



Cleveland Hopkins International Airport Tarmac Delay Contingency Plan

Cleveland Hopkins International Airport (CLE) has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. CLE is filing this plan with the Department of Transportation since CLE is a commercial airport.

This plan describes procedures to be implemented during excessive tarmac delay situations. In these instances, Cleveland Hopkins International Airport will:

- Facilitate 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).

Airport Information

Name of Airport: Cleveland Hopkins International Airport

24-hour contact information for airport: 216-265-6090

Name and title of person preparing the plan: Fred Szabo, Airport Commissioner

Date of submission of plan: May 14, 2012

Airport Category: Medium Hub

Contact Information

In the event of diversions or other irregular operations events, aircraft operators should contact CLE Airport Operations at 216-265-6090 for assistance.

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

Cleveland Hopkins International Airport 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. CLE Airport Operations 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 that have incurred excessive tarmac delays as soon as practicable, after receiving requests from such airlines at the contact number listed above.

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

The first option is to taxi or tow the aircraft to an available concourse gate. Four (4) gates at CLE are under common use leases to air carriers and are controlled by the airport. Following excessive tarmac delays and to the extent practicable, we will request our common use tenant air carriers to make gates available to an air carrier seeking to deplane at a gate. Additionally, approximately sixty (60) gates at CLE are under preferential and/or exclusive leases to air carriers and are not fully controlled by the airport. We will direct our common use gate lessees, permittees or users to make gates available to an air carrier seeking to deplane at a gate, to the extent possible. If additional gates are needed, we will direct tenant air carriers to make preferential and/or exclusive use gates and other facilities available to an air carrier seeking to deplane at a gate, during those time periods when the tenant airline is not using, or not scheduled to use, the gate, to the extent possible.

An alternative solution will be to hard stand the aircraft and transport passengers via bus to the terminal. CLE Airport Operations will work with FAA ATC to make suitable locations available for aircraft parking and deplanement via air stairs. CLE does not own air stair equipment and cannot guarantee availability of air stairs; therefore, it will be the responsibility of the aircraft operator to provide air stairs or other suitable means for deplanement. CLE will provide transportation from the aircraft parking location to the

terminal through contract ground transportation providers; however, the aircraft operator will be required to compensate the transportation operator for any costs incurred. Aircraft operators must request this service as soon as practicable, and at least 45 minutes prior to the time they expect to deplane passengers.

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

CLE has defined sterile areas capable of accommodating up to 300 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 following excessive tarmac delays to the extent practicable.

Public Access to the Emergency Contingency Plan

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

- Copies of the plan will be distributed to all Airport tenants
- Posting the plan in a conspicuous location on the airport website
- Providing notice of the availability of the plan on the airport's Facebook and social media accounts