



**PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT**

America's Friendliest Airport®

EXTENDED TARMAC DELAY PLAN

GENERAL

Phoenix Sky Harbor International Airport (PHX) has prepared this Extended Tarmac Delay Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to the PHX Airport Duty Manager at (602) 273-3300 (indicate to the operator that the call is regarding tarmac delay). PHX is filing this plan with the Department of Transportation because it is a commercial airport.

PURPOSE

The purpose of the Extended Tarmac Delay Plan is to provide general guidance to airport personnel who are assisting airlines with ensuring that airline passenger needs are rapidly identified and addressed during excessive tarmac delays.

This Plan describes how, following excessive tarmac delays and to the extent practicable, PHX will:

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and making 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: Phoenix Sky Harbor International Airport

Name and title of person preparing this plan: Scott Maxwell, Aviation Superintendent

Preparer contact number: (602) 273-2729

Preparer e-mail: scott.maxwell@phoenix.gov

Date of submission of plan: January 30, 2019

Airport Category: Large Hub



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In the event of irregular operations at PHX, aircraft operators should contact the on-duty Airport Duty Manager at the following number:

PHX 24-hour contact: Airport Duty Manager (602) 273-3300

PLAN TO PROVIDE FOR THE DEPLANEMENT OF PASSENGERS FOLLOWING EXCESSIVE TARMAC DELAYS

PHX has limited equipment and personnel needed to safely deplane passengers from air carrier aircraft. PHX will utilize this equipment to deplane passengers as soon as practicable after receiving requests from such airlines at the contact number listed above. In order to effectively manage available resources, PHX strongly encourages aircraft operators to contact the Airport Duty Manager through the Airport Command Center as soon as practical for the prior coordination of diverted flights. Upon request PHX will also provide contact information for airlines, ground handlers and fixed base operators who may have the necessary equipment and personnel to safely deplane passengers to airlines that have incurred excessive tarmac delays as soon as practicable after receiving requests from such airlines at the contact number listed above. PHX will actively manage all such events utilizing the airport's "Unified Command Response" and following procedures prescribed in the Airport's Emergency Plan. If needed, the Airport's Emergency Operations Center will be activated to support the event.

PLANS TO PROVIDE FOR THE SHARING OF FACILITIES AND MAKE GATES AVAILABLE IN AN EMERGENCY

Approximately 17 gates at PHX are considered common use facilities controlled by the Aviation Department and used by the air carriers. . These gates are monitored and allocated by the City of Phoenix Aviation Common Use Coordinator. During excessive tarmac delays and to the extent practicable, the Common Use Coordinator or Airport Duty Manager will coordinate with the common use air carriers to make gates available to an air carrier seeking to deplane at a gate. In the event the Common Use Coordinator is unavailable, the Airport Duty Manager will handle this function. Additionally, approximately 104 gates at PHX are under preferential and/or exclusive leases to air carriers and are not fully controlled by the airport. If additional gates are needed in an emergency, PHX will direct tenant air carriers to make preferential and/or exclusive 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 gates to the maximum extent practicable.

PHX has approximately 40 remote parking positions on the airfield. Airlines must coordinate hardstand locations with the on-duty Airport Duty Manager at (602) 273-



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3300. In the event that all of these parking positions are occupied, the Aviation Department may coordinate closing segments of taxiways not deemed critical for aircraft operations to accommodate additional aircraft parking.

Upon request, or when deemed necessary by Airport Operations, PHX will establish an Incident Command Team following procedures prescribed in the Airport's Emergency Plan consisting of a Transportation Sector to facilitate the safe transport of passengers from remotely parked aircraft to the terminal buildings.

Airport Operations has one air stair unit capable of supporting remote deplanement operations of any size aircraft. This unit is available on a first-come, first served basis. Airline personnel or their qualified ground handling agents are responsible for connecting the air stair unit up to an aircraft. The Airport Fire Department has a second air stair unit with the same capabilities that can be used in emergency situations only. Other airlines, fixed base operators, and ground handling agents may also have air stair units available upon request.

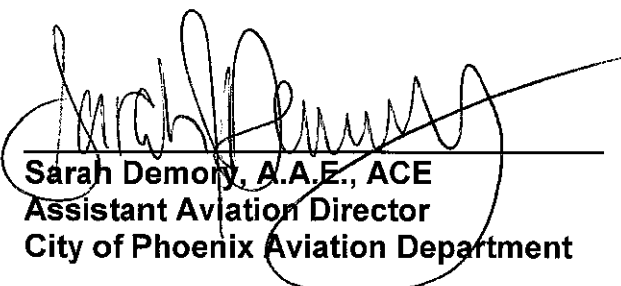
Accommodations for special needs passengers should be coordinated through the Airport Duty Manager at (602)273-3300. The Aviation Department in conjunction with the Phoenix Fire Department has capabilities to accommodate special needs passengers. These resources will be made available on request. The Arizona Air National Guard and the Rental Car Center are also facilities that could be utilized to temporarily shelter passengers.

PLAN TO PROVIDE STERILE AREA FOLLOWING EXCESSIVE TARMAC DELAYS FOR PASSENGERS WHO HAVE NOT CLEARED UNITED STATES CUSTOMS AND BORDER PROTECTION (CBP)

PHX has identified facilities capable of accommodating limited numbers of international passengers. PHX will coordinate with local CBP to allow international passengers on diverted aircraft who have not yet cleared CBP to be deplaned into these sterile areas to the extent practicable following excessive tarmac delays.

PUBLIC ACCESS TO THIS EMERGENCY CONTINGENCY PLAN

PHX will provide public access to this emergency contingency plan by posting it on the airport's website: www.skyharbor.com



Sarah Demory, A.A.E., ACE
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City of Phoenix Aviation Department