



SOUTHWEST GEORGIA REGIONAL AIRPORT (ABY)

IRREGULAR OPERATIONS (IROPS)

CONTINGENCY PLAN

May 15, 2012

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INTRODUCTION

Purpose

This document provides the coordinated IROPS Contingency Plan for the Southwest Georgia Regional Airport. It was developed by the airport's IROPS Contingency Response Committee under the sponsorship of Airport Management. Membership in the Southwest Georgia Regional Airport's IROPS Contingency Response Committee comprises representatives from each of the Southwest Georgia Regional Airport's aviation service providers. The committee recognizes that individual plans and a coordinated effort by the airlines, airports, government agencies, and other aviation service providers is essential to successfully minimizing the impact of IROPS events on passengers. This coordinated contingency management plan provides a common point of focus for the Southwest Georgia Regional Airport's coordinated response to IROPS events.

The emphasis for this plan is the identification and documentation of areas of contingency activities of the Southwest Georgia Regional Airport's aviation service providers that require support from one or more service provider organizations. The plan format follows the recommendations provided in ***ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning***.

The Southwest Georgia Regional Airport has recognized the importance of the guidance provided by the U.S. Department of Transportation (DOT) and its ***Model Contingency Plans to Deal with Lengthy Onboard Ground Delays***. To this end, a compliance matrix is provided in Appendix A to relate specific sections of the Model Contingency Plan to those of this document.

Use of Terms

The following is a list of terms and definitions used throughout this Model Plan and associated topic worksheets. See the glossary contained in ***ACRP Report 65: Guidebook for Airport Irregular Operations (IROPS) Contingency Planning*** for additional terms and definitions.

Irregular Operations (IROPS) – Exceptional events that require actions and/or capabilities beyond those considered usual by aviation service providers. Generally speaking, an impact of these events is the occurrence of passengers experiencing delays, often in unexpected locations for an undetermined amount of time. Examples include extreme weather events (such as snowstorms, hurricanes, tornados), geological events (such as earthquakes, volcanoes), and other events (such as power outages or security breaches).

Passengers – Includes people traveling, service animals in the cabin, and live cargo onboard aircraft and in the terminal area.

Customers – Includes both passengers and other non-aviation service personnel such as meters and greeters who are in the terminal area.

FAA – Federal Aviation Administration – Please note that for the purposes of this guidebook, references to the FAA include all forms of air traffic control (ATC) services.

CBP – Customs and Border Protection

TSA – Transportation Security Administration

Service Providers – All entities at an airport that provide services for customers and passengers including but not limited to: airports, airlines, concessionaires, ground transportation agencies, government agencies, fixed base operators (FBO), overnight accommodations, emergency response, military (if joint-use facility), and diversion airports.

Passenger Needs

Needs of passengers, both on board aircraft on the ground or in the airport terminal during lengthy delay or other IROPS events, vary and normally require the attention of more than one party to be met. By understanding the needs of passengers during such delays, the Southwest Georgia Regional Airport, diversion airports, airlines, government agencies, and other aviation service providers can take appropriate steps to anticipate and address such needs.

Causes of IROPS Events

Causes of IROPS events can include a number of conditions such as extreme weather, geological events, reduction of airport facility capacity, aircraft mechanical problems, and labor issues. The impacts of IROPS events include flight delays, cancellations, and diversions resulting in potentially adverse impacts on passengers and other airport customers. In addition to impacts on passengers, IROPS events also have an impact on airport operations. As noted in the guidebook, there are four phases of impact during an IROPS event that must be planned for:

- Surge
- Capacity
- Off-hours
- Extended stay
- Flight Diversions

Each IROPS event is unique, and airlines, diversion airports, government agencies, and other aviation service providers will benefit from the Southwest Georgia Regional Airport IROPS Contingency Plan accounting for diverse IROPS characteristics by adapting to changing conditions.

Planning for Contingency Response

The purpose of the Southwest Georgia Regional Airport IROPS response management process is to identify and document actions requiring coordination between two or more aviation service providers. Joint actions are identified that reflect both current individual contingency plans and areas of recommended communication, collaboration, and coordination between service providers.

CHAPTER 1 – EXECUTIVE BUY-IN/GET ORGANIZED

Activities described in this chapter provide for:

- The establishment of the Southwest Georgia Regional Airport IROPS Contingency Response Committee
- Establishment of 24/7 contact/notification list
- Documentation of procedures with airlines, government agencies, and support organizations
- Conducting workshops and training (including table-top exercises)

1.1 Establishing an IROPS Contingency Response Committee

The Southwest Georgia Regional Airport IROPS Contingency Response Committee has been established following the guidelines of the DOT's Model Contingency Plan. The Southwest Georgia Regional Airport's Airport Director provides the sponsorship and designates the chairperson of the Committee.

The goal of the committee is to establish and enhance contingency plans through collaborative decision making. This will ensure that actions result in a unified level of customer care across all of the Southwest Georgia Regional Airport's aviation service providers during IROPS events.

Members of the Southwest Georgia Regional Airport's Contingency Response Committee include representatives of all local aviation and customer service provider organizations. Organizations and representatives are shown in the IROPS Contingency Response Committee table along with their 24/7 contact and notification information.

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Committee Chairperson		
Southwest Georgia Regional Airport	Kenneth L. Johnson (229) 430-5175 or (229) 407-2601 (cell)	Chief Bernard Ford (229) 407-0836
Airport Operations		
Southwest Georgia Regional Airport	Shelby Daniel (229) 407-0835	Chief Bernard Ford (229) 407-0836
Airlines		
ExpressJet	Lacey Robinson (229) 985-4502 or (229) 873-0528	Mike Reddish
Concessions		
Cross Landing Bar and Eatery	Mrs. Trudy Cross (229) 888-9891	Mr. Ricky Cross (229) 888-9891
Ground Transportation		
AVIS Rental Car	Airport Counter (229) 435-2404	Yonas Michael (803) 767-1212 Paul Cheatham (850) 433-0011
Budget Rental Car	Airport Counter (229) 435-2404	Bill Gatlin (850) 222- 9149 Paul Cheatham (850)
Enterprise Rental Car	Kamesha Griffin (Asst. Manager) (229) 889-9553	
Hertz Rental Car	Nature Williams (Manager) (229) 435-1751	
Albany Quality Cab Company	T.L. Williams (229) 344-0877 (cell) (229) 347-2638 (business)	
Hotel		
Government Agencies		
CI2 –ATCT (Federal Aviation Administration)	Dwayne Adams (229) 435-1644	Air Traffic Control Tower (478) 213-5088 (Dwayne- Cell)
Transportation Security Administration	Dan Wise (229) 430-0371 or (229) 220-8730 (cell) or (229) 244-5985 (office)	Jeff Smith (229) 430-0371

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Public Safety Operations		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0836
Diversion Airport(s)		
N/A	N/A	N/A
Fixed Base Operations		
Eagles of America	Scott Bridge (229) 434-8787	Audie Trice (229) 529-9125
Military (if joint-use)		
N/A	N/A	N/A
Emergency Response		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0835
Executive Management Liaison		
<p>Note: Contact details shown are for the representative's organization office. Contact details for the IROPS Contingency Response Committee and points-of-contact for agencies during an IROPS event should be listed in Appendix D of Resource B – Model IROPS Contingency Plan.</p>		

CHAPTER 2 – DOCUMENT CURRENT SITUATION

The IROPS data collection activities focus on:

- Reviewing existing IROPS response plans from service providers, including airlines, government agencies, and support organizations
- Local IROPS event history
- Local customer needs
- Local tracking of delayed aircraft
- Local trigger events and communications plans
- Local support for passengers on board, being deplaned, and in-terminal
- Local tracking of inventory
- Local skills availability

2.1. Reviewing Existing IROPS Response Plans

It is recognized that the Southwest Georgia Regional Airport's organizations may have their own plans for response to IROPS events. It is also recognized that the United States DOT's rules on enhancing airline passenger protections (14 CFR Part 259 – Enhanced Protection for Airline Passengers) require air carriers to adopt tarmac delay contingency plans and coordinate those plans with airports. The purpose of this section is to identify the several IROPS plans of local airlines, airport operations, and FBO organizations as they relate to areas of coordination between organizations.

The Review Existing IROPS Response Plans table describes both formal and informal understandings of coordination between these organizations, as well as individual organization Standard Operations Procedures (SOP's) related to IROPS response. Description of procedures with concessions, ground transportation, and government agencies (FAA, TSA, and CBP) are found in Sections 3.1.1 through 3.1.5 of this plan.

Southwest Georgia Regional Airport (ABY) IROPS Event History	
Time/Date	Event Description

2.3 Passenger Needs during an IROPS Event

The Passenger Needs table focuses on needs of passengers and other customers during IROPS events, with special focus provided for special needs passengers. The needs analysis is provided by consideration of general information of customer needs during IROPS events.

Southwest Georgia Regional Airport (ABY)	
Tracking Delayed Aircraft	
Organization	Description
ExpressJet	ExpressJet agents will monitor for flight delays or diversions and will notify passengers and interested parties (TSA, Airport Safety Officers, etc.).

2.5 Trigger Events and Communications Plans

Effective response to an evolving IROPS event depends on timely shared situational awareness among all aviation service providers. Relevant IROPS information includes the early identification of a potential IROPS situation and the evolving IROPS condition as the event evolves.

Key elements of communication during an IROPS event require coordinated IROPS response actions by airport operations, the airlines, ATC services, and by affected diversion airports to track and share aircraft status both in-air and on-ground. Based on the situational need, additional communications among other organizations such as the TSA, CBP, concessions, and ground transportation may also be required.

The Trigger Events and Communication Plans table describe shared information, including aircraft delay tracking performed by airlines, the FAA, the Southwest Georgia Regional Airport’s airport operations, and diversion airports.

Southwest Georgia Regional Airport (ABY)					
Trigger Events and Communications Plans					
Organization	Trigger Event	Responsible Party	Target Group(s)	Communication Method(s)	Comments

Southwest Georgia Regional Airport (ABY)					
Trigger Events and Communications Plans					
Organization	Trigger Event	Responsible Party	Target Group(s)	Communication Method(s)	Comments

2.6 Support for Passengers

The key goal of the Southwest Georgia Regional Airport’s IROP plan is to ensure focus on coordinated support of passengers and other customers during an IROPS event. Three (3) areas of coordination recognize U.S. Congressional concerns for the provision of:

- Support for deplaning of passengers from aircraft
- Sharing of facilities, including making gates available
- Having a sterile area available for passengers who have not yet cleared CBP.

The Support for Passengers table describes passenger coordinated support for passengers at airports while they are on board aircraft, during their deplaning (especially from remote parking areas), in the terminal, and when they need ground transportation.

Southwest Georgia Regional Airport (ABY)		
Support for Passengers		
Passenger Location	Service Provider	Description
Passenger Hold Room	ExpressJet	ExpressJet agents will attempt to assist their passengers with their needs. ExpressJet will provide, if requested, food vouchers for passengers to eat in the airport’s restaurant.
Passenger Hold Room	Airport (Airport Safety Officers)	When requested and with adequate personnel, the ASOs will support the ExpressJet agents by remaining in the passenger hold room until passengers enplane.
Concession	Cross Landing Bar & Eatery	Cross Landing and Eatery will accept ExpressJet’s food vouchers and will bill the local ExpressJet management for costs.

2.7 Tracking Inventory

This section describes guidance for planning and developing procedures across local organizations identifying resources (equipment and supplies) held by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another Southwest Georgia Regional Airport organization during an IROPS event.

Descriptions of understandings of planned coordination related to sharing of resources are listed in **Section 2.1 – Reviewing Existing IROPS Response Plans**. The Tracking Resource

Inventory table describes specific categories of resources that have been identified as being available for shared use.

Southwest Georgia Regional Airport Tracking Resource Inventory		
Organization	Inventory Item	Description
ExpressJet	Gate 1 Turboway	Passenger loading walkway.
ExpressJet	Ground Service Equipment (GSE)	GSE equipment available at the airport consist of baggage belt loader, deicer, baggage carts, disability lift, etc.

2.8 Skills Availability

This section describes guidance for planning and developing procedures across local organizations identifying categories of skilled personnel employed by an airport service organization beyond those which have been planned for shared use, but that could be made available for use if requested by another Southwest Georgia Regional Airport’s organization during an IROPS event.

Descriptions of understanding of planned coordination related to sharing of skilled staff are listed in *Section 2.1 – Reviewing Existing IROPS Response Plans*. The Skills Availability table

describes specific categories of skilled personnel which have been identified as being available for shared use.

Skills Availability		
Please modify this table as appropriate for your needs, and add additional rows as necessary.		
Organization	Skill	Description
Eagles of America (FBO)	Fueling	Eagles of America fuels all air carrier aircraft at the airport and will need to be contacted for any fueling or refueling.
Southwest Georgia Regional Airport	Support	Southwest Georgia Regional Airport will provide any support to ExpressJet during an IROPS event.

CHAPTER 3 – ESTABLISH PROCEDURES TO COOPERATE

The following sections document the establishment of operating procedures with service providers (e.g., airlines, FAA, CBP, TSA, concessions, ground transportation) for use during IROPS events.

3.1 Cooperation Procedures

There are a group of service providers that are considered to be typically found at airports that are vital in local IROPS planning efforts. Coordination with these entities (identified in the

following sections) is critical in order to establish procedures that will be followed during an IROPS event.

3.1.1 Airlines

It is recognized that the DOT has issued a rulemaking that requires airlines to adopt tarmac delay contingency plans and coordinate them with both scheduled airports they serve and their diversion airports. The Establish Procedures with Airlines table describes airline procedures specific to IROPS events for each airline out of the airport. Appendix B contains copies of specific airline procedures and tarmac delay contingency plans on file.

Southwest Georgia Regional Airport (ABY)		
Procedures with Airlines		
Organization	Contact Name	Local Agreements

3.1.2 FAA

It is recognized that the FAA has issued directives to air traffic personnel pertaining to aircraft making tarmac delay requests related to United States DOT’s 14 CFR Part 359 *Enhanced Protection for Airline Passengers*. The FAA has also established procedures allowing airports access to aircraft flight status. The Establish Procedures with FAA table describes the Southwest Georgia Regional Airport’s FAA (CI²) actions specific to IROPS events. Appendix B contains copies of specific procedures with the FAA.

Southwest Georgia Regional Airport (ABY)		
Procedures with FAA		
Organization	Contact Name	Local Agreements
CI ²	Dwayne Adams (Air Traffic Manager)	Letter of Agreement (LOA)

3.1.3 CBP

It is recognized that CBP has issued guidance to directors of field operations concerning passengers on diversion flights, including those into airports not normally staffed by CBP.

The Establish Procedures with CBP table describes the Southwest Georgia Regional Airport’s CBP procedures specific to IROPS events. Appendix B contains copies of specific procedures with the CBP.

Procedures with CBP		
Please modify this table as appropriate for your needs, and add additional rows as necessary.		
Organization	Contact Name	Local Agreements
N/A	N/A	N/A

Procedures with CBP		
Please modify this table as appropriate for your needs, and add additional rows as necessary.		
Organization	Contact Name	Local Agreements

3.1.4 TSA

It is recognized that the Department of Homeland Security has issued procedures to TSA Federal Security Directors concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

The Established Procedures with TSA table describes the Southwest Georgia Regional Airport’s TSA procedures specific to IROPS events. Appendix B contains copies of specific procedures with the TSA.

Establish Procedures with TSA		
Please modify this table as appropriate for your needs, and add additional rows as necessary.		
Organization	Contact Name	Local Agreements
TSA	Dan Wise (Transportation Security Manager)	N/A

3.1.5 Concessions

Concessions at the Southwest Georgia Regional Airport have been requested to agree to provide service during IROPS events, including those resulting in extended passenger (and other

customers) stay in the terminal area. Key considerations include agreement to remain open during extended hours and support for special-needs passengers, including new infant supplies.

The Establish Procedures with Concessions table describes specific concessions support procedures identified as being available during IROPS events. Appendix B contains copies of specific concession procedures.

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Concessions		
Organization	Contact Name	Local Agreements
Cross Landing Bar and Eatery	Mr. and Mrs. Ricky Cross	Snack Bar Agreement

3.1.6 Ground Transportation

Ground Transportation organizations at the Southwest Georgia Regional Airport have been requested to agree to provide service during IROPS events, including those resulting in extended passenger (and other customers) stay in the terminal area. Key considerations include agreement to provide service during extended hours and procedures for obtaining additional resources when required.

The Establish Procedures with Ground Transportation table describes specific ground transportation support procedures identified as being available during IROPS events. Appendix B contains copies of specific ground transportation procedures.

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Ground Transportation Agencies		
Organization	Contact Name	Local Agreements

Southwest Georgia Regional Airport (ABY)		
Establish Procedures with Ground Transportation Agencies		
Organization	Contact Name	Local Agreements
Avis Rental Car	Yonas Michael Paul Cheatham	Rental Car Agreement
Budget Rental Car	Yonas Michael Paul Cheatham	Rental Car Agreement
Enterprise Rental Car	Kamesha Griffin	Rental Car Agreement
Hertz Rental Car	Nature Williams	Rental Car Agreement
Albany Quality Cab Company	T. L. Williams, Sr.	N/A

3.2 Other Providers to Consider

Above and beyond the service providers identified in the previous section, several other entities should be coordinated with, as appropriate to the Southwest Georgia Regional Airport. The list below highlights some of these service providers that should be considered when establishing procedures to follow during IROPS events.

- Alternative transportation providers (mass transit, busing companies, off-site rental car agencies)
- Overnight accommodations (nearby hotels)
- Military installations (if joint-use)
- FBOs

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- Refuelers
- Off-site restaurants
- Emergency response (LEO, fire, EMT)
- Red Cross
- FEMA
- Special needs service providers (wheelchairs, oxygen, etc.)

IROPS Coordinated Frontline Training	
Please modify this table as appropriate for your needs, and add additional rows as necessary.	

CHAPTER 5 – CONSOLIDATED COOPERATION ACTIONS DURING AN EVENT

The joint actions occurring during an IROPS event are described in the following diagram. The Southwest Georgia Regional Airport IROPS Contingency Response Committee ensures the capacity for coordinating shared aircraft status information. Notification of relevant aspects of aircraft status are provided to appropriate aviation service provider organizations during an IROPS event by the Southwest Georgia Regional Airport’s Airport Safety Officers or Supervisors, as appropriate.

5.1 Monitoring IROPS Event Indicators

While some IROPS events are unpredictable (such as power outages, security breaches), many can be handled successfully if service providers are actively anticipating an event. Certain actions taken by service providers on a constant basis can position them well to handle an IROPS event should one occur. Some examples of these actions include tracking aircraft status and tracking weather patterns. Each of these is discussed in more detail in the following sections.

5.1.1 Aircraft Status

Aircraft status in the air and on the ground is tracked by both airlines and the FAA to provide accurate, complete, and timely information in regard to expected flight delays and developing local situations. The Aircraft Status table describes Southwest Georgia Regional Airport’s procedure checklists for tracking aircraft during IROPS events.

Southwest Georgia Regional Airport (ABY)	
Aircraft Status	
Organization	Aircraft Status Actions

Southwest Georgia Regional Airport (ABY)	
Aircraft Status	
Organization	Aircraft Status Actions
ExpressJet	ExpressJet will be responsible for informing their passengers of the status of the aircraft.
Airport Safety Office	If requested by ExpressJet, the Airport Safety Office will contact the ATCT to determine status of arriving aircraft.

5.1.2 Tracking Weather

Weather patterns are tracked by the airport, airlines, and the FAA to predict potential impacts to aircraft operations and to carry out alternate operating procedures (such as diverting flights to alternate airports) to maintain the safety of the crew and passengers as well as operations staff out on the airfield. The Tracking Weather table outlines the roles and responsibilities of airport, airline, and FAA staff in tracking weather.

Southwest Georgia Regional Airport (ABY)		
Tracking Weather Patterns		
Organization	Contact Name	Weather Tracking/Communicating Responsibilities
ExpressJet	Lacey Robinson	ExpressJet representatives will be responsible for tracking the weather to determine the impact on their flight.
Airport Safety Office	Chief Bernard Ford	The Airport Safety Office, if requested by ExpressJet, will contact the ATCT or the NWS to track the weather to receive any weather updates.

Southwest Georgia Regional Airport (ABY)		
Tracking Weather Patterns		
Organization	Contact Name	Weather Tracking/Communicating Responsibilities

5.2 Executing IROPS Plans and Procedures

In Section 3.1 of this plan, procedures were established with service providers, including concessions, ground transportation, the FAA, CBP, and TSA. This section provides specific procedures that are to be executed at the time of an IROPS event. The following paragraphs outline procedures for each of the service providers.

5.2.1 IROPS Communications Plans

Relevant IROPS information, including status and related situational information, is communicated among appropriate Southwest Georgia Regional Airport organizations during an IROPS event. The Executed IROPS Communications Plans table describes key elements of Southwest Georgia Regional Airport’s IROPS communications plans.

Southwest Georgia Regional Airport (ABY)	
Execute IROPS Communication Plans	
Organization	Communications Actions
ExpressJet	ExpressJet agents will communicate with all interested parties to provide needed information by any means available.
Airport Safety Office	Airport Safety Officers will coordinate communications with ExpressJet and any other interested parties.
CI ² (FAA Contract Tower)	Tower personnel will communicate with ExpressJet concerning delays or irregular operations into Atlanta for departing aircraft that are on the ground.

Southwest Georgia Regional Airport (ABY)	
Execute IROPS Communication Plans	
Organization	Communications Actions

5.2.2 Passenger Support Plans

Support procedures for passengers and other customers at the Southwest Georgia Regional Airport during IROPS events include focus while they are on board aircraft, during their deplaning, in the terminal, and when they need ground transportation. The Execute Passenger Support Plans table describes procedures at the Southwest Georgia Regional Airport for support during an IROPS event.

Southwest Georgia Regional Airport (ABY)		
Passenger Support		
Passenger Location	Service Provider	Description

5.2.3 Procedures with Airlines

Airlines operating out of the Southwest Georgia Regional Airport have implemented procedures pertaining to the DOT “3-Hour Rule” and “4-Hour Rule” relating to IROPS event response. The Execute IROPS Procedures with Airlines table describes the actions to be taken during IROPS events.

<p>Southwest Georgia Regional Airport (ABY)</p> <p>Execute IROPS Procedures with Airlines</p>

Organization (24/7 Contact #)	Local agreement(s)
ExpressJet	Operating Agreement

5.2.4 Procedures with FAA (CI²)

The FAA (CI²) organization at the Southwest Georgia Regional Airport has implemented procedures pertaining to tarmac delay requests related to United States DOT’s 14 CFR Part 359 **Enhanced Protection for Airline Passengers**. The Execute IROPS Procedures with FAA (CI²) table describes Southwest Georgia Regional Airport’s FAA (CI²) actions specific to IROPS events.

Southwest Georgia Regional Airport Execute IROPS Procedures with FAA	
Organization (24/7 Contact #)	Local agreement(s)

5.2.5 Procedures with CBP

Currently, there is no CBP representation at the Southwest Georgia Regional Airport due to lack of international flights operating out of the airport.

5.2.6 Procedures for TSA

The TSA organization at the Southwest Georgia Regional Airport has implemented procedures concerning establishing and utilizing secure areas using procedures in the Airport Security Program or Aircraft Operator Standard Security Program.

Upon request, the TSA will provide assistance to ExpressJet or the Airport Safety Office during an irregular operation.

5.2.7 Concessions Procedures

Concessions at the Southwest Georgia Regional Airport have agreed to provide specific support during IROPS events. Vending machines have been placed in the passenger holding room for passengers to utilize during IROPS events.

The Southwest Georgia Regional Airport has an agreement with the airport’s concessionaire to ensure that the machines are fully stocked with snacks and beverages.

5.2.8 Ground Transportation Procedures

Ground transportation organizations at the Southwest Georgia Regional Airport have agreed to provide specific support during IROPS events. There are rental car agencies within the terminal that will provide transportation if needed by passengers. There is also a local cab company that will provide transportation to the nearest airport (Atlanta), if needed.

Southwest Georgia Regional Airport (ABY)	
Execute IROPS Procedures for Ground Transportation	
Organization (24/7 Contact #)	Local agreement(s)
Albany Quality Cab Company	N/A
Corporate Agreements	
Avis Rental Car	Rental Car Agreement
Budget Rental Car	Rental Car Agreement
Enterprise Rental Car	Rental Car Agreement
Hertz Rental Car	Rental Car Agreement

5.2.9 Procedures with Other Providers

The Southwest Georgia Regional Airport has coordinated with additional service providers to provide specific support during IROPS events. Specific procedures for each of these service providers are listed here.

APPENDICES

Appendix A – Compliance Matrix of the Southwest Georgia Regional Airport IROPS Contingency Plan with DOT Model Contingency Plan

Appendix B - Reference Documents

Appendix C – Status of Plan Details

Appendix D – Contact Details for the Southwest Georgia Regional Airport IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event.

Appendix A – Compliance Matrix of the Southwest Georgia Regional Airport IROPS Contingency Plan with DOT Model Contingency Plan

Note: The Southwest Georgia Regional Airport IROPS Contingency Plan describes the overall coordination process used by the Southwest Georgia Regional Airport IROPS Contingency Response Committee. It also serves to identify and document contingency-related actions requiring coordination between two or more aviation service providers.

This section provides a compliance summary of the Southwest Georgia Regional Airport IROPS Plan with.

Individual service provider contingency plans for airlines, airports, and federal government agencies indication of their compliance with the DOT Model Contingency Plan are not included. Questions concerning content and compliance of these individual plans should be directed to the individual service provider organizations.

The following compliance matrix addresses the overall coordination process used by the Southwest Georgia Regional Airport IROPS Contingency Response Committee and those elements of individual compliance plans identified as requiring action by two or more service providers.

DOT Reference Guideline		Southwest Georgia Regional Airport IROPS Response Plan	
Section	Title	Section	Title
1.0	Introduction	1.0	Introduction
1.1	(etc.)	1.1	(etc.)

Appendix B – Reference Documents

The Southwest Georgia Regional Airport (ABY) is served by ExpressJet d/b/a Delta Connection with direct flights to Atlanta, Georgia. The following are the procedures for ExpressJet when they have an Extended On-board Delay and Diversion (EOBDD).

Appendix C – Status of Plan Details

The following table serves as a working summary of the actions within the current version of the Southwest Georgia Regional Airport’s IROPS Contingency Plan. It is intended that each item in the table be reviewed periodically for status and outlook by the IROPS Contingency Response Committee.

Topic	Last Update	Expected Update
IROPS Contingency Response Committee		
IROPS Response Plan Review		
IROPS Event History		
Customer Needs		
Tracking Delayed Aircraft		
Trigger Events And Communication Plans		
Support For Passengers		
Tracking Resource Inventory		
Skills Availability		
Procedures With Airlines		
Procedures With FAA		
Procedures With CBP		
Procedures With TSA		
Procedures With Concessions		
Procedures With Ground Transportation		
IROPS Coordination Workshops		
IROPS Coordinated Frontline Training		
Aircraft Status		

Southwest Georgia Regional Airport IROPS Contingency Plan

Tracking Weather		
Execute IROPS Communication Plan		
Execute Passenger Support Plans		
Executing IROPS Procedures With Airlines		
Executing IROPS Procedures With FAA		
Executing IROPS Procedures With CBP		
Executing IROPS Procedures With TSA		
Executing IROPS Procedures For Concessions		
Executing IROPS Procedures For Ground Transportation		
Debriefing IROPS Event		
Capturing Lessons Learned		

Appendix D – Contact Details for the Southwest Georgia Regional Airport IROPS Contingency Response Committee and Points of Contact for Agencies during an IROPS Event

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Committee Chairperson		
Southwest Georgia Regional Airport	Kenneth L. Johnson (229) 430-5175 or (229) 407-2601 (cell)	Chief Bernard Ford (229) 407-0836
Airport Operations		
Southwest Georgia Regional Airport	Shelby Daniel (229) 407-0835	Chief Bernard Ford (229) 407-0836
Airlines		
ExpressJet	Lacey Robinson (229) 985-4502 or (229) 873-0528	Mike Reddish
Concessions		
Cross Landing Bar and Eatery	Mrs. Trudy Cross (229) 888-9891	Mr. Ricky Cross (229) 888-9891
Ground Transportation		
AVIS Rental Car	Airport Counter (229) 435-2404	Bill Gatlin (850) 222-9149 Paul Cheatham (850) 433-0011
Budget Rental Car	Airport Counter (229) 435-2404	Bill Gatlin (850) 222-9149 Paul Cheatham (850)
Enterprise Rental Car	Kamesha Griffin (Asst. Manager) (229) 889-9553	
Hertz Rental Car	Nature Williams (Manager) (229) 435-1751	
Albany Quality Cab Company	T.L. Williams (229) 344-0877 (cell) (229) 347-2638 (business)	
Hotel		
N/A	N/A	N/A
Government Agencies		
CI2 –ATCT (Federal Aviation Administration)	Dwayne Adams (229) 435-1644	Air Traffic Control Tower Manager (Dwayne) (478) 213-5088 (Cell)

Southwest Georgia Regional Airport IROPS Contingency Plan

Southwest Georgia Regional Airport (ABY)		
IROPS Contingency Response Committee		
Organization	Contact Name & Phone Number	Alternate Contact
Transportation Security Administration	Dan Wise (229) 430-0371 or (229) 220-8730 (cell) or (229) 244-5985 (office)	Jeff Smith (229) 430-0371 (Office)
Public Safety Operations		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0836
Diversion Airport(s)		
N/A	N/A	N/A
Fixed Base Operations		
Eagles of America	Scott Bridge (229) 434-8787	Audie Trice (229) 529-9125
Military (if joint-use)		
N/A	N/A	N/A
Emergency Response		
Southwest Georgia Regional Airport	Airport Safety Office (229) 483-7717	Chief Bernard Ford (229) 483-7719 or (229) 407-0835
Executive Management Liaison		