



EXTENDED TARMAC DELAY PLAN

GENERAL

Phoenix Sky Harbor International Airport (PHX) has developed this Extended Tarmac Delay Plan in accordance with §42301 of the FAA Modernization and Reform Act of 2012. For questions about this plan, please contact the PHX Airport Duty Manager (ADM) at (602) 273-3388. When calling, be sure to mention that your inquiry concerns a tarmac delay. PHX is submitting this plan to 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 assisting airlines in 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 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: Jeff Wainscott,
PHX Emergency Preparedness & Safety Manager

Preparer contact number: (602) 273-3300

Preparer e-mail: jeffrey.wainscott@phoenix.gov

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Date of updated submission: October 1, 2025

Airport Category: Large Hub



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

PHX 24-hour contact: Airport Duty Manager (602) 273-3388

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. To manage resources effectively, PHX strongly encourages aircraft operators to contact the Airport Duty Manager as soon as practical for the prior coordination of diverted flights. Upon request, PHX will provide contact information for airlines, ground handlers, and fixed-base operators that may have the necessary equipment and personnel to safely deplane passengers during extended tarmac delays. PHX will actively oversee such events using the airport's "Unified Command Response" and following procedures outlined in the Airport's Emergency Plan, as needed. If necessary, the Airport Emergency Operations Center will be activated to support the situation.

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

Approximately 31 gates at PHX are designated for common use, managed by the Aviation Department, and utilized by air carriers. These gates are monitored and assigned by the City of Phoenix Common Use Coordinator. During extended tarmac delays and whenever possible, the Common Use Coordinator will work with the shared-use air carriers to make gates available for deplaning. If the Common Use Coordinator is unavailable, the Airport Duty Manager will assume this responsibility. Furthermore, 83 gates at PHX are leased on a preferential or exclusive basis to air carriers and are not fully managed by the airport. In emergencies requiring additional gates, PHX will instruct tenant air carriers to make their preferential or exclusive-use gates and other facilities available to an arriving aircraft when the tenant airline is not using or is not scheduled to use those gates, to the extent practicable.

PHX has approximately 40 remote parking positions on the airfield. Airlines must coordinate hardstand locations with the on-duty Common Use Coordinator at (602) 286-5913. In the event that all 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.



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Airport Operations has two air stair units, one wide-body ramp, one narrow-body ramp, and three regional ramps, all of which are capable of supporting remote deplaning operations for any size aircraft. These units are available on a first-come, first-served basis. Airline personnel or their qualified ground handling agents are responsible for connecting the air stairs and ramp units to an aircraft. The Airport Fire Department also has an 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. When requested, PHX will utilize its fleet of six co-buses and six airport shuttles to ensure the safe transportation of passengers from remotely parked aircraft to the terminal buildings.

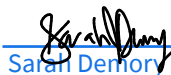
Accommodations for passengers with special needs should be arranged through the Airport Duty Manager at (602) 273-3388. The Aviation Department, in collaboration with the Phoenix Fire Department, has the capability to assist passengers with special needs. These resources can be provided upon request. The Arizona Air National Guard and the Rental Car Center also have facilities that could be used to temporarily shelter passengers.

PLAN TO PROVIDE A 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 the 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 (Oct 2, 2025 08:51:11 PDT)

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