

## Charlotte Douglas International Airport

### EMERGENCY CONTINGENCY PLAN

Charlotte Douglas International Airport 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 the Aviation Director, Haley Gentry, at 704-359-4000. CLT is filing this plan with the Department of Transportation because it is a commercial airport that may be used for aircraft diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, CLT 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).

During multiple diversion events CLT may issue NOTAMs regarding facility constraints that may impact its ability to accommodate additional diverted flights. This may be due to the unavailability of international passenger processing facilities, limited numbers of aircraft gates, inability to accommodate, park or service certain types of aircraft, and limited fueling capacity.

### Airport Information

Name of Airport: Charlotte Douglas International Airport

Aviation Director: Haley Gentry

Contact Number: 704-359-4000

Contact Email: haley.gentry@cltairport.com

Date of submission of plan: June 6, 2022

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 Airport Operations at 704-359-4012 for assistance.

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

CLT will provide resources such as buses, personnel, and alternate facilities to facilitate the expeditious removal of passengers during tarmac delays. CLT will provide available resources to assist air carriers' passenger comfort and subsistence. CLT will also work with air carriers to deplane passengers at remote parking locations with transportation to alternate facilities when gate space is unavailable. However, CLT 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. CLT 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. This information will be provided to airlines contacting the number listed above as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays.

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

There are 10 fully common use gates at CLT that are controlled and scheduled by the airport. There are an additional 103 gates that are designated as preferential use, which can be utilized by agreement and coordination with lessee. 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 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 maximum extent practicable.

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

CLT 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**

Charlotte Douglas International Airport will provide public access to its emergency contingency plan through the following means:

- Airport website at [www.cltairport.com](http://www.cltairport.com)