

William P. Hobby Airport Irregular Operations (IROPS) Emergency Contingency Plan

William P. Hobby (HOU) has prepared this Irregular Operations (IROPS) Plan pursuant to § 42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Michael Powers, Assistant Director - Operations, at michael.powers@houstontx.gov. This plan is being filed with the Department of Transportation because William P. Hobby Airport is a commercial service airport and may be used by an air carrier described in U.S.C. § 42301(a)(1) for diversions.

This plan describes how following excessive tarmac delays and to the extent practical, William P. Hobby Airport will:

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

HOU Airport requests that all air carriers notify the Airport Gate Control/Customer Service at 713-202-6141. As contingency, air carrier should notify Airport Operations Center 713-845-6555 when irregular operations or diversions are anticipated and/or being received. While this notification does not force the air carrier to take any further action at the time of notification, it allows William P. Hobby Airport staff time to prepare for future request for assistance from air carriers. The notification allows William P. Hobby Airport to provide up-to-date information to passengers and the flying public.

Success of operations involving excessive delays, unusually high numbers of diversions to William P. Hobby Airport, or irregular operations dictates the need for open communication and coordination between air carriers and William P. Hobby Airport, as well as the other tenants and government agencies involved.

Airport Information

Name of Airport: William P. Hobby Airport (HOU)

Name of title of person preparing plan: Michael Powers, Assistant Director - Operations

Preparer email address: michael.powers@houstontx.gov

Date of updated submission of plan: 1 July 2025

Airport Category: Medium Hub

Deplanement of Passengers to Avoid Excessive Tarmac Delays:

William P. Hobby Airport notes that airlines prefer to deplane their own passengers during excessive tarmac delays. Conditions may necessitate deplaning passengers from remote locations when gates are unavailable or when the size of an aircraft precludes the use of a gate. William P. Hobby Airport has limited equipment, facilities, and personnel to safely deplane passengers remotely from air carrier aircraft.

- One (1) airstair
- 5 narrow-body remote locations

We will utilize these resources to deplane passengers as soon as safely practicable after receiving requests from air carriers. We will also 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.

Sharing of Facilities and Gate Availability in an Emergency

William P. Hobby Airport has gates that are under common use leases to air carriers and are controlled by the airport. The remaining gates are under preferential 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 maximum extent practicable. 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 gates, to the maximum extent practicable.

Plan for Passengers Who Have Not Cleared United States Customs and Border Protection:

William P. Hobby Airport has a defined international passenger processing facility. We will coordinate with local CBP officials to quickly deploy needed CBP staff to clear flights which have been diverted and delayed.

Public Access to this Irregular Operations (IROPS) Emergency Contingency Plan

This emergency contingency plan will be posted on William P. Hobby Airport website at Fly2Houston.com

Important Contact Information

Airport Operations Center: 713-845-6555

Airport Gate Control: 713-202-6141

United States Customs and Border Protection: 281-330-4913 or 832-523-3503