

AIRPORT IRREGULAR OPERATIONS (IROPS) PLAN



**South Bend International Airport (SBN)
St. Joseph County Airport Authority**

IRREGULAR OPERATIONS PLAN
South Bend International Airport

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IRREGULAR OPERATIONS PLAN

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INTRODUCTION

This document provides measures that may be employed to respond to situations expected to lead to excessive Tarmac Delays at South Bend International Airport. This plan has been prepared pursuant to §42301 of the FAA Modernization and Reform Act of 2012. The St. Joseph County Airport Authority (SJCAA) is filing this plan with the Department of Transportation because it is a commercial airport and may be used by an air carrier for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, South Bend International Airport will:

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

South Bend International Airport strongly encourages aircraft operators to contact the airport at (574) 282-4590, ext. 0 for prior coordination of diverted flights, except in the case of a declared in-flight emergency.

SBN has developed policies and procedures to accommodate high levels of diverted traffic on the terminal apron, and high levels of anticipated traffic during special events on the airfield.

South Bend International Airport has local Customs and Border Protection personnel.

AIRPORT INFORMATION

<i>Name of Airport:</i>	South Bend International Airport
<i>Name & title of person preparing the plan:</i>	Ashley Thorsen, Operations Manager
<i>Preparer contact number:</i>	(574) 282-4590 x 240
<i>Preparer contact e-mail:</i>	athorsen@sbnair.com
<i>Airport Category:</i>	Small-Hub

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CONTACT INFORMATION

In the event of diversion or other irregular operations events, aircraft operators should contact SJCAA Airport Operations at (574) 282-4590, ext. 0 for coordination and assistance. SJCAA requests initial notifications of possible excessive tarmac delays as soon as possible.

After initial contact is made, SJCAA also expects to be notified by the air carrier any time an aircraft with passengers on board has been on the ground for one (1) hour so that preparations may be made to deplane if necessary. It is also expected that the air carrier will have personnel on-site if the air carrier is represented at SBN.

Upon notification of irregular operations events, SJCAA Operations personnel will advise representatives of airport entities to coordinate response.

St. Joseph County Airport Authority	(574) 282 – 4590, ext. 0
GROUND SERVICE PROVIDERS	
United Ground Express	(574) 289-1537
Allegiant Air	(702) 403-1894
Atlantic Aviation (FBO)	(574) 233-8285
Corporate Wings (FBO)	(574) 282-4200
United Ground Express (American Airlines)	(574) 999-8133
Unifi	(574) 234-9333
GOVERNMENT AGENCIES	
Federal Aviation Administration (FAA)	(574) 251-2601
Transportation Security Administration (TSA)	(574) 236-8208
Customs and Border Patrol (CBP)(International ONLY)	(574) 232-9650
TENANTS	
South Bend Chocolate Company	(574) 289-8786

<p style="text-align: center;">IRREGULAR OPERATIONS PLAN South Bend International Airport</p>

PASSENGER DEPLANEMENT FOLLOWING EXCESSIVE TARMAC DELAYS

SJCAA does not operate ground service equipment needed to safely deplane passengers from air carrier aircraft and is, therefore, unable on its own to provide for the deplanement of passengers. Additionally, airport personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers or contract service providers.

Refer to **Exhibit 1** for contact information of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers.

SJCAA will assist air carriers with the timely deplaning of passengers to the extent practicable. This assistance may be in the form of coordinating gate and apron usage, authorizing use of SJCAA owned equipment by airline personnel, coordinating transportation of passengers from remote parking locations to the terminal, notifying other effected entities, etc.

Upon notification that an aircraft may require removal of passengers in compliance with this plan, SJCAA personnel shall coordinate with the local air carrier representatives (if available) or with the flight crew of the aircraft if there is no airline ground crew on site. This coordination will include:

- Time limit for deplaning diverted aircraft passengers
 - Domestic: Three hours
 - International: Four hours
- Flight Status
 - Diversion, domestic, or international
- Gate or parking area location operations
 - Unloading, parking, fueling, remote location
- SBN Services Required
 - Fuel, medical, other, etc.

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USE OF FACILITIES OR GATES IN AN EMERGENCY

All gates at SBN are common use and owned by the SJCAA. These gates are available on a “first come, first serve” basis with preference given to the gates commonly used and assigned to specific air carriers. SBN directs air carriers to make gates and other facilities available to an air carrier seeking to deplane at a gate, to the maximum extent practicable. Priority use of gates and passenger boarding bridges shall be given to aircraft approaching the end of the designated time limit or aircraft involved in a medical or other emergency.

SJCAA owns but does not operate passenger boarding bridges during air carrier operations. SJCAA owns one mobile ramp (see **Exhibit 2** for maximum and minimum heights) and several parking areas other than the air carrier apron that may be used for ground loading/unloading. SJCAA personnel will not assist directly with the deplaning of passengers for air carriers or contract service providers. Airlines experiencing or anticipating excessive tarmac delays should contact SJCAA Operations personnel as soon as the condition is identified by their personnel. SJCAA personnel will provide a list of entities who may have the necessary equipment and personnel to safely remove passengers of airlines.

TSA and South Bend Chocolate Company have agreed to staff personnel upon notification of flight activity that extends beyond their normal closing time.

The location of deplaning activities will be coordinated with all effected parties to ensure a safe operation.

INTERNATIONAL PASSENGER ACCOMMODATIONS

South Bend International has one defined sterile area located inside of the Federal Inspection Station serviced through gate 9. Upon notification of an international diversion, SJCAA will contact local CBP officials immediately and at the time of arrival. If local CBP officials cannot be reached, CBP Sector will be notified at 1 800-973-2867. If an international diverted aircraft requires the deplaning of passengers, CBP must be on site. SJCAA’s Department of Public Safety will provide increased law enforcement support pursuant to maintaining passengers in the prescribed sterile area upon request. SJCAA shall ensure that no contact occurs between international passengers with domestic travelers or the public.

PUBLIC ACCESS TO THE PLAN

SJCAA will provide public access to its emergency contingency plan through one or more of the following means:

- Posting in a conspicuous location on the airport website (<http://www.flysb.com>)
- Providing notice of the availability of the plan on the airport’s social media accounts.

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EXHIBIT 1: CONTACT INFORMATION

FOR INTERNAL USE ONLY					
(Will not be included with the plan as submitted to DOT)					
SJCAA		Airport Operations		(574) 282 – 4590 Ext. 0	
COMPANY	1 st Call	2 nd Call	3 rd Call		
SJCAA	Local Operations (574) 340-7320	Ashley Thorsen (919) 795-3896	N/A		
GROUND SERVICE PROVIDERS					
United Ground Express	Local Operations (574) 289-1537	Kevin Coates (725)-848-6908	N/A		
Allegiant Air	Leah Johnson (574) 520-2151	Stephanie Myers (574) 298-0216	N/A		
Atlantic Aviation (FBO)	Local Operations (574) 233-8285	John Gerety (786) 972-0116	Josiah Twiddy	(269) 240-8443	
Corporate Wings (FBO)	Local Operations (574) 282-4200	Randy Jones (216) 280-8897	Jamey Coffman	(574) 299-3063	
United Ground Express (American)	Local Operations (574) 999-8131	Kevin Coates (727) 848-6908	Wayne Wilson	(574) 229-6947	
Unifi (Delta)	Local Operations (574) 234-9333	Jacob Roth (269) 228-1949	Rafael Rankin	(574) 309-8293	
GOVERNMENT AGENCIES					
FAA	SBN ATCT (574) 251-2601	Toni Ferrel (574) 251-2601	Jim Albright	(574) 251-2604	
TSA	Supervisor Desk (574) 236-8208	Coordination Center (IND) (317) 532-1901	Armand Collins	(574) 340-8846	
US CBP	Matt Lankford (office) (574) 232-9650 (cell) (512) 554-6734	CBP Sector 1 800 973-2867	N/A		
TENANTS					
South Bend Chocolate Company	Airport Counter (574) 289-8786	Supervisor on Duty (765) 413 0800			
<p>The numbers listed in this plan are not designed for public release and will not be divulged from this document. However, it is possible that some of these numbers may be available for release from a different source within the SJCAA.</p> <p>Personal phone numbers are not released to the public by the St Joseph County Airport Authority.</p>					

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EXHIBIT 2: TERMINAL GATE USAGE AND LIMITATIONS

Preferred Airline Use

GATE	AIR CARRIER	JETBRIDGE
1	n/a	NO
2	American Airlines	YES
3	American Airlines/Allegiant Air	YES
5	Unifi/Delta	YES
6	Unifi/Delta	YES
7	United Ground Express	YES
8	United Ground Express	YES
9	Allegiant Air	YES

Passenger Boarding Bridge Maximum Heights

PBB Gate	Maximum Height (1:12 Ratio)	Minimum Height (1:12 Ratio)
Gate 2	14'5"	5'9"
Gate 3	12'9"	5'6"
Gate 5	10'5"	5'
Gate 6	10'11"	5'3"
Gate 7*	9'6"	4'
Gate 8	9'6"	5'4"
Gate 9	12'2"	5'3"
Switchback	11'4"	6'1"

**NOTE: The above only governs floor height, not wing/tail clearance in gates.*

**NOTE: Gate 7 does not have a floor tilt option and at its highest limit; there is a significant transition from the level aircraft to the tilted floor.*

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Typical Aircraft Types at SBN and Capable Terminal Gates

TYPE	GATES		TYPE	GATES
A318	2, 3, 9		CRJ-100/200	ALL
A319	2, 3, 9		CRJ-700/900	ALL
A320-100/200	2, 3, 9		ERJ-145	ALL
A321-100/200	2, 3, 9		ERJ-170/175	ALL
B717-200	ALL		ERJ-190	ALL
B737-all models	ALL		MD80-all models	ALL
B757-200/300	3, 9			

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EXHIBIT 3: EQUIPMENT AVAILABILITY AND LIMITATIONS

Towbar Availability

United Ground Express:	EMB170, CRJ200, CRJ700
Delta/Unifi:	CRJ100, CRJ200, CRJ700/900, MD88/90, B717, B737-800/900, A220, A319/320
SkyWest:	CRJ200, CRJ700/900
Allegiant Air:	A319/320
FedEx	C210, B757
UPS	B757, A300

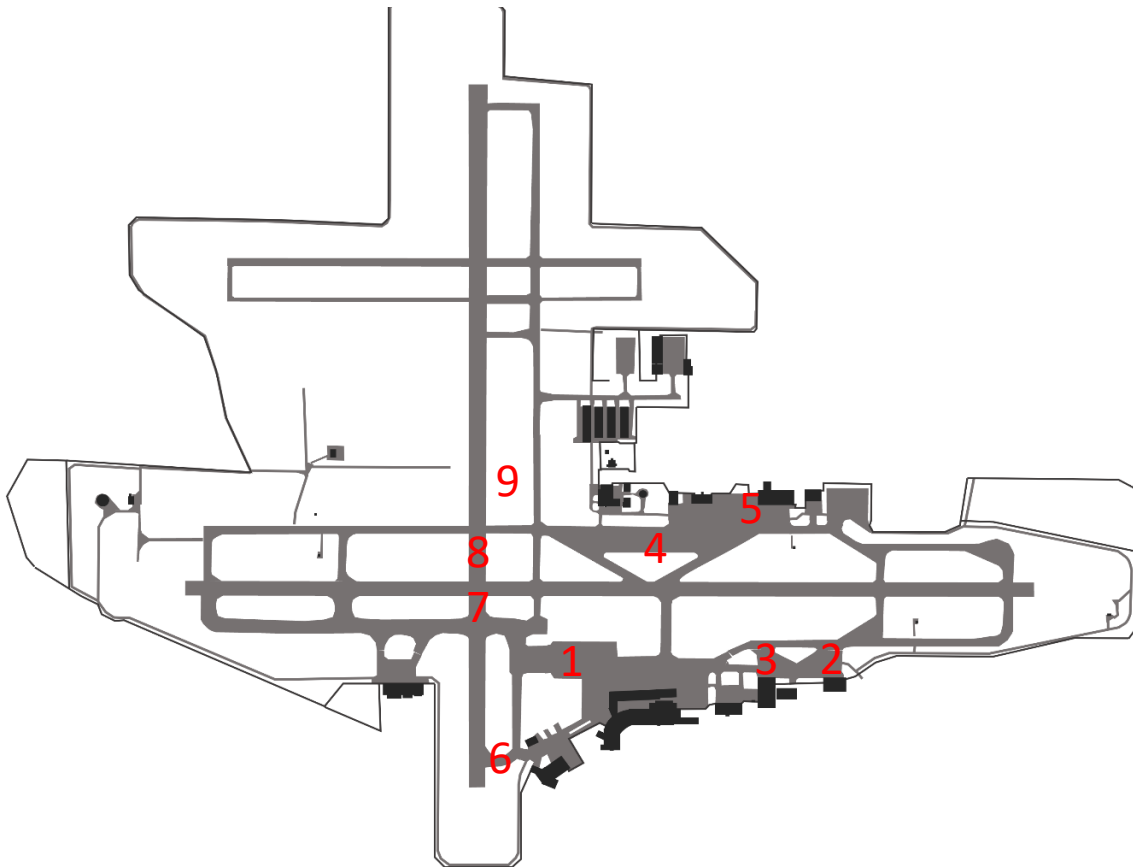
Ground Loading Availability:

Atlantic Aviation:	Air Stairs	8'6" – 17'5"
	Air Stairs	8' – 13'

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EXHIBIT 4: TERMINAL DIVERSION OVERFLOW PARKING MAP

In the event of high volumes of air carrier diversions, SJCAA may initiate overflow parking procedures. Depicted below are parking priorities once all terminal gates are occupied. Gate priority is given on a first come-first served basis.



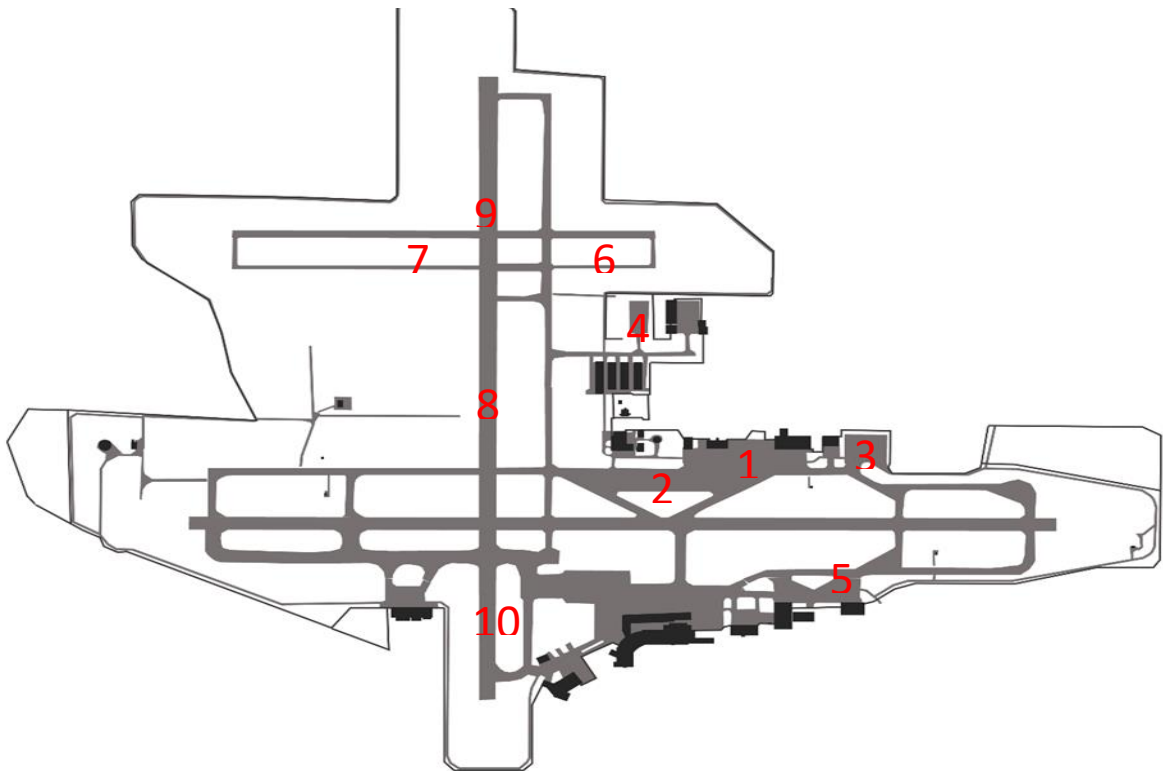
Map Locations

1. Main Ramp De-Ice Pad
2. Wilco charter apron
3. Skywest apron
4. TWY A remote parking apron
5. Atlantic/ Corporate Wings FBO aprons
6. RWY 18-36/ TWY C south of TWY B
7. RWY 18-36 (between TWY B and RWY 9R-27L)
8. RWY 18-36 (between RWY 9R-27L and TWY A)
9. Airfield north of TWY A

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EXHIBIT 5: SPECIAL EVENT OVERFLOW PARKING MAP

Special event parking procedures are activated when SBN is scheduled to expect a large increase in activity. Parking aircraft on the TWY A remote parking apron may be accompanied by a NOTAM for aircraft parked adjacent TWY A, or designating the entire area as a non-movement area. See OP-03, *Special Event Procedures* for more information.



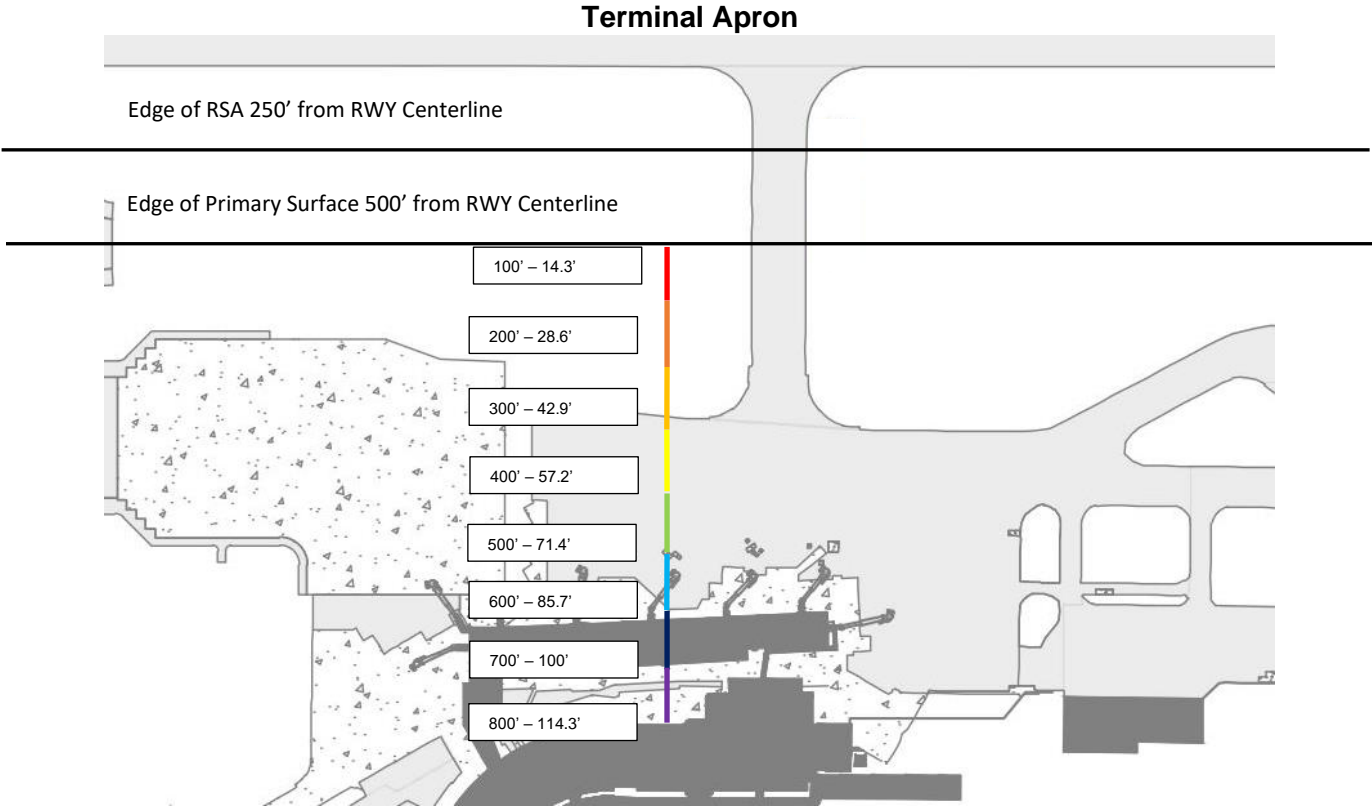
Map Locations

1. Atlantic / Corporate Wings FBO apron
2. TWY A between North Cargo apron and TWY N
3. UPS apron (must be coordinated by SJCAA with UPS in advance)
4. North Corporate apron (piston props only)
5. WILCO charter apron
6. RWY 9L-27R east of TWY J
7. RWY 9L-27R west of RWY 18-36
8. RWY 18-36 between TWY A and TWY J
9. RWY 18-36 north of RWY 9L-27R
10. RWY 18-36 south of TWY B

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EXHIBIT 6: FAR PART 77 IMAGINARY SURFACE MAPS

Obstructions inside the depicted surfaces must be accompanied by a NOTAM communicating the obstruction location and airport conditions.



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SkyWest/Wilco Apron



FBO Apron



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EXHIBIT 7: FUNCTIONAL ANNEX

Initial Response (Within ½ hour)

- Ensure local airline is notified of activity
 - Coordinate parking arrangements if there are multiple inbounds
- Notify Airport Information and Safety.
 - Airport Information notifies:
 - Operations Manager
 - TSA
 - SBCC
 - Safety Department Chief
 - Rental cars
 - Custodial staff
- Begin Charter/Diversion form
- Designate gate space or parking area for aircraft
- Stage in concourse and coordinate with local airline POC
 - If not at a gate, coordinate switchback ramp or air stairs use

First Hour

- Request estimated departure time
- If aircraft deplanes:
 - Ensure local airline advises passengers to remain in Sterile Area to extent practicable.
 - ***TSA will allow not re-entry to sterile area without a boarding pass printed for the new departure from SBN.***
 - Notify Safety and Airport Information that aircraft has deplaned
 - Update management notification of deplaned status
 - If TSA is not on site, call Safety Department Captain on duty
 - If SBCC is not on site, call concessionaire Manager if estimated time on the ground is over one hour.
 - Dispense IROPS supplies if necessary. Supplies are located in the closet across from Gate 7

Second Hour

- Coordinate plan for deplaning passengers with airline if necessary.
 - Ensure there is a gate available if aircraft is not currently at a gate
 - If possible or necessary, relocate aircraft to remote parking location after passengers have deplaned
- Assist in other duties as needed

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- Assist Safety with crowd management
- Monitor bathrooms and sterile area pet relief area for smokers

3rd Hour and Beyond

- Any aircraft on the ground for three hours (four hours for international diversions) has to have the ability to deplane
 - It is the airline's responsibility to make the decision to deplane. SJCAA has the responsibility to provide means to deplane and an area to hold passengers.
- If an international diversion, aircraft must be unloaded with prior coordination with Customs into the FIS area. International passengers may not leave the designated international passenger holding area.
- Continue coordination with airline and other personnel as the timeline changes

Departure

- Log departure times for each flight
- Complete Charter/Diversion form and e-mail to appropriate parties
- Put IROPS supplies away if used. Coordinate restocking if necessary.

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EXHIBIT 8: AIRPORT TENANT CONTINGENCY PLANS

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Extended Tarmac Delay- Local Station/Airport Plan

STATION	SBN
MANAGER	Kevin Coates
DATE	01/16/2017

Definition of Extended Tarmac Delay –

Any delay where passengers are held onboard an aircraft with the aircraft door closed for an extended period. This is applicable to departure, arrival, or diverted aircraft. Time parameters for aircraft becoming Flights of Note (FON) are:

- **3-hours** for a domestic aircraft
- **4-hours** for an international aircraft
** DOT potential fines assessed only for flights on US soil*
- **90 minutes** for any arriving aircraft (domestic or international)
** 90 minutes is an internal United Flight of Note restriction. Fines are not assessed by the DOT for arriving aircraft until: 3-hours on the tarmac for domestic flights and 4-hours on the tarmac for international flights.*

Local Station Plan requirements:

- The Station Plan must be located in a centralized point where all Station Operations employees can access.
- Station info must be reviewed quarterly and any applicable changes submitted.
- The Station Plan must include a minimum equipment list (i.e. mobile stairs, baggage removal equipment etc, and include a signed vendor agreement (if applicable) that the equipment will be made available as soon as operationally feasible.

Completing Plan:

- Plan details must be specific, when listing locations such as gates or pads you must note location, i.e. Gate 2, Pad 6.

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Airport Authorities:

- United's Plan must be submitted to the Airport Authority at all stations that United services - including alternate and regular US diversion airports. Management should meet with local Airport Authorities, Transportation Security Authority (TSA) and Customs and Border Protection (CBP) in order to coordinate a local response plan during Extended Tarmac Delay events, and if possible the following information should be obtained: what assistance can United expect from the Airport Authority, TSA and CBP as well as what time frames it will be available, and finally what is the extent of the resources they are willing to provide?

AIRCRAFT PARKING:

A. List all United operated gate facilities that will be made available for gate returns in an Extended Tarmac Delay situation.

1. Gate A7
2. Gate A8
3.

• How will passengers deplane at the above locations?

1. Jet Bridge
2. Jet Bridge
3.

• Are there aircraft parking restrictions at the above facilities?

1. None
2. None
3.

B. List all airport controlled gate/pad facilities that could be made available for gate returns in an Extended Tarmac Delay situation.

1. Gates A3
2. Gates A5
3. Gates A6

• How will you ensure gate/pads are open and available for Extended Tarmac Delay return?

1. Unable to guarantee, first come first serve

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- How will passengers deplane at the above locations?

1. Jet bridge

- C. List any other contingency parking alternatives, OAL, airport common-use gates or other here:

1. FBO
2. Additional Hardstands available, Station Agents will Guide AC
3. Skywest ramp

Airline	Contact Name	Phone Number	Parking Restrictions
Allegiant	Agent on Duty	702-505-8888	A9 Allegiant Gate
Airline	Contact Name	Phone Number	Parking Restrictions
Delta	Troy Rose	574-289-7145	None
Airline	Contact Name	Phone Number	Parking Restrictions

- E. If there are no gates available and remote “hardstand” parking is the only alternative, please list the following information: Permission contact, location, GSE required and passenger transportation.

(If remote parking is required, explore the feasibility of pushing back an aircraft at an occupied gate long enough to deplane passengers that are stranded prior to sending aircraft in distress to remote parking with an aircraft full of passengers)

Remote Parking Location	Contact Name	Phone Number
Hardstands available	United Ground Express	574-540-9335
Remote Parking Location	Contact Name	Phone Number

- How will you ensure pads are open and available for Extended Tarmac Delay returns? We call Airport Operations to ensure we have prior permission.
- **International flights** - If an international flight diverts, station must immediately contact their local Customs and Border Protection (CBP) to coordinate passenger and customs facility issues. **SBN cannot handle International diversions.**

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CBP	Contact	Phone #	Hours of Operation
N/A			
CBP	Contact	Phone #	Hours of Operation

Please describe station specific plans with regard to international flights:

No Passenger processing facilities in station. Please refrain from using SBN as international divert station.

4) Local CBP approval of these plans? **Yes**

DEPLANING

Deplaning gate will be via jet bridges unless identified below in station specific section. The remaining deplaning instructions are related to “hardstand” or pad locations.

Remote Hardstand:

- **How will passengers be deplaned and transported from the remote parking area to the terminal? Please include who will provide and operate mobile stairs, buses or other transportation used to support this remote operation. Include your stations specific backup plan in the event equipment becomes unavailable or inoperative:**

1) Truck Stairs –

Owner 1	Contact	Phone #	Hours of Operation
Atlantic Aviation	Atlantic Aviation	574-233-8285	24 hours
Owner 2	Contact	Phone #	Hours of Operation
Owner 3	Contact	Phone #	Hours of Operation

2) Passenger Buses-

Owner 1	Contact	Phone #	Hours of Operation
N/A	No Airport Buses. Commercial bus available @ Lamers Bus Line	574-252-0610	24 hours
Owner 2	Contact	Phone #	Hours of

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			Operation
Owner 3	Contact	Phone #	Hours of Operation

International:

- **Where will passengers be sequestered pending re-boarding or customs clearance in the event of CBP absence:**

1. Pax must remain onboard AC
2.
3.

- **What security measures will be in place to ensure sequestered area will remain secure: i.e. security contractor, Airport Police, ACS Agent**

1. MCD remain Closed
2.
3.

SERVICING

- **If a flight experiences an Extended Arrival or Departure Tarmac Delay and requests to be re-serviced (lavatory, galley, provisioning service or replenishment), please list the following business partners that you will coordinate with to provide the services.**

Service	Contact	Phone #	Hours of Operation
LAV	United Ground Express	574-289-1481	0400-2300
Service	Contact	Phone #	Hours of Operation
Potable Water	United Ground Express	574-289-1481	0400-2300
Service	Contact	Phone #	Hours of Operation

How many Long Tarmac Delay Kits do you have in Station? 0

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**What is the expiration date of your Long Tarmac Delay Kits?
Order placed on 7-13-16**

- **Please list any other elements of your station plan that are specific to your station below.**
None

Contact Information:

Contact	Name	Phone Number
Station Manager	Kevin Coates	574-286-2290
Business Partner Manager	N/A	N/A
Station Operations	United Ground Express	574-289-1481
Corporate Security	Operator	817 967-7877
Airport Authority	South Bend International	574-282-4590
TSA	Supervisor on Duty	
CBP	N/A	N/A
Aircraft Fueling	Atlantic	574-233-8285
Aircraft Catering	N/A	N/A
Aircraft Cabin Service	United Ground Express	574-289-1481

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UPDATED 8.23.2011

Contingency Plan for Lengthy Tarmac Delays

In-Flight Responsibilities

Allegiant's Customer Service Plan and Contingency Plan for Lengthy Tarmac Delays have been posted on both the company's intranet and website as of 4/29/2010. As of 8/23/2011, both plans have been reviewed and updated according to additional DOT requirements.

Should an unusual event result in a lengthy onboard delay, we want to ensure the safety and well-being of our customers and crew. If the aircraft is delayed on the tarmac, **without access to a terminal gate**, for more than three (3) hours (four (4) hours in the case on international flights), we have developed a **contingency plan** to ensure we **meet our customers' essential needs**.

A tarmac delay is defined as the time after leaving the gate or upon landing without access to the terminal. Our Manager of Customer Operations will work with the affected airport and in-flight teams to implement the plan which may include the participation of local airport authorities and other carriers. Allegiant's complete Contingency Plan for Lengthy Tarmac Delays will be at the end of this document for reference.

We try to avoid onboard delays. However, if circumstances beyond our control cause a lengthy tarmac delay **longer than two (2) hours**, we will meet our customers' essential needs by offering complimentary non-alcoholic beverages, snack service, restroom facilities and basic medical assistance. **These services will be offered as long as the pilot in command (PIC) determines there is no safety or security related reasons that would prevent it.**

To comply with these essential needs, In-Flight will follow these steps:

- At 75 minute mark – initiate conversation with PIC for approval
 - ✓ Offer customers both a complimentary pour service and snack service
 - ✓ Complete Inventory of all supplies used and document
- Conduct additional Services hourly as advised by PIC
- Complete Tarmac Delay Journal
- Upon arrival at base, submit the completed Journal to
 - In-Flight Management or Station Leader who will submit Journal to
 - Base Operations or Management, who will submit Journal to
 - HQ Customer Operations via email at CustomerOperations@allegiantair.com or fax to 702.719.8166
- In-Flight will provide passengers on the delayed flight notification regarding the status of the delay **every 30 minutes** while the aircraft is delayed, including the reasons for the tarmac delay, if known.
- For all flights, Allegiant will provide passengers on the delayed flight notification beginning 30 minutes after scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from the aircraft if it is at the gate or another disembarkation area with the door open, provided the opportunity to deplane actually exists.

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UPDATED 8.23.2011

Example of InFlight Tarmac Delay Record:



Tarmac Delay Record

8/23/2011

The Aviation Consumer Protection Division of the FAA mandates that an update announcement be made every 30 minutes during a lengthy tarmac delay. Use this form to keep track of all delay announcements, services, and adjusted pay. *Submit form to InFlight Management upon arrival (if present). If InFlight Management is not present, submit to Station Leader for submission to Customer Operations.*

Date _____

Time Delay Started _____ Time Delay Ended _____

Lengthy Tarmac Delays A tarmac delay is defined as the time after leaving the gate or upon landing without access to the terminal. If circumstances beyond our control cause a lengthy tarmac delay longer than two (2) hours, we will meet our customers' essential needs by offering complimentary non-alcoholic beverages, snack service, restroom facilities, and basic medical assistance. These services will be offered as long as the pilot in command (PIC) determines there is no safety or security related reasons that would prevent it.

REQUIRED instructions for Tarmac Delays:

- At 75-minute mark, with PIC Approval
 - Offer customers a pour service and snack service
 - Complete inventory of all supplies used and document
 - Conduct additional services hourly as directed by PIC
 - Complete Tarmac Delay Record Form
 - Submit to Station Personnel/Base Coordinator upon arrival

Service Log –

Service 1 – Time started _____ Service Provided _____

Service 2 – Time Started _____ Service Provided _____

If no service provided, list why _____

Number of Lavatories Working _____ Medical Requests _____

Flight _____ Depart City _____ Arrival City _____ MD80 B757

Capt _____ F/O _____ LFA _____ Crew Base _____

Announcements Delivered			
Date	Time	Information Given	Announcement by

Describe the event and circumstance(s): _____

Names if IFTMs (print): _____

Signatures #A1: _____ #A2: _____ #A3: _____

InFlight Management or Station Leader: Submit form immediately by faxing to 702.719.8166 or e-mail to CustomerOperations@allegiantair.com

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STANDARD OPERATING PROCEDURE

EXTENDED ONBOARD DELAYS AND DIVERSIONS (EOBDD)

December 4, 2012

Revision: Original

EXTENDED ONBOARD DELAYS AND DIVERSIONS (EOBDD)

PURPOSE

This SOP provides the requirements and procedures necessary to ensure stations are prepared for Extended Onboard Delay and Diversion (EOBDD) events.

SCOPE

This SOP applies to all Delta Connection managers and station employees

COMPLIANCE

The Department of Transportation Extended Taxi Rule, also known as the Three Hour Rule, requires taxi duration of no greater than three (3) hours (180 min) for domestic flights and no greater than four (4) hours (240 min) for international flights. The DOT ruling mandates that each carrier develop and implement a contingency plan for handling extended onboard delays. All stations are required to identify resources and to develop procedures to effectively bring an aircraft off the runway so the main cabin door can be opened to allow passengers the opportunity to deplane within the specified time limit.

RESPONSIBILITY/AUTHORITY

Station Managers are responsible for developing a station specific EOBDD plan and ensuring all employees are briefed on the requirements. Station managers must review and/or update this information in a timely manner as specified in this SOP. Local management is responsible for maintaining the station EOBDD plan in the Extended Onboard Delay Program Profile in the ACS Station Database – DeltaNet > Departments > ACS > ACS Station Database – EOB Program Profile.

Delta Connection ACS has the authority to establish and modify this SOP based on changes to policy and/or procedures. Version control of this document resides with Delta Connection ACS.

PROCEDURE

1. Establish station plan and train personnel

- Review EOB information and update the station EOBDD plan located in the ACS Station Profiles Database under the Extended Onboard Delay Program Profile.
- Conduct station briefings to ensure all employees understand the procedures to use in the event of an EOBDD event, including:
 - ACS EOBDD Gate Announcements
 - ACS/IFS Huddle Checklist
 - Timing requirements as outlined in the EOB Taxi In/Taxi Out Checklists

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STANDARD OPERATING PROCEDURE

EXTENDED ONBOARD DELAYS AND DIVERSIONS (EOBDD)

December 4, 2012

Revision: Original

- Record the above training by submitting the LMS Completion Roster to the station LTA for entry of **LMS code: BEOBDD100**.
- All station employees must have **LMS code: BEOBDD100** in their training records
- Any changes to the station EOBDD plan must be communicated to all employees

2. Provide Complete and Accurate Station Information

Ensure accurate and thorough station information is available to assist OCC/SOC desks in determining a station's ability to provide necessary services. Additionally, Station Profiles and Station Port Page information is used by many departments and must be kept accurate at all times.

- ACS Station Profiles: Complete profile in its entirety and review/update monthly (DeltaNet > Departments > ACS > ACS Station Database>Station Information)
- Station Port Pages: Update as changes occur. PORT pages include:(G*xxxPORT) in DeltaTerm, ACS KM station profile, and the Cargo Port page on the Delta Cargo portal

3. Review and Implement EOB Program Information

Review the [Diversion and EOB Toolkit](#) and [DOT Tarmac Rules](#) links which provide an overview of tools and practices used to achieve safe and consistent operational planning and coordination in the event of irregular operations.

- Ensure passengers have the option to deplane in a safe and timely manner by way of stairs or Passenger Loading Bridge (PLB)
- Ensure use of the Extended Onboard (EOB) announcements while the aircraft is in the gate
- Provide support to aircraft at remote locations by delivering food/snacks and beverages within 2 hours of gate departure or arrival
- Ensure operable lavatory facilities while the aircraft is on the tarmac
- Coordinate locally to ensure medical attention is available upon request while the aircraft is on the tarmac
- Coordinate with local Customs and Border Protection (CBP) offices for passenger processing on identified at-risk international flights
- Coordinate with airport operations and local governmental agencies to meet the tarmac-delay rule's requirements
- Acknowledge EOB pages and communicate any known issues to ACS OCC desk
- Provide gate availability

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STANDARD OPERATING PROCEDURE

EXTENDED ONBOARD DELAYS AND DIVERSIONS (EOBDD)

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The actions above must be applied if any of the following occur:

- Gate returns identified as at-risk for violating the 3 Hour Rule
- Gate return (i.e. medical, mechanical) that involves a taxi-in delay exceeding 90 minutes
- The departure of an aircraft has been delayed at the gate with the boarding door open

4. Use the Extended Onboard Delay/Diversion Log

In the event of EOBDD, the station is responsible for contacting each affected carrier's OCC/SOC to advise/confirm arrival and other pertinent information. In addition, Delta's OCC desk acts as the central point of contact for carrier OCC/SOC desks and Delta Connection stations. Use the Extended Onboard Delay/ Diversion Log to track an event and capture pertinent flight information to ensure accurate communication with all involved parties.

- EOBDD Log - DC web page > DC ACS > Policy & Procedure > Operations

5. Use Flight Monitoring Tools

Flight monitoring tools provide information regarding delays/diversions and cancellations. All three monitoring tools can be found on the Delta Connection webpage (DeltaNet > Delta Connection > DC ACS > OCC).

- Delta Connection Flight Information Dashboard provides an overview of delays/cancellations and diversions occurring throughout the system. The Dashboard can be filtered to meet specific needs
- The Tarmac Monitor and the Diversion Monitor are real time interactive tools that display arrivals and departures experiencing extended taxi delays and diversions. The monitors allow users to filter displays to meet specific needs. As multiple users (OCC, stations, hubs, ACS, or Delta Connection carriers) input information, a complete real-time picture is built that users will see instantly.

6. Monitor and Update Flight Times

Missing flight times affect the reliability of flight monitoring tools. Stations must monitor and update flight times as necessary.

- Stations are responsible for updating return to block ON/IN times when aircraft ACARS is inoperative

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STANDARD OPERATING PROCEDURE

EXTENDED ONBOARD DELAYS AND DIVERSIONS (EOBDD)

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7. Update Field Condition Reports (FICONS)

Accurate, complete and current FICONS, as well as facility information, must be available to dispatchers, flight crews and OCC/SOC departments. The FICON Reporting Checklist and the Field Condition Report Bulletin provide detail for ensuring thorough updates – DeltaNet > Delta Connection > DC ACS > Policy & Procedure/Bulletins > Operations. provides detail for ensuring thorough updates – DeltaNet > Delta Connection > DC ACS > Policy & Procedure/Bulletins > Operations.

8. Stock Food and Beverage Carts for IROP Situations

Food and beverage carts must be available in alternate or diversion designated stations for use during irregular operations.

- Stock – water, snacks, infant needs (diapers, baby food), RON kits
- See [ACS Food/Beverage Carts](#) for cart ordering information

References:

[DOT Tarmac Rules](#)

[Diversion and EOB Toolkit](#)

[Extended Onboard Delay Announcements](#)

SBN

Lengthy Tarmac Delay (LTD)

Contingency Plan

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SBN Lengthy Tarmac Delay Contingency Plan

- | | | |
|----|--|------------|
| 1. | Tarmac Delay Contingency Plan | |
| 2. | American Airlines Leadership Contact Information | Appendix A |
| 3. | Piedmont and PSA Leadership Contact Information | Appendix B |
| 4. | Envoy Leadership Contact Information | Appendix C |
| 5. | OAL Station Manager Contact Information | Appendix D |
| 6. | Station Equipment and Phone Contact Information | Appendix E |
| 7. | After Action Reporting | Appendix F |
| 8. | Acronyms | Appendix G |

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SBN Lengthy Tarmac Delay Contingency Plan

CHAPTER 1

01.01 INTRODUCTION

Providing for the essential needs of our customers during flight irregularities is a key component of our customer service philosophy and commitment. Every American Airlines, Envoy, PSA and Piedmont U.S. airport team has a comprehensive contingency plan to respond to lengthy tarmac delays. Each plan ensures we'll have adequate resources available and designates a person to coordinate the activities of the local team and communicate with our Integrated Operations Center (IOC).

At each U.S. airport we serve, or regularly use for diversions, we have coordinated our plans with local airport authorities and the Transportation Security Administration (TSA). We also coordinate with U.S. Customs and Border Protection (CBP) at each U.S. airport regularly used for international flights, including diversion airports and will make reasonable efforts to share facilities and make gates available to other carriers in an emergency. This contingency plan is explicitly separate from and not a part of these carriers' contract of carriage.

Limits of lengthy onboard ground delays

Lengthy onboard ground delays can take place both during taxi-out (prior to departure) and taxi-in (after landing). During these phases of travel, these limits apply:

- For domestic flights, American Airlines, Envoy, PSA and Piedmont will not permit an aircraft to remain on the tarmac at a U.S. airport for more than three hours without providing passengers an opportunity to deplane. American Airlines, Envoy, PSA and Piedmont will begin to return to a gate, or another suitable disembarkation point no later than three hours after the main aircraft door has closed for domestic departure flights.
- For international flights departing from or arriving at a U.S. airport, American Airlines, Envoy, PSA and Piedmont will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours without providing passengers an opportunity to deplane. U.S. airport, American Airlines, Envoy, PSA and Piedmont will begin to return to a gate, or another suitable disembarkation point no later than four hours after the main aircraft door has closed for international departure flights.

Delays longer than these time limits may be necessary if:

- The pilot-in-command determines that permitting a passenger to deplane would jeopardize passenger safety or security.
- Air traffic control advises the pilot-in-command that returning to the gate or another

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disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

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Passenger services during a lengthy onboard ground delay

For all flights experiencing a lengthy ground delay at a U.S. airport, American Airlines, Envoy, PSA and Piedmont will:

- Provide passengers with adequate food and potable water no later than two hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.

- Ensure that operable lavatory facilities will remain available while the aircraft remains on the tarmac.

- Ensure adequate medical attention is available, if needed, while the aircraft remains on the tarmac.

- Ensure a comfortable cabin temperature is maintained.

- Ensure passengers on the delayed flight will receive notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.

- Notify passengers on a delayed flight beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open, if the opportunity to deplane actually exists.

At American Airlines, Envoy, PSA and Piedmont, the safety and comfort of our customers is always an important priority, especially during flight delays.

This Plan describes the current US Department of Transportation (DOT) Regulation regarding Lengthy Tarmac Delays (LTDs) and American Airlines' plan for managing excessive taxi delays, particularly those delays that meet the criteria for an LTD as defined by the DOT. This Contingency Plan is explicitly separate from and not a part of American Airlines' contract of carriage.

01.01.01 OVERVIEW – CONTINGENCY PLAN FOR LENGTHY TARMAC DELAYS AT U.S. AIRPORTS

Lengthy or excessive tarmac delay is a tarmac delay where passengers do not have an opportunity to deplane for more than three hours for domestic flights and for more than four hours for international flights. Flights *arriving* at an airport, including diverted flights, that fail to allow passengers to deplane by the three-hour mark for domestic flights and the four-hour mark for international flights, violate the tarmac delay rule and subjects AA to enforcement action.

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There are some exceptions:

- There is an exception to the above prohibition if the pilot-in-command determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers.
- There is an exception to the above prohibition if Air Traffic Control (ATC) advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

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There is also an exception to the strict three- and four-hour limits in the case of departure delays, as described below.

Note: *The clock always resets when there is an opportunity to deplane and that opportunity is conveyed to the passengers. An opportunity to deplane exists only if passengers onboard a delayed aircraft are expressly notified by an on-board announcement that they may deplane if they wish.*

Departures:

The US DOT enforcement policy titled “*Enforcement Policy on Extended Tarmac Delays*” for departure delays states that a tarmac delay ends when the carrier begins to return the aircraft to a suitable disembarkation point.¹

For departures, the LTD clock starts when the aircraft door is closed that is marked by Aircraft Communications Addressing and Reporting System (ACARS) OUT time. The time the clock stops for departure depends on where the aircraft is located. If the aircraft is in an area of the airport property that is not under the carrier’s control, the clock stops when permission to return to the gate is granted by the Federal Aviation Administration (FAA) Air Traffic Control (ATC) tower, airport authority, or other relevant authority directing the aircraft’s operations while it is on the tarmac. If the aircraft is in an area of the airport property that is under the carrier’s control, the clock stops when the pilot begins maneuvering the aircraft to the disembarkation point.

Arrivals/Diversions:

Flights arriving at an airport, including diverted flights, that fail to allow passengers to deplane by the three-hour mark for domestic flights and the four-hour mark for international flights, violate the tarmac delay rule and subjects covered carriers to enforcement action.

DOT Clock:

The Tarmac Clock starts and stops using different criteria based on the specific type of operation. The details are below:

¹<https://www.transportation.gov/sites/dot.gov/files/docs/Enforcement%20Policy%20on%20Extended%20Tarmac%20Delays.pdf>

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Departures

- For a departure the results in a take-off:
 - Clock starts and is documented by the FATS* OUT time.
 - Clock ends and is documented by the FATS* OFF time.

- For a departure that returns to the gate:
 - Clock starts and is documented by the FATS* OUT time.
 - Clock ends when the aircraft is granted permission to return to the gate from the FAA (or other authority) or begins moving back to the gate (when under AA ramp control). This time is measured by ACARS free text messaging - the Captain must communicate this time using the free text messaging function of ACARS. messaging - the Captain must communicate this time using the free text messaging function of ACARS.

Arrivals

- Clock starts and is documented by the FATS* ON time.
- Clock ends and is documented by the FATS* IN time.

Diversions

- For a diversion that terminates at the diversion station
 - Clock starts and is documented by FATS* ON time.
 - Clock ends and is documented by FATS* IN time.
 - Clock resets when there is an opportunity to deplane. This time is recorded via diversion tracker by station personnel.

- For a diversion that continues to another station
 - Clock begins and is documented by FATS* ON time.
 - Clock ends and is documented by FATS* OFF time.
 - Clock resets when there is an opportunity to deplane. This time is recorded via diversion tracker by station personnel.

*FATS (Flight and Traffic Statistics) is the system of record for American Airlines for Out, Off, On, and In times. FATS data is collected from the FOS system and audited post-departure to ensure data accuracy. The times in FOS are entered through a combination of ACARS, DGS, or Manual entry (from the station, from dispatch, or from FOS Control). Data can be adjusted in any order. ACARS is the source of OFF and ON times. ACARS is the source for OUT and IN times unless overwritten by DGS. When ACARS is unavailable, the times are entered manually. The Captain (and Chief Pilot) may also adjust the time to correct for data errors. Data can be reviewed and adjusted post event until the FATS data is finalized on the 3rd business day of the next month.

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ACARS OOOI Message Definitions:

“Flight time” – American Airlines policy is to expand the definition of the Flight Time to be pilot time that commences at the OUT-time event and ends at the IN time event. This elapsed time is also referred to as block time or block-to-block time. The OUT, OFF, ON and IN (OOOI) time event are defined as follows:

- OUT – aircraft departure from gate or departure area, measured by
 - 1) ACARS, parking brake release after all external doors closed (cabin and cargo), or
 - 2) DGS, supersedes ACARS event messages where active and in accordance with criteria defined by American Airlines
- OFF – aircraft weight off wheels, measured by ACARS if operable
- ON – aircraft weight on wheels, measured by ACARS if operable
- IN - after landing, when the aircraft reaches its intended point of rest at the gate or arrival area, measured by
 - 1) ACARS, last parking brake set, or by an external door open if earlier (cabin or cargo), or
 - 2) DGS, supersedes ACARS where active

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*Note: The FI/FIL record displays an indicator after the actual time. A dash “ - ” indicates ACARS reported time and an asterisk “ * ” indicates manual update. The OUT and IN times will display a slash “ / ” for DGS reported time.²*

01.01.02 LIMITS DURING EXCESSIVE TAXI DELAYS

Lengthy onboard ground delays can take place both during taxi-out prior to departure and during taxi-in after landing. During both of these phases of travel, the following guidelines apply:

- For domestic flights, American Airlines and its wholly owned subsidiaries will not permit an aircraft to remain on the tarmac at a U.S. airport for more than three hours.

- For international flights departing from or arriving at a U.S. airport, American Airlines and its wholly owned subsidiaries will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours.

- Delays longer than these time limits may be necessary if:
 - The pilot-in-command determines there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers, or;
 - Local Air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

² <https://aa.comply365.net/default.aspx>

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CHAPTER 2

02.01 COMMUNICATION DURING EXCESSIVE TAXI DELAYS

When the flight is experiencing an unanticipated extended onboard delay, whether on departure, on arrival, or during a diversion to an airport other than the originally scheduled airport, the Captain will contact the controlling dispatcher in the Integrated Operations Center (IOC) in accordance with *Flight Manual Part 1 (FMP1) Chapter 13.3 and the IOC LTD Process in Chapter 06 of the IOC Policies Managers Quick Reference Guide*, as well as local station personnel in accordance with this Plan. Collectively, they will evaluate viable options with passenger accommodations and crew availability as the highest priorities. Subsequent to discussions with dispatch, station personnel, the crew, and so forth, the Captain will decide if the flight should return to the gate/deplane at remote parking, and will assume full responsibility for said decision. Consultation between internal departments will continue until the flight departure is complete, or a decision to return to the gate/proceed to remote parking is made.

The length of the delay will determine which policies and procedures are implemented. At the 2 hour point in the delay, the Captain and controlling dispatcher must begin to evaluate the delay situation and devise a plan to possibly return to a gate or remote location to ensure passengers have the ability to deplane. Passengers need to be deplaned no later than 3 hours (4 hours International) after pushing from the gate or landing.

- Exceptions: (1) If ATC advises that returning to the gate/remote location would significantly disrupt airport operations then continue to stay in line for takeoff; or (2) where the Captain determines permitting a passenger to deplane would jeopardize passenger safety or security.
- If either of the above are the case, the situation must be documented in Flight Log (FL) history with ACARS messages.

02.01.01 ESCALATION PROCESS

The LTD alerting tool is TarmacMonitor and the escalation process is as follows:

- Control Center Manager and IOC Sector Manager will develop a plan for flight(s) that exceed(s) 90 minutes of taxi time as indicated by TarmacMonitor.
- Control Center Manager will communicate the progress of the plan for flight(s) that exceed(s) 120 minutes of taxi time as indicated by TarmacMonitor to the next level of Management in the Control Center and IOC Sector Manager.

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- Control Center Leader will communicate a plan for flight(s) that exceed(s) 120 minutes of taxi time as reported by the Control Center Manager to the Station MD/VP.

Note: *Nothing in this process precludes earlier notifications as the situation warrants.*

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02.01.02 NOTIFICATION PROCESS

It will be the responsibility of the IOC Sector Manager (Gateway and Hubs) or Director (Spokes) to advise stations of any information that may cause conditions that could lead to a LTD situation. Station Management will be responsible to notify IOC Sector Manager (Gateway and Hubs) or Director (Spokes) when they know of pending conditions that may lead to a LTD for their station. IOC will use alert notification procedures as outlined in the *IOC LTD Process in section Chapter 06 of the IOC Managers Quick Reference Guide* to communicate conditions that may require the stations to implement the LTD Contingency Plan.

Control Center Management will be responsible to pre-plan for an event that may assist during a LTD situation. Control Center Management will accomplish the following:

- Communicate that conditions are possible for LTDs to station employees, Airport Authority, vendors, OAL (phone, blast tele-type, etc.)
- Ensure long-lead items such as Passenger Transport Vehicles (PTVs), Customs Border Protection (CBP) and vendor services are available and readily available in the event such resources are necessary
- Prepare all departments for the possibility for extended work hours (overtime)
- Organize necessary equipment
- Ensure availability of necessary supplies to accommodate distressed passengers (pillows, blankets, catering items, toiletries, etc.)

Customer Care Management or designee will meet with the flight crew to review situation, including demeanor of passengers, nature of delay, estimated time of departure, and any needed assistance. They will ensure Inflight personnel have made announcement to advise customers that they may deplane if they choose to.

02.02 EMERGENCY PROVISIONS

American Airlines will provide food and water to passengers before an extended onboard delay reaches 2 hours, unless the Captain determines that safety or security considerations preclude such service. In accordance with Federal Regulations e-CFR, *Title 14 - Chapter 2 - Subchapter A, Part 259.4*, the provisioning of “emergency food supplies” has been placed inside secure, tamper-evident bins on each

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aircraft. Distribution of these snacks, along with a limited beverage service, should begin before the onboard delay reaches 120 minutes. The “A” F/A is required to coordinate with the Captain prior to accessing and distributing these sealed snacks.³

³ https://www.ecfr.gov/cgi-bin/text-idx?SID=f2cb9bdc18f1d77e504f73746981a5e1&mc=true&node=se14.4.259_14&rgn=div8

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02.02.01 PASSENGER UPDATES

American Airlines flight crew will provide customers with updated delay status approximately every 15 minutes, and in no event, less than every 30 minutes. The announcement should include the current status, reason for delay, estimated time of departure, and any other pertinent information (including if there is no new information). Dispatchers will send any relevant information to the crew via ACARS.

02.02.02 CUSTOMER COMFORT

In accordance with the **FMP1 Chapter 13.3**, American Airlines Captain will notify the station Operations/Control Center and dispatcher when the aircraft lavatories require servicing or catering supplies need to be replenished. The Captain will ensure a comfortable cabin temperature is maintained by running the aircraft packs via the APU or a running engine while on an aircraft movement area. If unable to maintain a comfortable cabin temperature, the aircraft should return to the gate. If delay occurs on a gate or remote parking area, the crew will coordinate with the station Operations Agent, Lead, or Crew Chief to ensure ground power and conditioned air are provided, as required. If Emergency Medical Response is required, the Captain should notify the station Operations/Control Center and dispatcher of the situation, and advise the station if they will return to a gate or if they will require assistance on an aircraft movement area. If a passenger lavatory is inoperative an announcement is required informing the passengers which lavatory is inoperative, and where the functioning lavatories are located. DOT regulations require assurance of operable lavatory facilities. Therefore, at least one operable lavatory is required prior to departure. If all lavatories become inoperative after gate departure, the Captain must coordinate with Fleet Service / Maintenance to return at least one lavatory to operable status. Lavatories with inoperative waste blower systems are considered usable for purposes of DOT compliance.⁴

Upon notification of an actual condition that may lead to a LTD, contacted party will ensure Control Center Management, IOC Director and System Customer Service Manager (SCSM) in IOC at **(682) 315-7100/7400** and are all aware of the possibility of a LTD. Control Center Management and IOC will discuss the next course of action and when to implement the Contingency plan.

Continuous coordination between all parties is necessary to mitigate the risk of LTDs. The following items will be discussed:

- Aircraft out of gate, but not off ground
- Aircraft on the ground, but not in the gate
- Possibility of diversions

⁴ <https://aa.comply365.net/default.aspx>

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Station Management will advise the IOC Director of the number of diversions the station can handle based on station capability and conditions on day of event.

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02.03 DEPLANING INTERNATIONAL FLIGHTS

SBN has defined sterile areas capable of accommodating limited numbers of international passengers. We 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.

At **SBN**, these sterile areas include xxx

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CHAPTER 3

03.01 AIRCRAFT PARKING AND GATING

03.01.01 PRIORITIZATION OF FLIGHTS

The Control Center Manager, in close coordination with the Sector Manager in IOC, will prioritize gating when multiple aircraft are taxiing and approaching LTD status, as follows:

- Emergency
- Customer disposition
- Consider total time on aircraft when prioritizing gating (long vs. short flight stage length)
- Customer apprehension or disturbance communicated via flight crew
- Crew Time
- Passenger connections (International/Special Needs/Unaccompanied Minors)
- Station specific conditions (weather, curfew, etc.)

03.01.02 GATING

The Control Center will coordinate with Ramp Lead/Crew Chief to prepare designated gate for arrival of aircraft. Ramp Lead/Crew Chief will ensure ground equipment is obtained (chocks, safety cones, belt loaders, etc.)

Control Center will coordinate with Gate Agent to prepare for arrival of aircraft by obtaining passenger lists, including Unaccompanied Minors, Special Needs, preferred passengers, connections, and any others requiring special attention.

- First Priority – Utilize open AA gates
- Second Priority – Move other AA aircraft off AA gates to accommodate passengers on a LTD or that have the potential to be on an excessive delay.

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- Third Priority – OAL gates
- Fourth – Remote Extraction

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- Control Center Manager or designee will contact Airport Police at **(574) 282-4595** for any event that may require assistance.

- When and if deplaning passengers and/or bags, the following considerations will be made:
 - **Unaccompanied Minors** - Customer Service Coordinator (CSC) will assign an agent to remain with Unaccompanied Minors.

 - **Special Needs** - Contact appropriate vendor to provide wheelchair and escort assistance.

 - **Connections** - Begin communication with System Support Center (SSC) **(480) 693-6470**/Day of Departure (DOD) **(817) 967-2373** for passenger re-accommodations, if necessary.

- Once passengers are within the terminal, normal passenger re-accommodations will begin.

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03.01.03 GATE AVAILABILITY

When it is safe to do so, and in accordance with documented priorities, AA will deplane OAL's passengers at its gates in alignment with the gate compatibility constraints identified in the table below.

Note: Please see example below. Insert your Stations Gate Availability chart here after package has been printed.

Following Eq. Types Fit On The Following Gates Eff. 5/1/2018 pending Successful Fit Test

GATE	787	773/772	333/332	763	757W	321/321S	S80	320	319/319S	738D	E70/E75	E75R/E90	CR9	CR7	CR2	E45
B1											E70/75	E75R/90				
B2								320	319/319S	738D	E70/75	E75R/90				
B3								320	319/319S		E70/75	E75R/90				
B4								320	319/319S	738D	E70/75	E75R/90				
B5						321/321S		320	319/319S	738D	E70/75	E75R/90				
B6						321/321S		320	319/319S	738D	E70/75	E75R/90				
B7						321/321S		320	319/319S	738D	E70/75	E75R/90				
B8						321/321S		320	319/319S	738D	E70/75	E75R/90				
B9						321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
B10						321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
B11					757W	321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
B13					757W	321/321S		320	319/319S		E70/75	E75R/90				
B14								320	319/319S	738D	E70/75	E75R/90				
B15						321/321S		320	319/319S		E70/75	E75R/90				
B16						321/321S		320	319/319S	738D	E70/75	E75R/90				
C17	0	0	0	0	2	10	3	14	11	15	15	15	0	0	0	0
C18								320	319/319S		E70/75	E75R/90				
C19								320	319/319S		E70/75	E75R/90				
C20								320	319/319S		E70/75	E75R/90				
C21								320	319/319S		E70/75	E75R/90				
C22						321/321S		320	319/319S	738D	E70/75	E75R/90				
C23						321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
C24						321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
C25								320	319/319S		E70/75	E75R/90				
C26								320	319/319S	738D	E70/75	E75R/90				
C27					757W	321/321S		320	319/319S	738D	E70/75	E75R/90				
C28					757W	321/321S	S80	320	319/319S	738D	E70/75	E75R/90				
C29						321/321S		320	319/319S	738D	E70/75	E75R/90				
C30						321/321S		320	319/319S		E70/75	E75R/90				
C31					757W	321/321S		320	319/319S	738D	E70/75	E75R/90				
	0	0	0	0	3	7	3	14	13	8	15	15	0	0	0	0

EXAMPLE

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03.01.04 REMOTE PARKING

If a gate is not available, the Control Center will coordinate remote parking location with Airport Authority **East Ramp / WILCO Ramp** or other organization as appropriate.

If an escort is required to reach aircraft, Operations Agent or designated Control Center personnel will contact the Airport Authority **(574) 340-7320**.

Customer Care Management or designee will provide current information to passengers. Information must include nature of delay, estimated time of departure, and passenger options to deplane, if any. These informational updates will be made every 15 minutes, not later than every 30 minutes.

Control Center Management will maintain communication with IOC at **(682) 315-7100** to ensure all available information is disseminated.

The following items will be coordinated by the Control Center to service the aircraft at a remote location:

- Control Center will maintain direct communication with the flight crew via the local station radio frequency to establish parking location, obtain disposition of customers, receive aircraft servicing requests, and any other issues impacting customer service.
- Control Center will coordinate with **Corporate Wings (574) 282-4200**
- Ramp Lead/Crew Chief will be responsible to secure and transport the following to remote parking location.
- The Station Equipment and Phone Contact Numbers see **Appendix E**.
- When required, agents may need to deplane passengers at a remote location (individual/entire aircraft). The following considerations will be made for deplaning:
- Special Needs passengers, Unaccompanied Minors, passengers requiring wheelchairs, preferred customers.
- If passengers are able to deplane and walk to terminal, the Control Center will contact Airport Authority **(574) 340-7320** to arrange an escort and security, as may be required.

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- If passengers are not able to walk to the terminal, PTVs or buses will be utilized to transport passengers to terminal. The Control Center will contact Airport Authority **(574) 340-7320** to request the PTVs or buses be sent to remote parking location.
- The Control Center will coordinate with Ramp Lead/Crew Chief to determine the need for ground equipment to offload bags/cargo/mail.
- If equipment is required beyond the station's inventory, the Control Center or Customer Operations Management will be responsible to make arrangements with OAL, vendors, or Airport Authority for required equipment.
- Customer Care Management will ensure all basic passenger needs are met until such time as the aircraft departs, is re-located to a gate, or passengers are deplaned remotely. Basic passenger needs may include water, food, lavatory service, climate control, and emergency medical response.

03.01.05 PASSENGER DEPLANEMENT

Once passengers are within the terminal, the following actions will take place during these situations: Flight will be delayed, but will eventually depart:

- All efforts will be made to accommodate passengers throughout the delay by utilizing meal vouchers, water, or contacting outside vendors to supply food during delay, according to company policy.
- Customer Care Management will continuously communicate status of flight.
- Customer Service Agents will accommodate those passengers who request other travel accommodations.
- Flight will Cancel:
- Customer Operations will send all baggage to carousel for passengers to retrieve or re-route bags as necessary.
- Re-booking of passengers will start immediately after cancel decision is made. The Passenger Operations Center Manager will contact System Customer Service Manager in IOC **(682) 315-7400** to initiate re-booking via RICAP.
- Hotel accommodations will be provided per company policy and local procedures.

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Control Center Management will be tasked to coordinate all resources to provide good customer service during a LTD.

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03.01.06 ASSISTANCE TO OTHER AIRLINES (OAL)

American Airlines will make its best effort to assist other carriers, including sharing facilities and making gates available in an emergency situation.

- Control Center Management will provide assistance to OAL during their LTD situations, as requested by either the OAL or by the Airport Authority.
- Control Center Management will ensure that OAL and Airport Authority have proper contact information to request assistance for gates, remote parking, or ground equipment and personnel.
- Control Center Management will make every effort to accommodate requests for gates and parking, including moving American Airlines aircraft off of a gate to make it available for OAL flights experiencing LTDs, when possible.

Off-Hour Operations Contact Information

(574) 250-0711

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CHAPTER 4

04.01 ONBOARD CONTINGENCY PLAN REVISIONS

All contents in the plan Master Template will be reviewed and updated on a bi-annual basis, and station specific information will be reviewed and updated on a quarterly basis or sooner as needed. The Control Center will be accountable for the contents and the overall execution of their station's American Airlines LTD Contingency Plan.

04.01.01 DOCUMENT RETENTION

Designated Control Center personnel must retain for two years the following information about any tarmac delay that lasts more than three hours:

- (1) The length of the delay;
- (2) The precise cause of the delay;
- (3) The actions taken to minimize hardships for passengers, including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance;
- (4) Whether the flight ultimately took off (in the case of a departure delay or diversion) or returned to the gate; and
- (5) An explanation for any tarmac delay that exceeded 3 hours (*i.e.*, why the aircraft did not return to the gate by the 3-hour mark).

This information can generally be memorialized using the attached Appendix documents. These completed documents must be retained for two years following the event.

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APPENDIX A - AMERICAN AIRLINES LEADERSHIP CONTACT INFORMATION

Key Leadership Contacts	Name	Duty Hour Numbers	Alternate Contact Number
Executive VP & COO	Robert Isom	(817) 931-2310	Cell: (612) 845-4213
SVP Customer Experience	Kerry Philipovitch	(817) 963-1250	Cell: (602) 317-9431
SVP Los Angeles	Suzanne Boda	(310) 648-6484	Cell: (215) 490-7279
SVP Gateways & Hubs	Joe Taney	(817) 967-2460	Cell: (215) 964-4938
VP Stations	Donna Paladini	(817) 967-2230	Cell: (480) 467-8968
Regional Managing Director:			
NE Region	Rich Ashlin	(817) 963-7992	Cell: (704) 200-0755
SE Region	Scott Clementi	(817) 967-2085	Cell: (817) 287-1096
Central Region	Marixa Franco	(817) 967-2456	Cell: (954) 557-0874
West Region	John Kashchy	(817) 967-1252	Cell: (407) 443-8369
International Region-			
Canada/Mexico	Jose Giraldo	011-52-55-5268-0711	011-52-1-55-8020-1487
Europe	Richard Muise	(416) 779-5003	Cell: (416) 779-5003
LHR	Rhett Workman	44-20-8750-1032	44-(0)-7990-792-687
Caribbean/SJU	Alfredo Gonzalez	(305) 520-1328	Cell: (305) 992-1267
Latin/South America	Jose Freig	(972) 916-3880	Cell: (602) 300-9565
Asia/Pacific	Russ Fortson	(852) 2625-2818	Cell: (852) 5599-6705
Corporate Communications/ Media Release	Okay for public	(817) 967-1577 or email Media.Relations@aa.com	(817) 931-1348 (after hours)
Crew Scheduling	Not for public	(682) 315-3640	(682) 315-3640
System Customer Service Manager	Not for public	(682) 315-7400	(682) 315-7520 Eagle
IOC Director	Not for public	(682) 315-7100	24/7 Operation
IOC Sector Manager	Not for public	(682) 315-7542	(682) 315-7543
System Support Center (SSC)	Not for public	(480) 693-6470	24/7 Operation
AA Regional Operations Coord	Not for public	(682) 315-7361	(682) 315-7528

Note: If the Control Center is unable to positively contact the Control Center Manager, they will proceed to contact the next level of management.

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American Airlines Local SBN Contacts	Name	Duty Hour Numbers	Alternate Contact Number

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APPENDIX B - PIEDMONT AND PSA LEADERSHIP CONTACT INFORMATION

Key Leadership Contacts	Name	Duty Hour Numbers	Alternate Contact Number
President – Piedmont Airlines	Lyle Hogg	(410) 572-5102	Cell: (412) 638-0673
President – PSA Airlines	Dion Flannery	(937) 665-2586	Cell: (480) 221-1740
Piedmont VP – Flight Operations	Steve Keefer	(717) 948-5573	Cell: (717) 554-9150
PSA VP – Flight Operations	Keith Stamper	(937) 665-2846	Cell: (937) 232-4244
VP Airport Customer Service (PGH)	Eric Morgan	(704) 359-1571	C/BB: (717) 554-6517
Regional Director (PGH)	Tina Weaver	(704) 359-2884	Cell: (717) 460-4148
	Bob Berg	(717) 948-5413	Cell: (717) 648-6531
	Mike Chumbley	(904) 276-1601	Cell: (717) 602-3977
	John Keeton	(704) 359-1565	Cell: (267) 278-5368
	Jeff Garver	(704) 359-2880	Cell: (717) 460-4102
	Cheryl Smit	(480) 693-3581	Cell: (480) 427-6083
Corporate Communications		(480) 693-5729 (leave a message)	(480) 693-5909 (after hours)
PDT Dispatch Supervisor		(800) 354-3395	(410) 572-5200
PSA Dispatch MOD		(937) 665-2805	(937) 665-2805
System Support Center (SSC)		(480) 693-6470	24/7 Operation
AA Regional Operations Coord		(682) 315-7361	(682) 315-7528

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APPENDIX C - ENVOY LEADERSHIP CONTACT INFORMATION

Envoy Key Leadership Contacts	Name	Duty Hour Numbers	Alternate Contact Number
President – Envoy Air	Pedro Fábregas	(972) 374-9177	Cell: (817) 228-1821
Envoy SVP – Flight Operations	Dee Temples	(972) 374-9190	Cell: (682) 201-8682
SVP Airport Customer Services	John Jaynes	(972) 374-9170	Cell: (817) 937-8935
RMD	Rachel Alaniz	(972) 374-9263	Cell: (817) 374-9913
RMD	Cliff Coll	(972) 374-9519	Cell: (817) 941-6635
RMD	AnnMarie De La Paz	(972) 835-5208	Cell: (630) 835-5208
RMD	Jorge Ramirez	(787) 253-6544	Cell: (787) 253-6544
NY Hub VP	Frank Reynolds	(917) 304-2340	Cell: (917) 304-2340
RMD	Greg Ricketts	(972) 374-9521	Cell: (310) 497-0678
MIA Hub VP	Migdoel Rosa	(305) 526-5093	Cell: (787) 529-9803
RMD	Timarty Stitt	(972) 374-9282	Cell: (817) 941-9613
LAX Hub VP	Deesha Desai	(310) 417-6888	Cell: (817) 941-9672
RMD	Mike Wood	(972) 374-9428	Cell: (817) 521-4958
RMD	Charles “Chuck” Davis (SE)	(972) 374-9603	Cell: (817) 863-3312
ORD Hub VP	Ricky Dean	(773) 686-5492	Cell: (773) 686-5492
DFW Hub VP	Jose Valez Rubio	(972) 425-1609	Cell: (817) 226-6106
MD, P&P	Marjorie Ballew	(972) 374-9241	Cell: (310) 259-3777
Corporate Communications		(817) 967-1577 (Business hours)	(817) 931-1348 (after hours)
Crew Scheduling MOD		(972) 374-9500	(972) 374-9500
Customer Relations		(817) 963-1234 Switchboard	
SOC MOD		(972) 374-9400	(972) 374-9400
SOC SOD		(972) 374-9405	(972) 374-9405
AA Regional Operations Coord		(682) 315-7528	(682) 315-7361

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APPENDIX D - SBN OAL STATION MANAGER CONTACT INFORMATION

OAL	Airline Name	Manager Name & e-mail	Phone/Cell	FAX
		-		

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APPENDIX E - SBN STATION EQUIPMENT AND PHONE CONTACT INFORMATION

Station Manager		Airport Authority	
Name	Kevin Coates	Contact Name	Ashley Thorsen
Work Phone #		Contact Work #	
Home Phone #		Contact Home #	
Duty Phone #		Contact Cell #	
		Contact Pager #	
Catering		Airport Food Service	
Vendor Name		Vendor Name	
Vendor Phone #		Vendor Phone #	
Manager Name		Manager Name	
Manager Phone #		Manager Phone #	
After Hours Contact #		After Hours Contact #	

Emergency Gate Request	Name	Department	Phone

Lav and Water Service	Name	Department	Phone

Taxiway Vehicle Escort	Name	Department	Phone

Airstair Sources	Name	Department	Phone
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APPENDIX F - AFTER ACTION REPORTING

It is essential for the Control Center to communicate LTD information to the Regulatory Affairs team in a timely manner. Specifically, information should be communicated “day of” to the extent possible, and within 5 days of the potential LTD.

The Control Center should notify Regulatory Affairs and OPP the same day that an LTD occurs. This initial notification should include a high level timeline of the LTD event that identifies the flight number, time door closed, OOOI times (if available), origin airport, destination airport, and number of passengers onboard.

For each LTD, the following should be prepared by the Control Center Manager and provided to AA Regulatory Government Affairs as soon as possible following the event, but no later than 5 business days after the event.

General description of operation at time of LTD

- Description of bank(s) during which the LTD took place
 - number of flights
 - fleet mix

Detailed description of weather

- Forecast information and time the information was provided
- Actual weather during the event
- Lightning Strike Data
- Graphics that visually depict the weather

Detailed description of Air Traffic Control (ATC) constraints at the time the LTD occurred

- Airspace
- Staffing

Detailed description of specific extraordinary measures that were taken to accommodate passengers or mitigate the situation (for example, reach out to OAs); number of times calls made to get people movers or air stairs; issues with de-icing lines (and whether the de-icer is operated by a third party, non-AA entity); issues with CBP staffing; etc.

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For each LTD, a timeline of the operational events must be prepared. The following template should be completed by the Control Center MOD or as assigned and provided to AA Government Affairs as soon as possible following the event, but no later than 10 days after the event.

EXAMPLE

Extended Tarmac Delay *Departure* Timeline

Flight-A/C:	4383/N835HK	Station:	DFW
Origin:	DFW	Destination:	DCA
Main aircraft door closed/OUT time:	1347	Take off time/OFF time:	1658

Local Time	Mins Off Gate	Actions	Communication between Departments (Name/Org)
1517L	90 mins		Contacted IOC Sector Manager and ATC Desk to inquire why MXE departures not being released
1539L		Red Alert ramp closed lightning on field	
1559L		Ramp open under Yellow Alert back in	Request for PTV made with DOA
1630L		Requested IOC put Ground Stop	

Examples of actions to be listed:

- Time of announcements to deplane and updates or every 30 minutes affirmed
- Time of food and water before 2 hours affirmed
- Operable lavatories
- Reasonable cabin temp

Additional Feedback:
Steps taken to accommodate Passengers

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APPENDIX G - ACRONYMS

Acronym	Identification
ACARS	Aircraft Communications Addressing and Reporting System
ATC	Air Traffic Control
CBP	Customs Border Protection
CSC	Customer Service Coordinator
DOD	Day of Departure
DOT	Department of Transportation
IOC	Integrated Operations Center
OAL	Other Airline
POC	Passenger Operations Center
PTV	Passenger Transport Vehicles
SCSM	System Customer Service Manager
SSC	System Support Center

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ADDITIONAL INFORMATION

- Push Stairs – American Airlines equipment stored at **Corporate Wings**
- Truck Mounted Stairs – American Airlines equipment stored at **Corporate Wings**
- Lift Truck – Contact American Airlines equipment stored at **Corporate Wings**
- Safety Cones – American Airlines equipment stored at **Gate 3**
- Wheel Chocks - American Airlines equipment stored at **Gate 3**
- Lavatory Card - American Airlines equipment stored at **AA Operations**
- Air Conditioning Cart - American Airlines equipment stored at **N/A**
- Heat Cart - American Airlines equipment stored at **AA Operations**
- Ice - American Airlines equipment stored at **Gate 3**

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INCLUDE WITH PRINTED COPY
Station Airport Diagram

