



Indianapolis Airport Authority



Transportation Security Administration



IND



Indianapolis International Airport



Long Onboard



Recovery Plan



Updated 7/2019

Objective

The IND “Long Onboard Recovery Plan” outlines the airline station’s responsibilities to proactively respond to the customer needs during a long onboard event.

The following considerations will be reviewed to provide guidance on how to prepare for extended delays and the recovery.

Airport Information:

Name of Airport: Indianapolis International Airport

Name, title of person preparing the plan: Keith Berlen, Senior Director of Operations and Public Safety

Preparer contact number: (317) 487-5022

Preparer contact e-mail: kberlen@ind.com

Date of submission of plan: 6-2012

Airport Category: Large Hub Medium Hub Small Hub Non-Hub

Notification Process:

It will be the responsibility of the Station Management to notify when they know of pending conditions that may lead to long onboard delays. Airline management will use alert notification procedures to communicate conditions that may require the stations use the Long Onboard Recovery Plan.

Air traffic control (ATC) notifies IND airport operations by TX 317-487-5023 when aircraft are diverted to the Indianapolis Int'l Airport. IND Operations will start the process by notifying the effected air carrier. IND Operations will also contact TSA at 317-532-1900. In the event of an international flight diversion the airline representative must contact the duty supervisor at the local CBP office. 317-248-4066 or 1-800-973-2867 (after hours).

Station Management will be responsible to pre-plan for an event that may promote a long onboard delay situation. Station Management will accomplish the following:

1. Communicate the conditions are possible for long onboard delays to station employees, Airport Authority, and vendors.
2. Ensure long lead items such as busses and vendor services are available and standing by in the event such resources are necessary

3. Prepare all parties on the possible request to extend work hours (overtime)
4. Organize equipment availability
5. Ensure availability of necessary supplies to accommodate distressed passengers (pillows, blankets, catering items, toiletries, etc)

Escalation Process:

1. Station Manager or designee will make positive contact with their Regional Managing Director to communicate the following situations. If Station Manager is unable to positively contact their Regional Managing Director, they will proceed to positively contact next level of management in the following situations:

- Scheduled inbound aircraft – Waiting for gate 1.0 hour (On but not in)
 - Managing Director will notify Vice President if condition exists after 1.5 hours.
- Diversion aircraft – Total on the ground time exceeds 2.0 hour or not met within 1.0 hour of arrival.
 - Managing Director will notify Vice President if condition exists after 2.5 hours.
- Outbound aircraft – Total taxi out time exceeds – 2.0 hours (Out but not Off)
 - Managing Director will notify Vice President if condition exists after 2.5 hours.
 - Managing Director will notify the Regional Vice President via phone call. Regional Vice President will ensure the Vice President is notified via Phone/Pager/Home Phone.

Prioritization:

1. Operations Agent will coordinate and prioritize gating when multiple aircraft are on the ground as follows:

- Customer disposition
 - Consider total time on aircraft when prioritizing gating (long vs short flight stage length)
 - Customer apprehension or disturbance communicated via flight crew

- Passenger connect (International / Special Needs / Unaccompanied Minors)

A communication log will be used to record discussions with flight crews, vendors and station personnel. This log will include instructions given to all parties along with information received during long onboard event.

Parking Options at Gate:

1. First Priority – Utilize open airport gates
2. Second Priority – Move other aircraft off gates to accommodate passengers on a long onboard delay or that have the potential to be on an extensive delay.
 - The following items must be considered when moving aircraft:
 - Taxi / tow qualified personnel
 - Tow equipment availability
- Third Priority –
 - Operations Agent or Station Management will contact others for available gates. Preferred gate use is as follows:
 - Alaska at 765-543-3645
 - B5
 - Allegiant Airlines at 702-830-5801
 - B3
 - American Airlines at 317-248-5990
 - B6, B7, B8, B9, B10, B13, B14
 - Delta Airlines at 317-248-7801
 - A6, A7, A8, A11, A14
 - Frontier Airlines at 317-247-3015
 - A3
 - International Gates at 317-487-5023
 - A4, A5
 - Southwest Airlines at 317-240-4021/22/23/24
 - B17, B20, B21, B22, B23, B24
 - Spirit Airlines at (FSS duty phone 765-543-3645)
 - A20

- United Airlines/Air Canada at 317-270-5370
 - A17, A21, A23, A25
- Gates A4, A5, A10, A12, A13, A15, A16, A22, A24, B4, B5, B15, B16, and B25 are available for use at certain times of the day. For use of these gates contact IND Airport Operations at 317-487-5023.
- The following actions will be accomplished for all situations above:
 - Operations will coordinate with Ramp Lead to prepare designated gate for arrival of aircraft. Ramp Lead will ensure ground equipment is obtained (chocks, safety cones, belt loaders, etc.)
 - Station Management or designee will coordinate with Gate Agent to prepare for arrival of aircraft by obtaining passenger lists including Unaccompanied Minors, Special needs/ADA, Elite passengers, Connections, and any others requiring special attention.
 - Station Management or designee will meet with flight crew to review situation including demeanor of passengers, nature of delay, expected ETD, and any needed assistance.
 - Station Management or designee will provide current information to passengers. Information may include nature of delay, expected ETD, and passenger options. These informational updates will be made every 15 minutes.
 - Station Management or designee will contact TSA at 317-532-1900 for additional security requirements if necessary
 - In the event of an international flight diversion the airline representative must contact the duty supervisor at the local CBP office. 317-248-4066 or 1-800-973-2867 (after hours)
 - Station Management or designee will contact Airport Control at 317-487-5089 for any event that may require their assistance.
 - When and if deplaning passengers and/or bags, the following considerations will be made:
 - Unaccompanied Minors - CSS will assign agent to remain with UM's
 - Special Needs / ADA - Contact G2 Secure Staff at 317-248-8232 to provide wheelchair and escort assistance.

Remote Parking Requirements:

1. If a terminal gate is not available, Operations Agent will coordinate remote parking location with Airport Authority at 317- 487-5023 based on the following locations:
 - Remote A Parking on the Southeast side of A Concourse
 - Remote B Parking on the Northwest side of B Concourse
 - Remote C Parking between the A & B Concourses
 - IAB Ramp
 - Former United States Postal Ramp
 - J-Pad and P-Pad
 - Northeast Ramp
 - Parking Ramp at Taxiway H-2
 - South Ramp
2. If escort is required to reach aircraft, Operations Agent will contact Airport Authority at 317-487-5023.
3. Station Management will provide regular communication to customers either directly onboard the aircraft or via the flight crew to allow them to update passengers. Information may include nature of delay, expected ETD, and passenger options. Make updates every 15 minutes.
 - EXCERPT FROM NFPA407 (5.11 Airport Occupancy During Fuel Servicing Operations) If passengers remain onboard an aircraft during fuel servicing, at least one qualified person trained in emergency evacuation procedures shall be in the aircraft at or near a door at which there is a passenger loading walkway, integral stairs that lead downward, or a passenger loading stair or stand. A clear area for emergency evacuation of the aircraft shall be maintained at not less than one additional exit. Where fueling operations take place with passengers onboard away from the terminal building and stairways are not provided, such as during inclement weather (diversions), all slides shall be armed and the Aircraft Rescue and Fire Fighting (ARFF) services shall be notified to respond in standby position in the vicinity of the fueling activity with at least one vehicle. Aircraft operators shall establish specific procedures covering emergency evacuation under such conditions for each type of aircraft they operate. All “no smoking”

signs shall be displayed in the cabin(s), and the no smoking rule shall be enforced.

4. Station Management will maintain communication between all parties to ensure all available information is disseminated.
5. The following items will be coordinated by the Operations Agent to service the aircraft at a remote location:
 - Operations Agent will maintain direct communication with the flight crew to establish parking location, obtain disposition of customers, field requests and any other issues impacting customer service.
 - Catering - Contact Gate Gourmet at 317-244-7896.
 - Millionair or Menzies will be utilized for any fueling needs. Contact Millionair at 317-554-8400 or Menzies at 317-481-8220.
6. Ramp Lead will be responsible to secure and transport the following to remote parking location:
 - Push stairs - n/a
 - Truck Mounted stairs
 - Safety Cones
 - Wheel chocks
 - Lavatory Cart
 - Air Conditioning Cart
 - Heat Cart
 - Ice
 - Additional ground equipment. Outlines equipment location. The operations agent will contact the following airlines in this priority to acquire additional equipment:
 - Delta Airlines: 317-248-7801
 - United Airlines: 317-270-5370
 - Southwest Airlines: 317-240-4021/22/23/24
7. When required, will deplane passengers at a remote location (individual / entire aircraft). The following considerations will be made for deplaning:
 - Special needs passengers / Unaccompanied Minors / passengers requiring wheel chairs / VIPs.
 - If passengers are able to deplane and walk to terminal, Operations Agent will contact Airport Authority at 317- 487-5023 to arrange escort and security.

- If passengers are not able to walk to terminal, busses will be utilized to transport passengers to terminal. Operations Agent will contact Airport Authority at 317- 487-5023 to request busses be sent to remote parking location. Busses are located on field and Airport Authority arranges their use and supplies drivers.
 - Operations Agent will coordinate with Ramp Lead to determine the need for ground equipment to offload bags / cargo / mail.
 - Station 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, and climate control.
8. Once passengers are within 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. Station Management will continuously communicate status of flight.
 - Customer Service Agents will accommodate those passengers who request other travel accommodations.
 - Notify TSA Coordination Center, 317-532-1900, to coordinate proper staffing at the security checkpoint and to coordinate the use of the existing Boarding Pass if it didn't originate from IND.
 - Flight will cancel:
 - Ramp Services will send all baggage to carousel for passengers to retrieve.
 - Re-booking of passengers will start immediately after cancel decision is made.
 - Hotel accommodations will be provided per company policy and local procedures.
9. Station Management will be tasked to coordinate all resources to provide good customer service during a long onboard delay.
10. Off-Hour Operations Contact information:
- During off-hour operations contact numbers will remain the same.
 - After hours number for CBP is 1-800-973-2867.

11. Onboard Recovery Plan revisions:
- All contents in this plan will be reviewed and changed on an annual basis. The Station Manager or designee will be accountable for the contents and the overall execution of the Long Onboard Recovery.

Gate Return Required:

- If return to gate is required, secure 1st available gate.
 - Ensure compatibility with aircraft type.
 - Contact use of other gates.
 - Contact Airport Authority for vacant gate use at 317- 487-5023.
 - **Remote Location:**
 - Contact Airport Authority for authorization and location at 317- 487-5023.
 - Equipment required obtained by Operations Agent:
 - Wheel chocks, air stairs, safety cones.
 - Truck mounted stairs.
 - Escort needed to access aircraft for servicing aircraft contact Airport Authority at 317- 487-5023.
 - **Aircraft / Customer Service (Procedure will be followed if in a remote location or at a gate operation)**
 - Station management will ensure 15-minute customer service updates are occurring.
 - Station management will provide onboard communication with crew/passengers
 - Lavatory / water service on request from ramp crew. Potable water available at all gates.
 - Ramp Lead will provide ice and water. Additional supplies can be obtained from Gate Gourmet at 317- 244-7896.
 - **Passenger deplaning (other than gate operations) (if required)**
 - If passengers are able to deplane and walk to terminal via escort, contact Airport Authority at 317- 487-5023.
 - If passengers cannot walk to terminal, busses to transport passengers back to terminal can be arranged through Airport Authority at 317- 487- 5023.

- **Customer Accommodation Plan (once customers are inside terminal provide assistance with)**
- Special Needs
- Wheel Chairs / Unaccompanied minors / ADA
- Other US flights, Hotels, OAL protection, Ground Transportation

CBP Processing Information:

In the event of an international flight diversion the airline representative must contact the duty supervisor at the local CBP office. 317-248-4066 or 1-800-973-2867 (after hours)

It is imperative that international flights do not remain on the tarmac at a U.S. airport for more than four (4) hours without allowing the passengers to deplane subject to safety, and air traffic control exceptions. Upon notification of a flight diversion the duty supervisor will maintain continued communication with the airline and the airport authority. If the carrier's representative or aircraft pilot states that the aircraft will depart from the airport before four hours or within 30 minutes after the fourth hour on the ground or if it is determined that disembarking passengers would jeopardize passengers' safety or security, then CBP processing may be postponed.

CBP will need the following information for all diversions:

- **Name and contact number of airline representative**
- **Flight number and original routing**
- **Passenger count**
- **Crew status (how much time crew has before a crew change is required)**
- **Diversion reason and Airline intention (gas and go, clearance, etc.)**
- **Where plane will be parked on IND ramp**
- **Arrival time and departure time from IND**

CREW CHANGES AND AIRCRAFT SERVICING

Must Contact CBP at 317-248-4066 or 1-800-973-2867 (after hours)

Crew changes and servicing aboard a diverted aircraft may be permitted, without full inspection of the passengers and baggage, provided the following conditions are met.

- The carrier must provide 100% API electronic data in advance of the aircraft's arrival if the aircraft was scheduled to arrive or stop in the United States.
- All passengers remain on board, except for protracted stays. A "protracted stay" is generally defined as the aircraft remaining on the tarmac in excess of 2 hours where CBP personnel are stationed.
- No new passengers or cargo are added at a technical stop.
- If the carrier transmits less than 100% API data, the carrier shall present all passengers for whom no data was transmitted for full CBP processing, including passenger's baggage.

In all cases, Customs and Border Protection has the option to require all international arriving passengers, crew, and baggage to disembark and be processed through CBP passport and baggage control.

All actions involving international flights must have concurrence with CBP Indianapolis.

Departing flights that make an unscheduled stop for an emergency fuel stop, weather-related stop, mechanical related stop illness or other emergency do not require processing by CBP unless exigent circumstances exist. Carriers should consult with CBP to ensure there is no additional paperwork required.

DIVERTED FLIGHT – CARRIER ELECTS NOT TO DISEMBARK PASSENGERS DUE TO IMMINENT FLIGHT DEPARTURE WITHIN FOUR HOURS OF ARRIVAL (GAS-N-GO)

Must Contact CBP at 317-248-4066 or 1-800-973-2867 (after hours)

If a diverted flight lands for a gas-n-go situation a CBP Officer may meet the plane upon arrival. The officer will monitor the fueling of the aircraft and issue a permit to proceed (stamp or pre-printed form) to the aircraft. The FBO or airline performing the refueling will be allowed to refuel the aircraft, but no person or thing will be introduced or off-loaded onto or from the aircraft and

the aircraft will remain secure. Personnel servicing the aircraft should hold a Customs hologram seal. Under extenuating circumstances, CBP may allow an exception to this requirement. Stairs may be allowed to be pushed up to the aircraft under CBP supervision for necessary paperwork transfer. Due to FAA requirements the pilot will be allowed to make a walk-around of the aircraft if necessary.

On a case by case basis, a telephonic permit to proceed and verbal permission for pilot walk-around may be issued by a CBP Supervisor or the Port Director.

DIVERTED FLIGHTS – CBP PASSENGER PROCESSING PROCEDURES

Must Contact CBP at 317-248-4066 or 1-800-973-2867 (after hours)

If a diverted flight will require full CBP passenger clearance it is imperative that the airline/airport provide CBP Indianapolis with as much advance notice as possible. A joint decision with all parties involved should be made by the 2-hour mark as it will take approximately 1.5 to 2 hours for staff to arrive on site during weekends and after hours. All passenger clearance and disembarking will be handled at the FIS. Once CBP staff is on site all parties will operate under the assumption the flight will be processed as a normal international flight at gate A4 or A5. The airline will be responsible for repositioning the international flight from the ramp staging location to gates A4 or A5.

DISEMBARKING PASSENGERS INTO FIS TO AWAIT REBOARDING IN LIEU OF CBP CLEARANCE

Must Contact CBP at 317-248-4066 or 1-800-973-2867 (after hours)

In rare cases an unforeseen emergency or a flight crew “time-out” may necessitate the disembarking of crew and passengers from the aircraft but not actual clearance of the entire passenger load. CBP will have to be present for any disembarking situations. The FIS will be the only location that can accommodate this request. The passengers and crew will disembark the aircraft and wait in the FIS until reboarding of the aircraft can occur. CBP officers will maintain site security and allow for passengers to use the restroom

facilities located within the FIS. At no time will passengers be allowed to exit the FIS facility. When airline issues are resolved the passengers will be escorted back to the plane for CBP clearance at their original destination. CBP reserves the right to make a decision regarding the Customs clearance of passengers at any time.

GARBAGE HANDLING AND DE-CATERING PROCEDURES

Must Contact CBP at 317-248-4066 or 1-800-973-2867 (after hours)

In any situation where the aircraft is forced to remain in Indianapolis for an extended period of time food and water may be provided at the request of the airline. Gate Gourmet, as the signatory agent of the CBP Agriculture Compliance Agreement is the only vendor allowed access to the aircraft. Gate Gourmet will be allowed to the galley door only to provide the necessary food and drink and removal of international trash under the supervision of CBP.

Indianapolis Gate Information Sheet

Term	Conc	Gate	Airline	Phone Contact Numbers
IND	B	B5	Alaska	765-543-3645
IND	B	B3	Allegiant Airlines	702-830-5801
IND	B	B6, B7, B8, B9, B10, B13, B14	American	317-248-5990
IND	A	A6, A7, A8, A11, A14	Delta	317-248-7801
IND	A	A3	Frontier	317-247-3015
IND	A	International Gates (Airport Owned) A4, A5	International Gates (Airport Owned)	317-487-5023
IND	B	B17, B20, B21, B22, B23, B24	Southwest	317-240-4021 /22/23/24
IND	A	A20	Spirit	765-543-3645
IND	A	A17, A21, A23, A25	United/Air Canada	317-270-5370
IND	A, B	A4, A5, A10, A12, A13, A15, A16, A22, A24, B4, B5, B15, B16, B25	Available certain hours contact IAA Operations	317-487-5023

IND EQUIPMENT AVAILABILITY

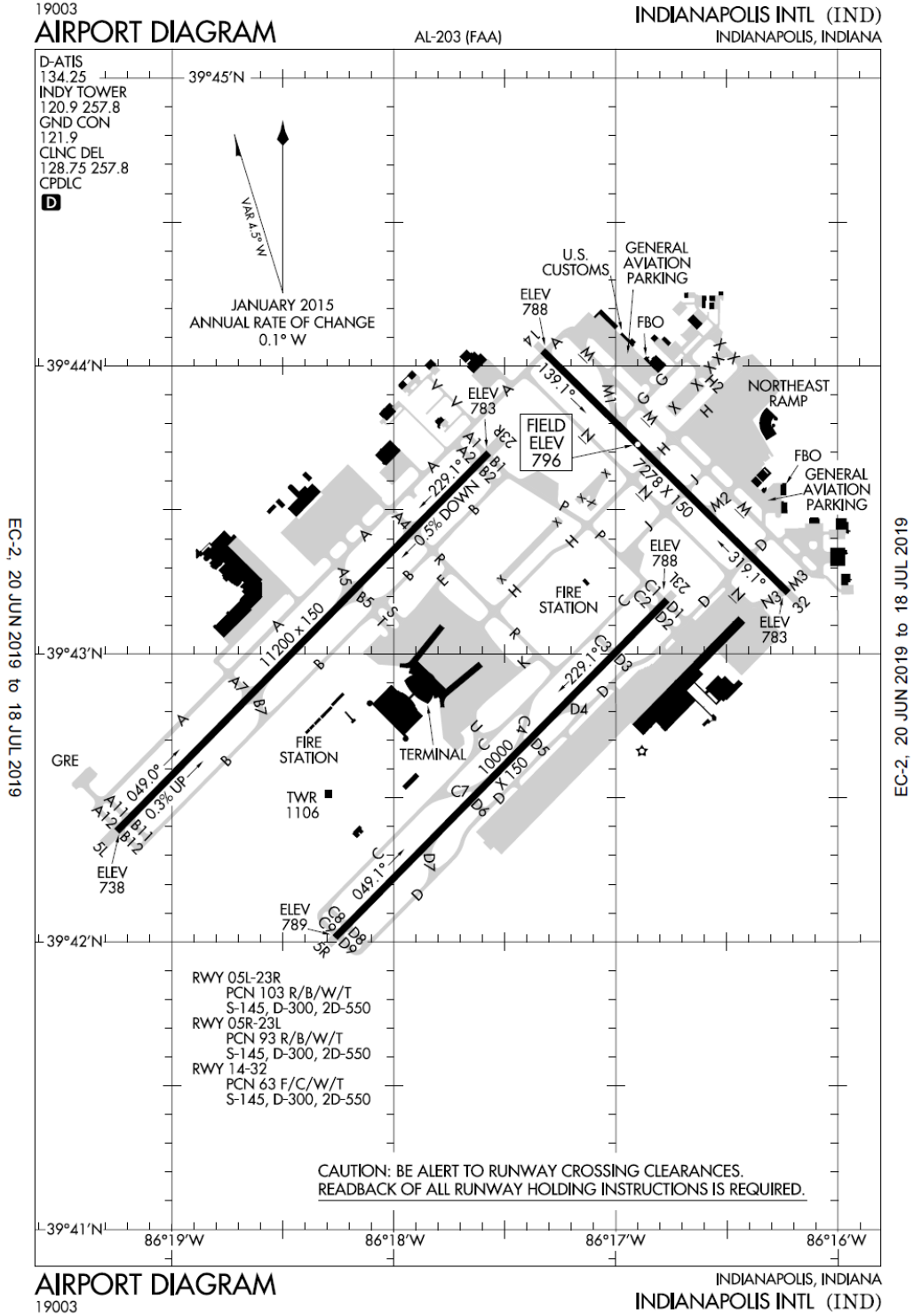
TYPE AIRCRAFT	B- 767	B- 737	B- 757	A330	A321	A320	E- 170	E- 190	ERJ	CRJ	DEICE STORAGE
AIRLINE & HRS OF OPS											
ALASKA 2 hours before first departure and 1 hour after last departure		AS, B, L, P, T, TB									
ALLEGiant 2 hours before first departure and 1 hour after last departure						B, L, T, TB					
AMERICAN 0400-0100	AS	AS TB, L, T AB H,P B W	TB, T, B, P, L, AS, D, H	AS	AS TB AB B, D H, L P, T	AS TB AB B, H L, P T, W	AS TB AB H, L P, T W	AS TB AB H, B L, T P	AS TB AB H, B L, T P	AS TB AB H B, L T, P	
DELTA 0400-0000	AB, AS B,O D,H L, LT P, T TB	TB, T, B, AS, L, P	TB, T, B, L, P,		TB, AB, AS, B, H, L, P, T, W	TB, AB, AS, B, H, L, P, T, W	TB, L, H, T, B, P		TB, AB, AS, H, L, T, B	TB, L, H, T, P, AB, B	
FBO 24/7	Million Air / SIGNATURE FLIGHT SUPPORT										25,000
FRONTIER Hours Vary						W, TB, T, L, B					

SOUTHWEST 0430-0300		TB, T, B, L, P, AB									
Spirit Hours Vary					TB, L, B, P, T, H, TB	TB, L, B, P, T, H, TB					
UNITED/ AIR CANADA 0400-0030	TB, L, AS, T, B	TB, L, AS, T, AB, H, B, P	TB, L, AS, T			TB, L, AS, T, AB, H, B, P	TB, L, AS, T, AB, H, B, P		TB, L, AS, T, AB, H, B, P	TB, L, AS, T, AB, H, B, P	

LEGEND:

AB = Air Bottle	J= Jacks	W = Tires
AS = Air Stairs	L = Lavatory Cart	
B = Bag Belts	LT = Lift Truck	
O = Oxygen	P = Ext Power	
D = Deicing Unit	T = Tug	
H = Heat Cart	TB = Tow Bars	

Indianapolis Airport Diagram



Long On-Board Recovery Discussion Log

Date / Time	Flight Number	Aircraft Number	Situation	Contact	Action Taken