

Norfolk International Airport EMERGENCY CONTINGENCY PLAN

The Norfolk Airport Authority has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Steve Sterling, Deputy Executive Director of Administration and Operations at ssterling@norfolkairport.com. The Norfolk Airport Authority is filing this plan with the Department of Transportation because (1) it is a commercial airport and (2) this airport may be used by an air carrier described in USC 42301(a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, the Norfolk Airport Authority will:

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

Norfolk International Airport has facility constraints that limit our ability to accommodate diverted flights. The gates at Norfolk International Airport are capable of handling commercial aircraft up to and including the B757 and A320 range. Larger aircraft will likely be parked and deplaned remotely.

With respect to the gates that are leased, the Norfolk Airport Authority is legally bound by the terms and conditions as agreed to with each airline in their respective lease agreement.

Airport Information

Name of Airport: Norfolk International Airport

Name and title of person preparing the plan: Steve Sterling, Deputy Executive Director of Administration and Operations

Preparer contact number: (757) 857-3351

Preparer contact e-mail: ssterling@norfolkairport.com

Date of submission of plan: April 24, 2017

Airport Category: Large Hub Medium Hub Small Hub Non Hub

Contact Information

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Police Dispatcher at (757) 857-3344 for assistance.

Plan to Provide for the Deplanement of Passengers Following Excessive Tarmac Delays

The Norfolk Airport Authority does not own or operate any of the 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. We will provide a list of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers to airlines as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays at the contact number listed above.

Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency

The gates at Norfolk International Airport are under preferential lease to air carriers and are not fully controlled by the airport. If additional gates are needed, we will work with tenant air carriers to make preferential use gates and other facilities available to an air carrier seeking to deplane at a gate during those time periods the gates are not in use, or not scheduled to be in use, to the extent practicable. Additionally, we will allow the use of vacant gates that are operational.

Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection

The Norfolk International Airport 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.

Public Access to the Emergency Contingency Plan

The Norfolk Airport Authority 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://norfolkairport.com>)
- Providing notice of the availability of the plan on the airport's social media accounts.