

**Subject:** BOI Emergency Tarmac Delay Contingency Plan

**Effective:** 04/01/2018

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## **PURPOSE & BACKGROUND**

The City of Boise, owners and operators of the Boise Airport have prepared this Emergency Tarmac Delay Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Alex Everman, Deputy Director for Airport Operations and Security. The City of Boise is filing this plan with the United States Department of Transportation because it is a commercial service airport.

This plan describes how, following excessive tarmac delays and to the extent practicable, the City of Boise 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).

This plan is situational and response procedures are subject to Incident Command discretion depending on the conditions and nature of the incident. Prompt and accurate dissemination of information to everyone is critical. In addition to the procedures outlined in this document, all agencies (City, Airline, FAA, Customs, Tenants, etc.) should follow their own guidelines for ensuring the safety of their personnel and the public.

1. The City of Boise (BOI), will use its best efforts to assist the air carriers in extraordinary situations.
2. Air carriers at BOI shall take timely action to ensure appropriate customer services are provided to the passengers on aircraft that must hold on the ground for an extended period, in accordance with 14 CFR Part 259.
3. Each air carrier, or its designee, is responsible for providing the City of Boise the air carrier's current flight schedule and any changes thereto as they occur (i.e., aircraft diverting to BOI). The Airport Operations team can be reached 24/7 at (208) 972-8420 and will coordinate with all appropriate agencies involved (for example: Duty Officer, Airport Leadership, Police, Fire, TSA, CBP, Maintenance, etc.).



## AIRPORT OPERATIONS

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### **AIRPORT INFORMATION**

Boise Airport (BOI)

Name of person preparing this plan: Alex Everman, C.M.

Deputy Director, Airport Operations and Security

Preparer phone number: 208.972.8386

Preparer e-mail address: [AEverman@cityofboise.org](mailto:AEverman@cityofboise.org)

Date of submission of plan: 03/27/2018

Airport Category: Small Hub

### **CONTACT INFORMATION**

In the event of diversion or other irregular operations events, aircraft operators should contact the Boise Airport Operations team 24/7 at 208-972-8420 for assistance.

### **DEPLANEMENT OF PASSENGERS FOLLOWING EXCESIVE TARMAC DELAYS**

The City of Boise owns and operates a limited amount of equipment needed to safely de-plane passengers from air carrier aircraft and is, therefore, unable on its own to ensure the ability to always provide for the deplanement of passengers. While Airport personnel are trained to assist in the deplanement of passengers using equipment owned by the City of Boise, Airport personnel are not trained to assist in the deplanement of passengers using equipment owned and operated by air carriers, contract service providers or airport tenants. The City of Boise will facilitate communication with airlines, ground handlers, fixed-base operators and others who may have the necessary equipment and personnel to safely deplane passengers on behalf of airlines that have incurred excessive tarmac delays as soon as practicable after receiving requests from such airlines through procedures identified in the previous section.

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---

## **ALERT LEVEL RESPONSE**

**Alert 1:** Routine, simple tarmac delay of a BOI tenant airline.

**Alert 2:** Incident Command to be established or assumed depending on the situation. An example of an Alert 2 is any non-signatory or non-tenant tarmac delay at BOI for any reason, any international diversion requiring customs involvement or 2 or more signatory carrier diversions for any reason.

**Alert 3:** Incident Command to be established or assumed depending on the situation. In extreme situations the Airport Emergency Operations Center (EOC) will be activated (with IMT involvement). An example of an Alert 3 is multiple aircraft tarmac delays at BOI by signatory and/or non-signatory carriers with large scale or long term planning required (example; Sept. 11 or closure of airspace).

## **SHARING OF FACILITIES AND AVAILABLE GATES IN AN EMERGENCY**

The Boise Airport has a limited number of common use gates available to air carriers, however the Airport will plan to utilize available common use gates in the execution of this plan. If additional gates are needed, the City of Boise will work with, and if needed, will direct our tenant air carriers to make gates and other facilities available to an air carrier seeking to deplane at these exclusively-leased gates during those time periods the gates are not in use or not scheduled to be in use, to the maximum extent practicable. The Boise Airport has off gate parking available and if needed when gates are no longer available at the terminal will park aircraft at these remote gates and will utilize shuttle busses to transport passengers to the terminal or designated location for the holding or processing of the passengers.

## **PLAN TO PROVIDE A STERILE AREA FOR PASSENGERS WHO HAVE NOT CLEARED UNITED STATES CUSTOMS AND BORDER PROTECTION**

The Airport Operations Supervisor or Airport Operations Specialists are the appropriate point of contact for activating this plan and starting the process of coordinating and communicating a segregated holding area. The Airport Operations team can be reached 24/7 at (208) 972-8420 and will coordinate with all appropriate agencies involved (for example: The On-Call Airport Operations Duty Manager, Airport Leadership, Police, Fire, TSA, CBP, Maintenance, etc.).



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The City of Boise has defined sterile areas throughout the airfield and inside the terminal that can accommodate limited numbers of International passengers. The City of Boise will coordinate with local CBP officials to develop 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.

The City of Boise has an agreement with local CBP officials that will allow International passengers who have not yet cleared United States Customs and Border Protection to be deplaned into these sterile areas following excessive tarmac delays to the extent practicable and contingent on available capacity within the defined sterile areas.

Implementation and coordination for activating this portion of the tarmac delay plan could be lengthy and requires coordination with the air carrier airlines that operate in the Concourse area. Therefore, as much advance notification as possible is requested.

### **PUBLIC ACCESS TO THE BOISE AIRPORT EMERGENCY TARMAC DELAY PLAN**

The City of Boise will provide public access to its emergency contingency plan by posting it on the airport's website: [www.iflyboi.com](http://www.iflyboi.com)