to weather or an event at another airport
 4. A significant event in the terminal or landside which would prevent access of arriving or departing aircraft (i.e. situation involving a security incident)

- Landside Events
 1. Airline cancellations due to weather, mechanical issues, or Air Traffic Control (ATC)
 2. A significant event in the terminal, Landside or airside preventing access for arriving or departing aircraft
 3. Flight cancellations or flight diversions
 4. Facility issues within terminal areas that affect air carrier operations and subsequently result in a significant delay

Air Carriers Experiencing Delays

The air carriers serving Lambert-St. Louis International Airport have the primary responsibility for their customers. The Enhanced Protections For Airline Passengers (14 CFR part 259) states that all carriers have an Irregular Operations Contingency Plan that informs STL of the procedures that the airline has in place to deal with both long onboard delays and long delays inside the terminal. STL also requires the commitment of the air carrier's plans to demonstrate the following.

1. Provide updated information to the affected passengers on a regular and frequent basis
2. Train their employees about the procedures that are to be followed in consistency with the plan
3. Inform Airport Operations of any significant events regarding the delayed aircraft
4. Work cooperatively with Airport Operations and others involved to ensure the health and safety of its passengers and to resolve the event as quickly as possible
5. Practice on-going dialogue with Airport Operations and others involved to review and refine the plan for delayed aircraft in the interest of passenger health and safety

The following information is provided for informational purposes:

1. No later than two hours after closing the aircraft door, or after landing, for all flights (Domestic and International) the carrier must provide passengers:
 - a. Food and water (snack food included)
 - b. Access to working lavatories
 - c. Medical service if needed
2. No later than three hours after closing the passenger door, or after landing, for Domestic flights the carrier must:
 - a. Return to the gate (or a remote area) and allow passengers egress
 - b. This requirement does not apply under either of the following conditions:
 - i. The Pilot-in-Command (PIC) determines there is a safety or security impediment to deplaning passengers, such as weather, Air Traffic Control (ATC), or government directive
 - ii. ATC advises that returning to the gate, or providing remote egress, would significantly disrupt airport operations
3. No later than 4 hours after closing the passenger door, or after landing, for International flights the carrier must:
 - a. Return to the gate (or a remote area) and allow passenger egress
 - b. This requirement does not apply under either of the following conditions:
 - i. The PIC determines there is a safety or security impediment to deplaning passengers, such as weather, ATC, or government directive
 - ii. ATC advises that returning to the gate, or providing remote egress, would significantly disrupt airport operations

Air Carriers who hold tenancies with Lambert-St. Louis International Airport include:

- | | |
|---------------------|-------------------|
| ▪ Air Canada | ▪ Delta |
| ▪ Air Choice | ▪ Frontier |
| ▪ Alaska Airlines | ▪ United Airlines |
| ▪ American Airlines | ▪ US Airways |
| ▪ Cape Air | ▪ Southwest |

DOMESTIC FLIGHTS FROM STL BASED CARRIERS

I. Deplaning of a Long On-Board Delay/Diverted Flight

If the Captain of the diverted flight requests the deplaning of the passengers into a terminal with the intention of re-boarding at a later stated time, ensure that the following procedures take place.

- Contact the Airport Operations and provide the specifics of the situation.
- Advise TSA so they may coordinate the screening process.
 - If TSA is not present: Advise the Captain prior to deplaning, that all passengers that intend to re-board the aircraft **MUST** remain in the designated sterile area in the departure lounge.

- Any passenger who leave the sterile area **WILL NOT** be able to re-board the aircraft for departure.

II. Termination of a Long On-Board Delay/Diverted Flight

If the Captain of the diverted flight report that they are terminating the flight at Lambert-St. Louis International Airport, the following procedures will be used.

- Airport Operations is informed of the termination, who will then assign the diversion team with the related assignments.

III. Locations for Deplaning of Passengers

The Airport Operations personnel in conjunction with the Ground Services coordination will determine parking positions and will transmit the information to the ground handlers and Air Traffic Control.

IV. NON-TENANT CARRIERS

Airlines that are not based at STL may not have the available resources on hand if they are forced to divert to STL and deplane their passengers. Upon being notified of this type of diversion, Airport Operations will contact ATS of Non-tenant aircraft in need of ground handlers.

Priorities of Locations for Deplaning of Passengers

1. The following are Airport owned and operated gates
 - a. A9
 - b. A15
 - c. C27
 - d. C28
 - e. E36
2. If no gate is available, remote off gate parking will be used in the following areas.
 - a. Charlie Pad
 - b. Lima Pad
 - c. Juliet Pad
 - d. Papa Pad
 - e. Echo Pad

V. CARGO AIRCRAFT

Cargo Aircraft diverted to STL will be directed to the St. Louis Air Cargo facility as the primary support facility. Aircraft will be designated to their specific Carrier's facility as a first priority. If unavailable, one of two Fixed Base Operators will be used as a secondary support facility

- Notify Integrated Air services of aircraft needing ground handlers

Cargo Air Carriers who hold tenancies with Lambert-St. Louis International Airport:

1. FedEx

- 2. UPS
- 3. DHL (sublet by Southern Air to fly aircraft)

VI. GENERAL AVIATION AIRCRAFT

General Aviation aircraft diverted to STL will be directed to one of two Fixed Base Operators for support services

VII. INTERNATIONAL FLIGHTS

- Airport Operations will inform U.S. Customs and Border Protection Services (CBP) of the diverted aircraft and advise the location of the incoming flight.
 - STL will support CBP in the handling of the unscheduled international arrival, and follow the outlined information of *U.S. Customs and Border Protection Standard Operation Procedures for Aircraft Diversions*.
- CBP personnel and Airport Operations will monitor the four (4) hour deadline of the diverted flight and all issues involving the deplaning of the aircraft.
- CBP has the ability to issue “Notices to Proceed” and will contact the Airline of the diverted aircraft.
- If the aircraft does not have relations with a signatory airline at the airport, ATS will handle the fueling as well as the unloading of luggage.
- Any carrier that contacts STL with the intention of terminating their diverted flight, should contact the United States Customs (CBP) with at least 90 minutes prior notice of the aircrafts intended arrival. This will allow CBP sufficient personnel to be available to clear the diverted flight.

VIII. TERMINAL OPERATIONS

During any significantly long delay, Airport Operations will establish contact with airline(s) experiencing delays to request specific information relating to the extent of the delay and the airline’s plans to care for their customers.

- Airport Operations will make notifications of all lengthy delays to all those who will be directly affected by the delay.
- Airport Operations will contact terminal concessions of delays in the area affected by the delay(s) for the possibility of ensuring extended operating hours if necessary.
- The STL Airport Fire Department and Airport Police are to be notified and updated, as necessary, about all unusual and/or prolonged delay situations.
 - Airport Police is responsible for handing out pillows and blankets when requested the Manager on Duty, or Directors if unavailable for significant events.
 - Materials Management has extra inventory in stock
- If needed, assign available personnel to assist the airline with informing passengers of their situation.
- Identify and ensure the comfort of any passengers with special needs, unaccompanied minors, and those traveling with small children.

For passengers who are experiencing a significantly long delay which requires their stay overnight in the terminals: The Airport Police may provide blankets and pillows upon request by the Manager on Duty, or Directors if unavailable for significant events.

Lambert Airport authorities request that passenger's onboard delayed aircraft will be regularly briefed by the aircraft crew on the status of their delay. It is expected that the crew will make a public address announcement within ten (10) minutes of realization of the delay. Per 14 CFR 259.4 the crew will update passengers about the delay every 30 minutes thereafter.

Notifications and Communication

Airport Operations will be the source for all notifications regarding Irregular Operations and any disruption to services within the terminal buildings which result in flight delays or significant passenger inconveniences at Lambert-St. Louis International Airport.

Notifications will be made to the Airport Operations Center at 314-426-8040. All air carriers are responsible for reporting any potential delay situations involving their aircraft.

Notifications to STL Operations will include:

- 1) Scheduled time of departure
- 2) Flight number
- 3) Origin and destination city of the aircraft
- 4) Current location of where the aircraft is holding
- 5) Number of souls onboard

Notifications should also include the aircraft operator's intentions for the aircraft and its estimate of how long the delay will be.

Upon notification, Airport Operations will communicate with the affected airline and discuss available options. Additional notifications by the Assistant Director of Operations and Maintenance may be necessary if the issue will create an extensive hold or significant inconvenience to any passengers aboard aircraft or in the terminal areas.

Airport Operations will notify the following departments as needed:

- Airport Fire Department
- Airport Police
- Airport departments which could be requested to respond with resources. (Properties, Media Relations, Building Maintenance, Airfield Maintenance, and Airport Police)
- Retail concessions, and other service providers may also be requested to assist with meeting passenger needs by extending their hours of operation.

Airport Operations will notify the Airport Fire Department and Airport Police of significant delays affecting Lambert-St. Louis International Airport in regard of keeping a high level of public safety and

security awareness. In addition, notifications of the situation will be made to any other Airport departments which could be requested to respond with resources. (Properties, Media Relations, Building Maintenance, Facilities, Airfield Maintenance, and Airport Police)

Role of Lambert-St.Louis International Airport

Lambert-St. Louis International Airport is committed to ensuring that the health and safety needs are provided to all passengers who are involved in extended delays as a result of irregular operations of aircraft.

The airport may need to show compliance with this U.S. DOT directive. Therefore, any and all calls or emails pertaining to irregular operations and tarmac delays need to be documented in CityWorks.

Provision of Customer Services

Our goal is to ensure that passengers who are impacted by prolonged delays are granted access to food, water, and reasonable comfort needs. During certain situations involving lengthy delays, extra actions may need to be taken into account to ensure that passenger needs are being met. Some actions listed below may be necessary depending on the specific delay situation to ensure that customers are provided with their basic needs.

- The providing of water and snacks by terminal concessions or flight kitchens.
- Assisting aircraft operators with finding accommodations for stranded passengers.
- Providing passengers with access to restroom facilities.
- Allowing passengers to access checked baggage (if possible) to retrieve prescription medication or other critical items.
- Provide access to medical attention for passengers. Including the need to obtain prescription medications and special needs (baby formula, diapers, etc.) locally if necessary.
- Assist the aircraft operator with information needed to provide ground transportation for passengers, if needed.
- Provide passengers with information regarding public ground transportation, rental car companies, and area hotels.

St. Louis International Airport has the following resources available to aid airline operators during any lengthy tarmac delays:

- Disseminating pillows and blankets at the request of the Manager on Duty, or Directors if unavailable for significant events.

- Dispatching Airport Authority busses to deplane passengers from an aircraft unable to deplane at an airline gate.
- Use of stair trucks to aid in the deplaning of passengers if a gate/jet bridge is unavailable.
- Communicating with terminal concessionaires for extended operating times due to the influx of passengers.
- Contracted ground handler (Airport Terminal Services) that can provide lavatory, fueling, and other ground handling services.
 - Airport Terminal Services has the following equipment at their disposal to service aircraft:

Type of Equipment	# Available
Air Conditioner	1
Belt Loader	2
Bag Tug	6
Cargo Tug	1
Deicer	2
Fuel Cart	5
Fuel Truck	7
Ground Power Unit	3
Lav Truck	1
Push Back	2
Air Stairs	2
Stair truck	1
Tow Bar (B757)	1
Tow Bar (B767)	1
Tow Bar (B727)	1
Tow Bar (B737)	1
Tow Bar (A320)	1
Tow Bar (E175/E190)	1

Any of the following will trigger notifications to the Airport Operations Center about Irregular Operations/Lengthy onboard delays:

- OpsView
- Aerobahn
- Phone Calls
- Diversions

Rules will be set up in OpsView to track outbound and inbound aircraft and send an email alert to OPS-Center@flystl.com (Airport Operations Center). **All information will be logged in CityWorks.**

The alert time increments will be set at:

- 90 minutes
- 120 minutes
- 150 minutes

- 180 minutes
- 200 minutes (for international flights)
- 240 Minutes (for international flights)

Procedures

At the **90 minute** alert:

- Airport Operations will start to track and monitor radio transmissions with the aircraft.
- Airport Operations personnel will log in CityWorks that the Airport is aware of the 90 min alert and is monitoring the situation
- Airport Operations will contact the air carrier and ensure that they are aware of the delay
 - Ask if the flight is international or domestic. Ask the Air Carrier/PIC if they require any of the resources that the Airport has available
 - Ensure that the aircraft has working lavatories, food, and water
 -
 - Notify Airport Management through Everbridge

At the **120 minute** alert:

- Airport Operations will call the air carrier (or ATS if none is available for ground handling):
 - Ask if they require any assistance, or if any of the Airport's resources are needed.
 - Ensure that the aircraft has food, water and working lavatories.
 - Use CityWorks to Log who they spoke with and status update.
 - Notify Airport Management through Everbridge
 - Notify Airfield Maintenance that buses may be needed to unload passengers
 - Notify ARRF of the possibility of a deplaning operation
 - Contact the Air Traffic Control Tower and provide update for aircraft(s) experiencing lengthy delays on the tarmac

At the **150 minute** alert

- Operations will once again call the carrier or ground handler for a status update and inform them that they are reaching the three hour mark:
 - Ask if the carrier requires any assistance or any of the Airport's resources.
 - Provide them with buses if needed
- Ensure that the aircraft has food, water, and working lavatories
- Notify Airport Management through EverbridgeLog everything in Cityworks

At the **180 minute alert** (Domestic flight): Deplaning should occur unless release time for the aircraft is imminent.

- Airport Operations will contact the air carrier or ground handler:
 - The final decision will be made by the PIC, however STL Airport Operations will inform the crew at this time that they have reached the three (3) hour mark.
 - Ask if they require any assistance or need any of the Airport's resources
 - Relay this information to the Air Traffic Control Tower if the aircraft will need to be relocated/repositioned for deplaning
 - Notify Airport Management through Everbridge

- Log all pertinent information
- Contact the Air Traffic Control Tower and provide update for aircraft(s) experiencing lengthy delays on the tarmac

Upon the arrival of an international flight, the Airport Operations Center will make contact with the Airline Operator (if not previously done) and collect the following details:

- What services the aircraft needs
- Ask if the carrier requires any assistance
- Ensure that CBP has been notified of the flight
- How the air carrier expects to handle this aircraft and what their intentions are

Airport Operations staff will then notify Upper Airport Operations Management of the situation using Everbridge.

At the **200 minute alert** (for international flights):

- Ask if they require any assistance or any of the Airport's resources
- Ensure that the aircraft has water, food, and working lavatories
- Contact Customs & Border Patrol to coordinate how they plan on handling the crew and passengers if deplaning becomes necessary
 - Relay this information to the Air Traffic Control Tower if the aircraft will need to be relocated/repositioned for deplaning
 - If they deplane ARRF will be notified and on standby
- Update Airport Management about the situation through Everbridge
- Communicate with ATC and provide them an update regarding the delayed aircraft
- Log all pertinent information on CityWorks

At the **240 minute alert** (for International flights): Deplaning should occur unless release time for the aircraft is imminent.

Airport Operations will contact the air carrier or ground handler:

- Follow the same procedures for the 200 minute alert (listed above).

If the air carrier requires no assistance, Airport Operations will keep track of the aircraft while on the ground until it either reaches a gate to deplane or departs the airfield.

IF THE AIRLINE REQUIRES ASSISTANCE, AIRPORT OPERATIONS WILL ASK:

- The amount of passengers aboard the aircraft.
- The gate that the passengers will be taken to
- The type of aircraft.
- If any assistance is needed (ex. Food, water or deplaning)
- Upon request, and according to availability, STL will authorize a remote area for aircraft parking and deplaning. STL will offer stairway bridges (as-available) for deplaning and buses to transport passengers to the terminals.
- Airport Operations will coordinate and authorize the use of available terminal gates for delayed aircraft depending on flight characteristics.
- For any deplaning operation ARFF will provide support
 - The Airport Police will be notified about off-gate deplanements
- Airfield Maintenance will provide busses if aircraft is deplaned off gate

PASSENGERS INSIDE TERMINALS

During any significantly long delay, Airport Operations will establish contact with air carrier(s) experiencing delays to request specific information relating to the extent of the delay and the airline's plans to care for their customers.

- The STL Airport Fire Department and Airport Police are to be notified and updated, as necessary, about all unusual and/or prolonged delay situations.
- If needed, assign available personnel to assist the airline with informing passengers of their situation.
- Identify and ensure the comfort of any passengers with special needs, unaccompanied minors, and those traveling with small children.

Procedures for Handling Non-Tenant Based Aircraft

Air carriers expecting to encounter or that are experiencing lengthy onboard delays, should communicate with Airport Terminal Services (ATS) if they are in need of any ground handling services. ATS is STL's contracted ground handler for all non-tenant based aircraft. They may be reached via telephone at 314-423-4510 or their frequency: 122.950. Airport Operations personnel in conjunction with ground handling services will coordinate a parking position for the aircraft and communicate that with ATC. STL has several city owned gates with jet bridges that can be used to deplane a non-tenant based aircraft. If no gates are available for deplaning, Airport Operations will utilize a remote off-gate parking area. The Airport's resources (stair trucks & busses) can be used to transport passengers from the aircraft to the terminal.

- Upon the first notification of a lengthy onboard delay to a non-tenant based aircraft, Airport Operations personnel will:
 - contact the air carrier or the Pilot-in-Command (PIC)
 - ensure that the aircraft has water, food, and working lavatories
 - ask if the aircraft requires any assistance or any of the Airport's available resources
 - ensure that the air carrier/PIC has the contact information for Airport Terminal Services
 - they can be reached via phone at 314.423.4510 or on their frequency: 122.950)
 - explain to them that ATS is able to offer ground handling services to them if needed
 - request their plan on handling this delay and what their intentions are
 - Notify Airport Management through Everbridge
 - Make note of Airport Owned gates with a jet bridge that are available for deplaning passengers if needed

- Communicate with ATC and provide an update to them about the non-tenant based aircraft
- Verify with ATS that contact has been made with the diverted aircraft

ALL AIRCRAFT SERVICING MUST BE ADMINISTERED BY STL BADGED EMPLOYEES. SECURITY AND ESCORT PROCEDURES WILL BE STRICTLY ENFORCED.

Irregular Operations Committee

Irregular Operations Committee consists of airport stakeholders who may be affected by IROPS. Airport departments that may be affected by IROPS, include but is not limited to: Airport Operations, Airport Public Safety Agency, Air Carriers, TSA, FAA, CBP, Primary Concessionaire Tenants, State Police, Fire Rescue, ground transportation, area airport hotels, and the Fixed Base Operator. The Irregular Operations committee will meet regularly once a year to discuss concerns and update the procedures of the Irregular Operations & Long On-Board Delay Contingency Plan if necessary.

Public Access to the Tarmac Delay Contingency Plan

KSTL will provide public access to its Tarmac Delay Contingency plan on the Airport 's website. The plan can be found at the following web address: <http://www.flystl.com/about-us/airport-operations>.

Contact Information

Airport Operations.....	314-426-8040
Transportation Security Administration (TSA).....	314-656-1153
Customs & Border Protection (CBP)	
Terminal 1.....	314-428-2662
Terminal 2.....	314-890-9939
Airport Director	
Rhonda Hamm-Niebruegge.....	314-426-8020
Airport Fire Department	
North Station.....	314-426-8138
West Station.....	314-426-8006
Airport Police	
Front Desk	314-890-1370
Emergency	314-426-8100
STL Air Traffic Control Tower.....	314-890-4703
Properties.....	314-426-8184
Legal (Main Office).....	314-426-8062
<u>Fixed Base Operator</u>	
Airport Terminal Services.....	314-895-8788
Signature Flight Support.....	314-731-7111
<u>Airlines Station Managers</u>	
AmericanEric Staples.....	314-429-9433
Air Choice	
Scott Conwell.....	314-843-8501
Alaska Airlines	
Tim Cook.....	314-733-0363
Delta	
Pedro Valadez.....	314-824-5450
Cape Air	
Melinda Phillips.....	508-790-3122
Frontier	
Darrin Hughes.....	314-733-1904

United Airlines
Mike Weisbrodt.....314-260-3723

Southwest
Jeff Hart.....314-562-6255

Ground Handlers

Airport Terminal Services (ATS)
Greg Lamm: Terminal Operations.....314-423-4510

Integrated Airline Services, Inc.
Steve Rogers: Station Manager.....314-428-3407

Signature Flight Support.....314-731-7111

Cargo Facilities

Air General
Chris Jones.....314-426-3778

DHL..... (800) 225-5345

FedEx..... 314-983-1783

UPS..... 314-731-7511

Integrated Airline Services, Inc.
Steve Rogers: Station Manager.....314-428-3407