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Shreveport Regional Airport Irregular Operations Plan (IROPS)

To comply with the FAA Modernization and
Reform Act of 2021 and 14 CFR Part 259

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Definitions

Irregular Operations (IROPS): Events which disrupt optimized flight schedules and negatively impacts the normal flow of passengers through the Air Transportation System; and/or extend customer service requirements outside the norm, causing flight delays, cancellations and diversions, whether caused by mechanical problems, bad weather, airport runway closures due to airplane accidents, congestion or other miscellaneous factors that must be dealt with by airlines and airports.

Types of events include:

- Extended weather-related aircraft delays on airport
 - Weather events as SHV (thunderstorms, tornado)
 - Weather events at other airports
- Diversion of aircraft from other airports
- Security Breach at checkpoint(s)
- Alert III (Aircraft fire or crash)
- Incident of National Significance, such as pandemic or any other national significant event

Airport Operations Supervisor (AOS): Personnel responsible for the safety, security, and passenger experience of the day-to-day operations at SHV. The AOS acts as the Manager on Duty 24/7/365 to include IROPS events (diversions, snow removal, etc.).

Airport Communications Center (ACC): This facility provides communications, collaborations, and coordination for day-to-day operations at SHV.

Airport Emergency Plan (AEP): A living document maintained by the Airport Operations Department which governs the management of any minor or catastrophic event which could occur at the airport. This is a legally binding document per 14 CFR 139.

Customer: The SHV customer includes passengers, meet and greet parties, friends and family associated with users of the airport and tenant personnel.

Needs: Any support to the customer required in the event of Irregular Operations such as food, beverage, information, shelter, restrooms, emergency and non-emergency medical treatment, and other health and comfort care. These needs must be met until the operations is restored back to normal flow.

Public Information Officer (PIO): The public information officer role is filled by the Marketing Manager or other airport employee as assigned by the Airport Director.

Provider: SHV Staff, Airlines, Hospitality Services, Government Agencies and contractors.

SHV: Shreveport Regional Airport

TSA: Transportations Security Administration

U.S. Customs and Boarder Protection (CBP): Untied States Customs and Border Patrol

Summary of IROPS Events

An IROPS event tends to be an extension of some other event taking place, such as a weather event that causes mass delays at the airport. While typically not associated with FAA emergency planning required under 14 CFR Part 139, it is no less demanding on the airport because of the numerous stakeholders involved and the undefined lines of responsibility to respond. All conceivable IROPS events involve crowd control at some level, which can be triggered by:

- Extended weather-related aircraft delays, cancellations, diversions or airport closures (including indirect events – weather at another airport)
- Security breaches requiring re-screening/evacuation
- Extended airport roadway closures
- Aircraft Accidents (Alert III)
- Safety and/or security event requiring an evacuation
- Hostage taking situation involving a standoff
- Hijack situation involving significant airport surface closures
- A National Incident of Significance (terrorist attack, act of war, pandemic, etc.)

It is assumed that many of these incidents would be significantly less likely than others. As such, emergency planners have acted accordingly in planning for worse case scenarios, but preparing (stockpiling of supplies, pre-contracts for support, etc.) for the more likely IROPS scenarios which could take place at SHV. IROPS events that require a law enforcement or Fire/EMS response are included in the SHV AEP.

Purpose

The purpose of this Irregular Operations Plan (IROPS) consists of a need to address a broad range of logistical, operational, and human factors which may occur during periods of irregular operations at Shreveport Regional Airport. During irregular operational events such as weather diversions, mechanical diversions, medical emergencies, flight delays, cancellations or the possible various combinations of the aforementioned factors may need to be addressed to assure that Shreveport Regional Airport's commercial operations continue to function as smoothly as possible, and that the well-being of commercial passengers is properly considered.

Furthermore, this irregular operations contingency plan has been created to conform and comply with standards set forth by the FAA Modernizations and Reform Act of 2012, and 14 CFR Part 259.

Scope and Historical Perspective

Due to its primary 8,351 X 200 ft. CAT II capable instrument runway and its geographical location in respect to large-hub airports in the State of Texas, and the eastern coast of the United States, Shreveport Regional Airport (SHV) has been traditionally used as both a primary and secondary diversion airport for Dallas Fort Worth international Airport (DFW), and a primary and secondary diversion airport for George Bush Intercontinental Airport (IAH). DFW resides in a region that is commonly and historically susceptible to moderate and severe “pop-up” thunderstorms, which typically occur in the mid to late afternoon hours of the spring and autumn months.

Diverted flights may only require a re-fuel in order to reach its final destinations, however, diverted flights may delay or cancel due to weather or aircrew flight time safety requirements. Regularly scheduled flights arriving or departing SHV may also experience delays or cancellations due to weather related events at the destination airport. Delays have historically been held at an average of 1.5 to 3 hours per aircraft, per event. Other delay, cancellation, and/or diversion events also include medical and mechanical incidents or emergencies. These types of events are covered under the SHV Airport Emergency Plan (SHV AEP), however do fall under an IROPS event.

Event Communication and Notification

I. Anticipation Planning

When atmospheric conditions exist that are conducive to the formation of thunderstorm activity in the vicinity of DFW or IAH, SHV Airport Operations begins monitoring live flight tracking software, DFW Diversion Manager website and live Doppler radar feeds. Additionally, Airline Tenants are required to report inbound diversion aircraft to the Airport Operations Supervisor/Airport Communications Center to allow the airport to prepare for the event and to put personnel and equipment on standby. Likewise, if the ACC or AOS is notified of a diversion and has not been made aware of the aircraft by the airline, the AOS will make a phone notification to the airline’s station manager. All affected tenants and personnel will be notified of inbound diversion aircraft via the airport’s SLACK notification system.

II. Airline Management and Tenant Notification

Airport Operations at SHV prides itself on maintaining a very close working relationship with all the airport’s tenants. These relationships provide a distinct advantage in preparation for diversion events. Written agreements with airline management personnel guarantee that Airport Operations has a real-time reporting and updating mechanism for any flights that are being diverted to SHV. The airline management self-updating and self-reporting mechanism serves as a “fail-safe” backup to the resources of flight tracking software and the DFW Diversion Manager website. The same level of communication exists with SHV’s lone Fixed Base Operator, TAC Air. The status of inbound diversions in regard to the refueling, lavatory service, and ground handling will be communicated to TAC Air via the airline personnel should the need arise.

III. Security Notification

SHV's Airport Communication Center (ACC) is also a participant in event notifications. Airport Operations communicates with ACC via duty cell phone or SLACK notification system relaying airline flight numbers, aircraft types, origin and destination codes, and estimated arrival times. Upon a diversion aircraft arrival, Airport Operations again notifies the ACC with the arrival's flight number and parking location. This communication ensures that Airport Police have up to date information and are standing by to provide security for diverted aircraft as needed.

If an incoming diversion should be of international origin, the ACC or the AOS will notify U.S. Customs and Border Patrol (CBP), which maintains an "on-call" office at SHV. If the international aircraft pilot decides to deplane or the flight is cancelled, the AOS will notify CBP. The estimated time of arrival for a CBP officer will be passed on to airline management.

IV. Screening Services Notification

If an aircraft diversion or delay will exceed the normal operating hours of TSA, the AOS will notify TSA Management in order to have TSA screening personnel stay over as necessary. If a diverted aircraft lands after TSA screening hours, all efforts will be made by airline and SHV personnel to ensure all passengers remain in the Sterile Area to negate the need for re-screening. The AOS will only contact TSA Management to recall TSA Screeners in an emergency. However, the recall of TSA screeners or the extended hours of TSA screening is up to the discretion of TSA Management.

V. Passenger Amenity and Sanitation Notification

For the purpose of passenger amenities, the AOS will notify Tailwinds Concessions Management, and per contractual agreements, Tailwinds Management will make the necessary arrangements to provide food, drink, and personal hygiene commodities. SHV also provides passengers with free Wi-Fi access throughout the terminal and concourses.

Tailwinds Concessions is the airport contracted concession and restaurant service company. Tailwinds has a café located behind the TSA Screening Checkpoint, which includes an outdoor patio and smoking areas. Additionally, Tailwinds has a store front and food/beverage options at each end of the concourses.

The AOS will also notify the contracted and on-staff janitorial service providers. Custodial employees will be placed on stand-by in anticipation of performing cleaning services as required.

VI. Scheduled Aircraft Delays or Cancellations

For purposes of planning and resource management, Airline Station Manager or their respective designee(s) must communicate if there is a delay or cancellation of any inbound/outbound flight to SHV to the ACC or AOS. This information will be disseminated via SLACK to airport management, PIO, Airport Police, TSA, Tailwinds Concessions and janitorial services. The ACC will log the event into the Daily Events Log.

Ramp Parking Accommodations

Typically, aircraft that are diverted to SHV have company representation at the airport. American, United, Delta, and Allegiant Airlines all have assigned gates and company representation at SHV. In order to provide company-specific service, diverted aircraft are parked adjacent to their respective company gates to the maximum extent possible, and serviced directly by their company ground personnel. TAC-Air, our Fixed Base Operator (FBO), provides refueling and lavatory services to all diversion aircraft.

In the case of airlines that have no company representation at SHV, parking accommodations and ground handling are provided by TAC-Air at the common use gates (Gate 11 or Gate 3) or alternatively on the General Aviation Ramp. Airport Operations will contact the aircrew once parked to assess the situation and aid as required.

If SHV receives any international diversions, these aircraft are parked and serviced by either TAC-Air and/or company respective ground personnel at Gate 3. The exception being if USCBP has cleared the flight as domestic, then they can be handled at their company's gate area or the General Aviation Ramp if necessary.

Diversion aircraft that arrive at SHV can be categorized into three categories: Gas & Go, Deplanement, or Standby. Gas & Go is the ideal category, as the aircraft will arrive, be refueled, and then depart. A deplanement can be caused by several issues such as crew timeout or extensive ground stop/delay. If deplanement is necessary or imminent, it is highly recommended that the aircraft be parked near the company's assigned gates. The last category, Standby, is when diverted aircraft will not need any assistance or services and wished to just simply land for a short period of time and then depart. Standby aircraft are encouraged to park at the East Apron or Gate 12.

For diversion aircraft being ground handled by TAC-Air personnel, flight crews shall establish radio contact with those personnel via TAC-Air's UNICOM aviation-band radio frequency.

Should the diversion event become overwhelmingly large, over-flow parking of aircraft is accommodated by TAC-Air on the General Aviation Ramp, which has the capacity to hold a dozen large commercial airliners. In the rare event that the General Aviation Ramp becomes fully occupied, the airport's East Cargo Apron will be utilized for the parking of additional diversions. The last resort shall be to utilize taxiways/runways as temporary parking locations until space on various aprons becomes available. The priority and flow of locations is as follows:

Apron/Parking Area	Aircraft Availability/Priority
Commercial Ramp	Contracted Airline tenants or subcontracted companies' aircraft
Gate 3	International diversions
Gate 11	Common Use Gate for non-signatory air carriers as assigned by Airport Ops
General Aviation Ramp	All non-signatory air carriers or contracted air carriers that have been agreed upon by the airline or TAC-Air or as required by Airport Ops
East Cargo	Overflow and Standby aircraft
TWY B	Overflow if other areas are unavailable as coordinated with Airport Ops
TWY D	Overflow if other areas are unavailable as coordinated with Airport Ops
TWY C	Overflow if other areas are unavailable as coordinated with Airport Ops
TWY L	Overflow if other areas are unavailable as coordinated with Airport Ops
RWY 6/24	Overflow if all previously mentioned areas are unavailable or full

*See pages X & X of the plan for maps regarding parking area priority.

Passenger Deplaning

I. Personnel Activation

If ground delays become long term (passengers on ramp greater than 3 hours) deplaning of passengers may be deemed necessary. Airline Management/representative must give **No less than 1 hour warning of a deplanement due to IROPS to the AOS.** Notifications via SLACK will be sent by AOS to airport management, PIO, TSA Management (as necessary), janitorial services, Airport Police, and Tailwinds Concessions. If required, USCBP will also be notified. All applicable personnel will be put into standby or active status depending on the situation as assessed by the AOS.

II. Gate Accommodations

Once the passenger deplaning process begins, passengers are escorted by airline personnel and airport police officers to their respective airline concourse gates. Here, the passengers are in contact with airline representatives who shall keep them informed on flight status and delay times. Also, passengers are free to roam the concourse and partake in the use of restroom and vending facilities. However, they may not leave the sterile area if TSA screeners are not present. If the flight is terminated, all bags will be removed from the aircraft and must be delivered in a timely manner to the passengers.

III. International Flights

Should a flight be international in origin, Gate 3 shall be utilized for passengers waiting to be screened by U.S. Customs officers. Gate 3 is considered a sterile area and is set up in such a way that these passengers will not come in contact with domestic passengers prior to screening by U.S. Customs officers. Passengers will be escorted to the closest restroom facility as needed by Airport Police or Airport Operations to ensure that international passengers and domestic passengers do not come in contact. Once passengers are cleared by U.S. Customs officers, they will be able to have access to the rest of the concourse areas.

Transportation

The Shreveport Airport Rescue and Fire Fighting Battalion maintain a 50-passenger transit bus. For any diversion aircraft that are parked on the General Aviation ramp, or any other remote parking location, this bus will be utilized for transporting passengers to the terminal concours upon the request of the airline representative. **Airline managers must give at least 1 hour notice for any remote location deplanement.** This will allow the airport the appropriate amount of time to have resources in place to relocate the passengers in a safe, secure, and efficient manner. AOS/APD will oversee the transportation process to ensure all passengers are accounted for, and that they all enter the sterile area at their respective gate.

Medical Emergencies

I. Notification

If a passenger on-board a diversion aircraft experiences a medical emergency, the flight crew has several options for making notifications. The most efficient, quickest, and most used method is that of radio contact with ATCT ground control. ATCT personnel shall utilize SHV's emergency alert system, which is also used for the declaration and notification of aircraft in-flight emergencies or "Alerts." Further information on SHV's emergency alert system can be found in the SHV AEP.

A second option for a flight crew to notify personnel of a medical emergency would be the utilization of Tac Air's UNICOM frequency, in which case, Tac Air personnel would make the appropriate notification not the ACC and AOS.

The third, most basic and generalized method for a flight crew to make emergency notification would be that of dialing 9-1-1 from any phone. The appropriate call routing will take place and notify the appropriate SHV airport emergency personnel of the situation.

II. Emergency Response

SHV has a unique advantage for the purpose of medical emergency response. In addition to the appropriately EMT-trained personnel at the airport's ARFF station. In addition to an ARFF response, the City of Shreveport maintains a district fire station (Station 16) that is adjacent to the airport's terminal concourses. This station houses EMT-trained firefighters and includes a response ramp that has direct AOA access to the commercial aviation ramp and all concourse gates. Station 16 is a participant in SHV's emergency alert system and the AEP.

Media Interaction

Once Airport Operations establishes that a diversion event is indeed going to begin, contact is made with the airport's Public Information Officer (PIO) via the SLACK notification system. Airport Operations will provide the PIO with information such as estimated number of inbound arrivals, estimated times of arrival, flight numbers, and other pertinent information. This information will be disseminated to local

media news outlets or released on airport's social media pages at the PIO's discretion. Additionally, Airport Operations will notify the PIO when any diversion aircraft begins the deplaning process.

IROPS Working Group

Quarterly, or after a significant IROPS event, the SHV IROPS Working Group will meet to discuss events in detail. This debrief will allow the working group to examine the details of the event, good or bad. The IROPS Working Group members shall include, but is not limited to:

- Airline Station Managers
- Airport Director/Assistant Director
- Airport Operations Staff
- Airport Upper Management
- Airport Police Chief
- Airport PIO
- Airport Communications Supervisor
- Concessions Manager
- FBO Manager
- U.S. Customs and Border Patrol
- FAA Air Traffic Control Manager
- TSA Manager
- Rental Car Managers
- Janitorial Contractor Manager/Lead

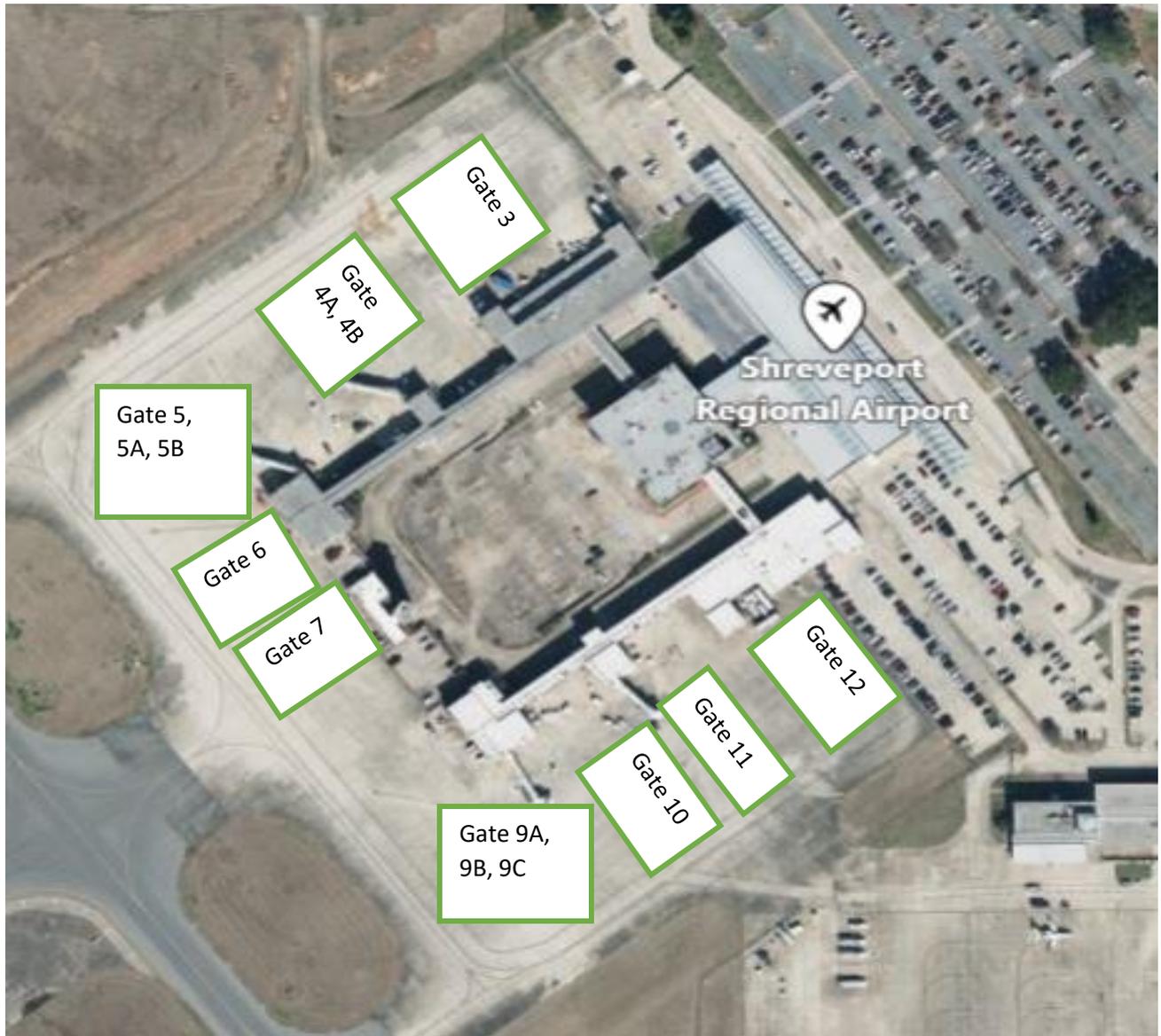
The wide spectrum of participants allows the Working Group to have a greater perspective of the event and a better understanding of all the working aspects of any IROPS event. This Working Group allows the Shreveport Regional Airport to assess IROPS events and better plan for future events.

Airfield Parking Priorities



1. Commercial Ramp
2. General Aviation Ramp
3. East Cargo Apron
4. Taxiway C & D
5. Taxiway L
6. Runway 6/24

Terminal Parking Availability



Gate 3 – International Origin Aircraft Parking

Gate 4A/4B - United Airlines

Gate 5/5A/5B – American Airlines

Gate 6 – Common Use Gate

Gate 7 – Common Use Gate

Gate 9A/9B/9C – Delta Airlines

Gate 10 – Common Use Gate

Gate 11 – Common Use Gate

Gate 12 – Common Use Hardstand

Action Charts

The following should be used as a guide in the event of an IROPS Event.

Diversion Response			
Action		Response	
Initial Phase	Diversions are imminent/enroute	Notify Airport Ops/ACC	Airline Tenant
Response Phase	Diversion Nonfiction received by Airport Ops/ACC	Begin SLACK Notifications	ACC/Airport Ops
		Check with ARFF on bus status	Airport Ops
		Consult with Airline Reps for type of aircraft and parking locations request	
Initial Phase	Diversion Lands	None	
Response Phase	Diversion Landed	Relay parking information to ATCT	Airport Ops
		Marshal and park aircraft	Airline Tenant/Tac Air
		Provide jet bridge or mobile ramp	Airline Tenant/Tac Air
		Collect aircraft information and enter in log	Airport Ops
Initial Phase	Diversion Deplanement Requested	Notify Airport Ops if at a remote parking location	Airline Tenant
		Notify ACC if at Gate	
Response Phase	Diversion Deplanement Request Received	If at gate: deplane directly into terminal	Airport Ops
		If at a remote location: Airport Ops will notify ARFF of aircraft tail number and location and where the passengers will need to be dropped off	
Initial Phase	Diversion Reboarding Requested	Notify Airport Ops/ACC of reboarding event	Airline Tenant
Response Phase	Diversion Reboarding Received	If at gate: board as practical without delay	Airline Tenant
		If at a remote location: notify Airport Ops	
		Remote Location: ARFF will provide bus/drop off	Airport Ops

Delay / Cancellation Response			
Action		Response	
Initial Phase	Aircraft is going to delay/cancel	Notify Airport Ops/ACC	Airline Tenant
Response Phase	Delay or cancellation Notification Received	Log Notification	Airport Ops/ACC
		Notify PIO via SLACK	PIO
		Make announcement via social media	
Response Phase	If Diversion Cancels	Notify Airport Ops/ACC	Airline Tenant
		Make Appropriate Arrangement for Passengers	
		Remove and Deliver Bags to Passengers	
		Notify Concessions and Janitorial	Airport Ops/ACC
		Check Front Terminal for Passenger Flow	Airport Police
		Check Inside Terminal for Cleanliness and Passenger Flow	Airport Ops
		Check with Airlines of Passenger Bags and Passenger Status	

SHV Aviation Frequencies

FAA Air Traffic Control	
SHV Tower	121.400 MHz
SHV Ground	121.175 MHz
SHV Clearance Delivery	124.650 MHz
SHV Approach/Departure West	119.900 MHz
SHV Approach/Departure East	123.750 MHz
Automated Terminal Information System	128.450 MHz
SHV Unicom	122.950 MHz
Air Carrier Operations	
American Eagle (American Airlines)	131.950 MHz
United Ground Express (United Airlines)	129.675 MHz
Unifi (Delta Airlines)	129.850 MHz
AvFlight (Allegiant)	129.600 MHz
FedEX	131.925 MHz
UPS	129.425 MHz
Fixed Base Operator	
TAC Air (UNICOM)	122.950 MHz
TAC Air (ARINC)	130.070 MHz