

DURANGO-LA PLATA COUNTY AIRPORT TARMAC DELAY CONTINGENCY PLAN

The Durango-La Plata County Airport (DRO) 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 Tony Vicari, Director of Aviation, at tony.vicari@durangogov.org. The Durango-La Plata County Airport is filing this plan with the Department of Transportation because it is a commercial airport.

This plan describes how, following excessive tarmac delays and to the extent practicable, the Durango-La Plata County Airport will:

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and make gates available at the airport in an emergency; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs and Border Protection (CBP)

The Durango-La Plata County Airport has facility constraints that limit our ability to accommodate diverted flights and still maintain the airport's safe operation, and strongly encourages aircraft operators to contact the airport at 970-759-4342 for prior coordination of diverted flights, except in the case of a declared in-flight emergency. Specific facility constraints include the following: lack of international passenger processing facilities, limited numbers of aircraft parking positions, inability to accommodate, park, or service certain types of aircraft, and limited fueling capacity. During diversion events the Durango-La Plata County Airport will issue NOTAM's regarding its ability to accommodate diverted flights to ensure the safe and efficient operation of the airport and its ability to serve the civil aviation needs of the public during irregular operations events.

AIRPORT INFORMATION

Name of Airport: Durango-La Plata County Airport

Name and title of person preparing the plan: Tony Vicari, Director of Aviation

Preparer contact number: (970) 382-6052

Preparer contact e-mail: tony.vicari@durangogov.org

Date of submission of plan: 5/12/2017

Airport Category: Non-Hub Primary

CONTACT INFORMATION

In the event of an aircraft diversion or other irregular operations events, aircraft operators should contact the Airport Operations Duty Phone at (970) 759-4342 for assistance.

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

The Durango-La Plata County Airport has limited 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. We will also provide 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.

A. GENERAL

1. The purpose of this section of the plan is to outline the response of the Durango-La Plata County Airport (DRO) and mutual aid agencies to airport diversions requiring the deplanement of passengers from an aircraft.
2. This plan adheres to the National Incident Management System (NIMS) and Incident Command Structure (ICS) guidelines.

B. SITUATION AND ASSUMPTIONS

- 1 ARFF Index - DRO provides ARFF Index B coverage during the hours of commercial airline operations or when ARFF personnel are called back during emergencies.
2. Hours of Operation – DRO is a certified Part 139 Class I airport, open 24 hours a day, 7 days a week, 365 days a year.
 - a. The Airport Administration office is open Monday – Friday, 8:00 AM – 4:30 PM.
 - b. Airport ARFF/Operations personnel are available 7 days per week, 4:00 AM – 12:30 AM.
 - c. Airport Maintenance personnel are available Monday – Friday, 6:30 AM – 3:00 PM.
 - d. AvFlight Durango, the Fixed Base Operator (FBO), is open during daylight hours or other hours upon prior request.
3. DRO is served by 2 commercial airlines: United Airlines, with service to Denver, and American Airlines, with service to Dallas-Fort Worth and Phoenix. These airlines typically operate aircraft ranging from 44 seat regional jets to the 79 seat CRJ-900.

4. Domestic diversions into DRO are not unusual and are generally accommodated without difficulty.

C. OPERATIONS

1. Organization and Assignment of Responsibilities.
 - a. **Operations Agent on Duty (AOD)** acts as the Incident Commander (IC) for smaller scale diversions or as the initial IC on larger events until relieved or until the establishment of a Unified Command (UC) as described under the Incident Command Structure (ICS).
 - i. In the event a Unified Command is organized, the AOD acts as a member of the UC unless relieved by senior staff of the airport.
 - ii. When relieved, the AOD acts in the capacity of the Airport Liaison to the UC.
 - iii. Coordinates all activities between the aircraft, airlines, tenants, and mutual aid agencies.
 - iv. Provides direction and recommendations for aircraft parking locations of diverted aircraft.
 - v. Advises FAA ARTCC – Denver Center, whenever the airport’s facilities are approaching maximum capacity or capability.
 - vi. Disseminates updated information and issues NOTAM’s whenever services are limited or when the airport has reached diversion capacity.
 - vii. Tracks each aircraft’s arrival time and estimates time when the aircraft will reach a 3-hour ground hold limit.
 - viii. Ensures diverted aircraft do not obstruct loading gates/taxilanes/ ramp accesses used by other aircraft.
 - ix. Notifies the Airport Security Coordinator (ASC) of the event.
 - x. Recalls airport personnel at the direction of the Director of Aviation or his designee.
 - xi. As directed by the Director of Aviation or his designee, requests mutual aid through La Plata County Emergency Management.

- xii. If no TSA personnel are immediately available and passengers are deplaned into the secure departure area, airport personnel will man the exit point to keep passengers from exiting the sterile area until TSA personnel are available to staff the security screening operation. Passenger will be advised that if they exit the sterile area prior to TSA arrival, they will not be permitted back into that area and will not be able to re-board their aircraft.
- xiii. Coordinates provisioning airport facilities and necessities as needed.
- xiv. Makes arrangements for cleanup of airport facilities at the conclusion of the event.

b. Airport Security Coordinator (ASC)

- i. Ensures airport maintains compliance with the Airport Security Plan (ASP).
- ii. Notifies the Transportation Security Administration's (TSA) DRO screening manager of aircraft intending to deplane passengers.
 - 1) TSA must be notified whenever passengers will require Re-screening after deplaning into non-sterile areas.
 - 2) Whenever passengers will be held in facilities not described in the ASP as approved post-screening areas.
 - 3) Any anomalies or concerns regarding security during the diversion event.
- iii. Responds or delegates a staff member to respond as a Designated Ramp Observer in accordance to the ASP.
- iv. Act as the Security Liaison for the airport and all mutual aid law enforcement agencies responding to the incident.
- v. Work with the mutual aid agencies to secure airport areas temporarily designated for holding sterile passengers.
- vi. Assist the AOD with directing passenger traffic to designated areas.

c. Airlines

- i. The airline's Operations Command Center (AOCC) will coordinate the intentions of the diverted aircraft with their designated/contracted ground handling service as soon as diversions are expected.
- ii. Airline flight crews are responsible for passenger needs and will not delegate those responsibilities to any other entity without first notifying the AOD of such plans.
- iii. The airline is responsible for communicating needs for their passengers such as food, water, medical, lavatory, etc. to their designated/contracted ground-handling agent.
- iv. Passengers and crew will remain with their aircraft if the expected ground hold time for that aircraft will not exceed 3 hours, contingent upon meeting the safety requirements outlined in the Federal Aviation Regulations and company guidelines.
- v. The flight crew is responsible for their passengers and will serve as their representatives. The flight crew cannot and will not delegate this responsibility to any other entity without prior coordination with the AOD.
- vi. The flight crew or the airline will appoint a passenger advocate to ensure the needs of the passengers are being voiced and met. The advocate must be an employee or contractor of the airline on the airport. Should the airline appoint another entity on the airport as a passenger advocate, the Captain of the aircraft will provide the entity contact numbers for the flight crew and their Airline Operations Center.
- vii. Passengers must be advised of their circumstances and the airline's plan(s) for their care and accommodations.
- viii. Should the passengers need to be transported from a remote parking location on the airport to the terminal (or other designated areas), the airline will coordinate their request through the IC. Passenger transportation to and from the aircraft is the responsibility of the airline.

d. Aircraft Rescue and Fire Fighting (ARFF)

- i. In addition to normal rescue response responsibilities, provides medical assistance to passengers when necessary.

- ii. Provides stand-by coverage, when requested, for fueling services with passengers onboard the aircraft.

- iii. When necessary, requests mutual aid support through the IC

e. La Plata County Sheriff's Office (LPCSO)

- i. Provide security for passengers in the terminal or other containment/holding areas as necessary.

- ii. Assist with/provide AOA access control and escort when requested by IC.

- iii. If necessary, request mutual aid support through the IC.

f. Durango Fire Protection District (DFPD)

- i. Provide medical assistance as needed.

- ii. Provide emergency transportation to local hospitals as needed.

- iii. Passengers separated from their medication or traveling without the appropriate amount of medication may require additional medical assistance. DFPD will provide immediate medical assistance and provide passengers with information to obtain emergency prescriptions.

g. Public Information Officer (PIO)

- i. The airport's designated Public Information Officer (PIO) will coordinate with the news media to ensure proper release of public information in a timely manner.

- ii. Coordinate the establishment of a Joint Information Center (JIC) when appropriate.

- iii. Coordinate with other PIO's to establish a common message and strategies to communicate this on a regular basis.

h. Fixed Base Operator (AvFlight Durango)

- i. Maintain adequate levels of aviation fuels.

- ii. Ensure adequate staffing to efficiently fuel and provide ground handling services to diverted aircraft.

- iii. Notify airport to issue NOTAM's at any time when fuel or deicing fluid stocks are inadequate to service diversion aircraft
- iv. Notify the AOD whenever critical equipment is unavailable due to maintenance or mechanical failure.
- v. Assist the IC with the parking of aircraft on the general aviation apron areas.
- vi. Coordinate with each airline's dispatch for fuel and ground handling services.

i. Food Service Concession

- i. The responsibility of providing food/beverages outside of those provided by mutual aid agencies are the responsibility of the airlines. Only concession employees with the necessary Criminal History Records Check (CHRC) will provide services in holding area(s) with sterile passengers.
- ii. Should the demand for food/beverages exceed the abilities of the concessionaires or local food service providers, the airport may request the assistance of the La Plata County Emergency Management Coordinator to activate the American Red Cross to provide such services.

j. La Plata County Emergency Management Coordinator

- i. For major diversion incidents, coordinates assets and materials at the request of the IC.

k. Airport Operator

- i. Designates aircraft parking positions on the airport that will be used to park aircraft during diversions.
- ii. Ensures emergency response personnel have received appropriate equipment and training.
- iii. Provides budgeting, payment, and other financial support and provides tracking of expenses for potential reimbursement.

l. Transportation Security Administration (TSA)

- i. If an IROPS event occurs, the TSA Manager will be immediately advised and personnel will be placed on standby or dispatched to the Airport if the IROPS event occurs outside of normal business hours.
- ii. The local TSA office will implement its IROPS procedures at the request of the airline or Airport Operations. They have agreed to provide personnel to screen passengers during off-hours during IROPS operations so that passengers may access food service, smoking area, etc.

2. Plan Development. Airport Administration is responsible for coordinating revisions of the contingency plan, keeping its attachments current, and ensuring SOP's and checklists are developed and maintained.

a. **Communications.**

- i. All communications between the airport and aircraft will occur on the airport's CTAF frequency (122.8 MHz)
- ii. The AOD will communicate with all agencies utilizing their duty cell phone. The duty cell number is (970) 759-4342.
- iii. Should a communications network be established to coordinate a large-scale event, all agencies responding will communicate utilizing frequencies assigned by the IC through coordination with the Durango La Plata County Communications Center (Dispatch) and communicated with all mutual aid agencies.
- .iv. In the event of a major diversion event, a dedicated communications vehicle/mobile command post with self-contained electrical power may be requested through the LPCSO if needed and available.

b. **SOP's and Checklists.** The airport, and mutual aid agencies, may establish SOP's and checklists to assist personnel with conducting duties during the course of a diversion event. These documents are the responsibility of each agency and will be controlled internally.

PLAN TO PROVIDE FOR THE SHARING OF FACILITIES AND MAKE GATES AVAILABLE AT THE AIRPORT IN AN EMERGENCY

The four gates (all gates are aircraft parking positions only - aircraft are boarded by means of air stairs or boarding ramps) at the Durango-La Plata County Airport are under preferential lease to signatory air carriers and are not fully controlled by the airport during those time periods when the tenant's usage of that gate meets the usage specified in the preferential use lease. We may be able to direct a tenant airline to accommodate another air carrier aircraft at its preferentially leased gate during those time periods when the tenant airline is not using, or not scheduled to use, the gates. We will direct our tenant air carriers to make gates and other facilities available to an air carrier seeking to deplane at a gate during those time periods the gates are not in use or not scheduled to be in use, to the maximum extent practicable.

In the event that all existing gates are occupied, the airport will direct aircraft to alternate parking positions on the commercial apron or to the south general aviation apron and arrange for personnel and equipment to deplane the passengers safely into the terminal building.

The sterile departure area is limited to 507 persons due to fire code restrictions. In the event of a major diversion event, deplaned passengers will be accommodated in non-sterile areas of the terminal.

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

The Durango-La Plata County Airport does not have international passenger processing facilities. We will coordinate with CBP and local law enforcement officials to identify suitable areas and procedures for establishing a temporary sterile area into which international passengers on diverted aircraft who have not yet cleared United States Customs and Border Protection can be deplaned. Once these efforts are complete, we will coordinate with 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.

A. GENERAL

1. The purpose of this section of the plan is to outline the response of the Durango-La Plata County Airport (DRO) and mutual aid agencies to airport diversions of international flights.
2. This plan adheres to the National Incident Management System (NIMS) and Incident Command Structure (ICS) guidelines.

B. SITUATION AND ASSUMPTIONS

1. ARFF Index - DRO provides ARFF Index B coverage during the hours of commercial airline operations or when ARFF personnel are called back during emergencies.
2. Hours of Operation – DRO is a certified Part 139 Class I airport, open 24 hours a day, 7 days a week, 365 days a year.
 - a. The Airport Administration office is open Monday – Friday, 8:00 AM – 4:30 PM.
 - b. Airport ARFF/Operations personnel are available 7 days per week, 4:00 AM – 12:30 AM.
 - c. Airport Maintenance personnel are available Monday – Friday, 6:30 AM – 3:00 PM.
 - d. AvFlight Durango, the Fixed Base Operator (FBO), is open during daylight hours or other hours upon prior request.
3. DRO is served by 2 commercial airlines: United Airlines, with service to Denver, and American Airlines, with service to Dallas-Fort Worth and Phoenix. These airlines typically operate aircraft ranging from 44 seat regional jets to the 79 seat CRJ-900.
4. Domestic diversions into DRO are not unusual and are generally accommodated without difficulty.
5. **DRO is not an international airport and therefore does not have either a Customs Port or a USDA office. Therefore processing of international passengers at DRO is not possible.**
 - a. Denver International Airport (DEN) has a Customs Port and a USDA office to process international flights.
 - b. DRO is not equipped to handle international garbage and therefore will not be able to provide cabin services for international flights.
6. An international diversion will most likely occur while other domestic diversions are taking place. The airport recognizes the difficulty of offloading an international flight and DRO will make all attempts to ensure international diversions are given priority to all services which will expedite the flight's departure to an international airport for due processing.

C. OPERATIONS

1. Organization and Assignment of Responsibilities.
 - a. **Operations Agent on Duty (AOD)** acts as the Incident Commander (IC) for smaller scale diversions or as the initial IC on larger events until relieved or until the establishment of a Unified Command (UC) as described under the Incident Command Structure (ICS).
 - i. In the event a Unified Command is organized, the AOD acts as a member of the UC unless relieved by senior staff of the airport.
 - ii. When relieved, the AOD acts in the capacity of the Airport Liaison to the UC.
 - iii. Immediately after notification of an inbound international diversion the AOD must notify:
 - 1) Customs and Boarder Protection (CBP) Denver Port at Denver International Airport. (24 hour Duty Phone – (303) 961-8882)
 - 2) DRO Director of Aviation.
 - 3) AvFlight Durango. The FBO will be advised to service the international flight first to ensure as quick of a turn-around as possible.
 - 4) The ground-handling provider to ensure no passengers or trash/materials are authorized to leave the aircraft.
 - iv. Before considering any action such as deplaning passengers from the aircraft, the on duty supervisor for CBP must be notified of the flight and the flight crew's intention. **DO NOT ALLOW PASSENGERS, BAGGAGE, FREIGHT, OR GARBAGE TO LEAVE THE AIRCRAFT UNTIL THE US CBP PORT IN DENVER HAS GIVEN AUTHORIZATION TO DO SO**
 - v. Coordinates all activities between the aircraft, airlines, tenants, and mutual aid agencies.
 - vi. Provides direction and recommendations for aircraft parking locations of diverted aircraft.
 - vii. Advises FAA ARTCC – Denver Center, whenever the airport's facilities are approaching maximum capacity or capability.

- viii. Disseminates updated information and issues NOTAM's whenever services are limited or when the airport has reached diversion capacity.
- ix. Tracks each aircraft's arrival time and estimates time when the aircraft will reach a 3-hour ground hold limit.
- x. Ensures diverted aircraft do not obstruct loading gates/taxilanes/ ramp accesses used by other aircraft.
- xi. Notifies the Airport Security Coordinator (ASC) of the event.
- xii. Recalls airport personnel at the direction of the Director of Aviation or his designee.
- xiii. As directed by the Director of Aviation or his designee, requests mutual aid through La Plata County Emergency Management.
- xiv. If no TSA personnel are immediately available and passengers are deplaned into the secure departure area, airport personnel will man the exit point to keep passengers from exiting the sterile area until TSA personnel are available to staff the security screening operation. Passenger will be advised that if they exit the sterile area prior to TSA arrival, they will not be permitted back into that area and will not be able to re-board their aircraft.
- xv. Coordinates provisioning airport facilities and necessities as needed.
- xvi. Makes arrangements for cleanup of airport facilities at the conclusion of the event.

b. Airport Security Coordinator (ASC)

- i. Ensures airport maintains compliance with the Airport Security Plan (ASP).
- ii. Notifies the Transportation Security Administration's (TSA) DRO screening manager of aircraft intending to deplane passengers.
 - 1) TSA must be notified whenever passengers will require Re-screening after deplaning into non-sterile areas.
 - 2) Whenever passengers will be held in facilities not described in the ASP as approved post-screening areas.

- 3) Any anomalies or concerns regarding security during the diversion event.
- iii. Responds or delegates a staff member to respond as a Designated Ramp Observer in accordance to the ASP.
- iv. Act as the Security Liaison for the airport and all mutual aid law enforcement agencies responding to the incident.
- v. Work with the mutual aid agencies to secure airport areas temporarily designated for holding sterile passengers.
- vi. Assist the AOD with directing passenger traffic to designated areas.

c. Airlines

- i. The airline's Operations Command Center (AOCC) will coordinate the intentions of the diverted aircraft with their designated/contracted ground handling service as soon as diversions are expected.
- ii. Airline flight crews are responsible for passenger needs and will not delegate those responsibilities to any other entity without first notifying the AOD of such plans.
- iii. The airline is responsible for communicating needs for their passengers such as food, water, medical, lavatory, etc. to their designated/contracted ground-handling agent.
- iv. Passengers and crew will remain with their aircraft if the expected ground hold time for that aircraft will not exceed 3 hours, contingent upon meeting the safety requirements outlined in the Federal Aviation Regulations and company guidelines.
- v. The flight crew is responsible for their passengers and will serve as their representatives. The flight crew cannot and will not delegate this responsibility to any other entity without prior coordination with the AOD.
- vi. The flight crew or the airline will appoint a passenger advocate to ensure the needs of the passengers are being voiced and met. The advocate must be an employee or contractor of the airline on the airport. Should the airline appoint another entity on the airport as a passenger advocate the Captain of the aircraft will provide the

entity contact numbers for the flight crew and their Airline Operations Center.

- vii Passengers must be advised of their circumstances and the airline's plan(s) for their care and accommodations.
- viii Should the passengers need to be transported from a remote parking location on the airport to the terminal (or other designated areas), the airline will coordinate their request through the IC. Passenger transportation to and from the aircraft is the responsibility of the airline.

d. Aircraft Rescue and Fire Fighting (ARFF)

- i. In addition to normal rescue response responsibilities, provides medical assistance to passengers when necessary.
- ii. Provides stand-by, when requested, for fueling services with passengers onboard the aircraft.
- iii. When necessary, requests mutual aid support through the IC

e. La Plata County Sheriff's Department (LPCSO)

- i. Provide security for passengers in the terminal or other containment/holding areas as necessary.
- ii. If any areas which are not in the sterile area are to be used for holding diverted passengers. LPCSO support will be requested for holding diverted passengers in the designated area(s) for preventing unauthorized access and contraband items control.
- iii Assist with/provide AOA access control and escort when requested by IC.
- iv. If necessary, request mutual aid support through the IC.

f. Durango Fire Protection District (DFPD)

- i. Provide medical assistance as needed.
- ii. Provide emergency transportation to local hospitals as needed.
- iii. Passengers separated from their medication or traveling without the appropriate amount of medication may require additional medical assistance. DFPD will provide immediate medical

assistance and provide passengers with information to obtain emergency prescriptions.

g. Public Information Officer (PIO)

- i. The airport's designated Public Information Officer (PIO) will coordinate with the news media to ensure proper release of public information in a timely manner.
- ii. Coordinate the establishment of a Joint Information Center (JIC) when appropriate.
- iii. Coordinate with other PIO's to establish a common message and strategies to communicate this on a regular basis.

h. Fixed Base Operator (AvFlight Durango)

- i. Maintain adequate levels of aviation fuels.
- ii. Ensure adequate staffing to efficiently fuel and provide ground handling services to diverted aircraft.
- iii. Notify airport to issue NOTAM's at any time when fuel or deicing fluid stocks are inadequate to service diversion aircraft
- iv. Notify the AOD whenever critical equipment is unavailable due to maintenance or mechanical failure.
- v. Assist the IC with the parking of aircraft on the ramp areas.
- vi. Coordinate with each airline's dispatch for fuel and ground handling services.

i. Food Service Concession

- i. International flights are NOT authorized to receive food and beverages onboard the flight, and are not allowed to dispose of any trash at DRO without prior approval from US Customs and Border Control.
- ii. The responsibility of providing food/beverages outside of those provided by mutual aid agencies are the responsibility of the airlines.
- iii. Should the demand for food/beverages exceed the abilities of the concessionaires or local food service providers, the airport may

request the assistance of the La Plata County Emergency Management Coordinator to activate the American Red Cross to provide such services.

j. La Plata County Emergency Management Coordinator

- i. For diversion incidents, coordinates assets and materials at the request of the IC.

k. Airport Operator

- i. Designates hangars or other key buildings on the airport that may be used to accommodate passenger needs during diversions.
- ii. Ensures emergency response personnel have received appropriate equipment and training.
- iii. Provides budgeting, payment, and other financial support and provides tracking of expenses for potential reimbursement.

l. Transportation Security Administration (TSA)

- i. If an IROPS event occurs, the TSA Manager will be immediately advised and personnel will be placed on standby or dispatched to the Airport if the IROPS event occurs outside of normal business hours.
- ii. The local TSA office will implement its IROPS procedures at the request of the airline or Airport Operations. They have agreed to provide personnel to screen passengers during off-hours during IROPS operations so that passengers may access food service, smoking area, etc.

2. Plan Development. Airport Administration is responsible for coordinating revisions of the contingency plan, keeping its attachments current, and ensuring SOP's and checklists are developed and maintained.

a. Communications.

- i. All communications between the airport and aircraft will occur on the airport's CTAF frequency (122.8 MHz)
- ii. The AOD will communicate with all agencies utilizing their duty cell phone. The duty cell number is (970) 759-4342.

- iii. Should a communications network be established to coordinate a large-scale event, all agencies responding will communicate utilizing frequencies assigned by the IC through coordination with the Durango La Plata County Communications Center (Dispatch) and communicated with all mutual aid agencies.
- iv. In the event of a major diversion event, a dedicated communications vehicle/mobile command post with self-contained electrical power may be requested through the LPCSO if needed and available.

b. Medical Emergencies. International flights require special procedures which are required in the event a passenger requires leaving the aircraft due to a medical emergency:

- i. Any passenger needing to exit due to a medical emergency may only be removed from the aircraft after:
 - 1) Their name, date of birth, passport, and type of passenger has been verified. Due to the potentially fast-paced movement of medical crews, this information may be obtained from the patient, medical personnel, or the flight crew.
 - 2) It is the responsibility of the AOD to obtain this information from the emergency medical personnel or the airline and then report it to the US CBP Port at DEN.
 - 3) One passenger family member may also leave the aircraft only after obtaining the same information and reporting that information to the US CBP Port at DEN.

c. International Flights and Animals/Pets.

- i. Some international flights may have domestic and other animals onboard. Due to the strict regulations pertaining to bringing animals into the US from other countries, all handling of animals must be first coordinated with the United States Department of Agriculture. APHIS Customer Service Center (844) 820-2234. Sacramento Service Center (916) 854-3960.
- ii. Animals removed from the aircraft must be kept in areas separate from other people and passengers and will be left in their kennels.

- d. **SOP's and Checklists.** The airport, and mutual aid agencies, may establish SOP's and checklists to assist personnel with conducting duties during the course of a diversion event. These documents are the responsibility of each agency and will be controlled internally.

PUBLIC ACCESS TO THE TARMAC DELAY CONTINGENCY PLAN

The Durango-La Plata County Airport will provide public access to its Tarmac Delay Contingency Plan by posting it in a conspicuous location on the airport website (www.flydurango.com)