

**ROSWELL INTERNATIONAL AIR CENTER (ROW)**  
**AIRPORT TARMAC DELAY CONTINGENCY PLAN**

**MAY 14, 2012**

1. Introduction and assumptions.

A. The Roswell International Air Center (RIAC) is a small non-hub commercial service airport located in Roswell, NM. The airport currently averages approximately 39,000 enplanements per year.

B. Airline service is provided by American Eagle Airline (AE) operating 44 and 50 passenger regional jets. The airline operates three flights (annually) a day to Dallas-Fort Worth, Texas. The Roswell Airport terminal facility size and anticipated future airline service would be no more than one additional airline operating no more than two flights per day. Unscheduled commercial charter service into ROW is rare.

C. Although commercial passenger aircraft may divert into ROW, only two within the past year. Neither of those required U.S. Customs and Border Protection

D. The ROW Terminal Building has one TSA and airline-operated sterile area. There is 1800 sq. ft. in the sterile area, with restrooms and maximum occupancy is 100. The area outside the sterile area contains a total of 200 additional seats (terminal seating and restaurant seating) available for passengers and others.

E. There is one gate for enplaning and an exterior door for deplaning passengers into the non-secured terminal area. Two designated commercial aircraft parking spots are available and secured by airline personnel.

F. There is one FBO on the airport. Great Southwest Aviation is located about 500 feet from the Terminal Building, and has a maximum 50 additional seats available, however they would be available only on a case by case basis, and use would require pre-coordination with FBO Management at 575-347-2054.

G. There are no U.S. Customs and Border Protection offices located at ROW. The nearest available are located in Albuquerque, NM, (505-346-6992 or Field Office Operations Center in El Paso at 915-633-7351)

H. Airport Staff is available at the airport Monday-Friday from 8:00AM until 5:00 PM. An Airport Staff member is on-call 24/7 at 575-626-1827.

I. This plan will: (1) provide for deplanement of passengers following excessive tarmac delays, (2) provide for the sharing of facilities and make gates available at the

airport in an emergency; and (3) provide a sterile area following excessive tarmac delays for passengers who have not yet cleared U.S. Customs and Border Protection.

2. Passenger deplanement following excessive tarmac delays.

A. In coordination with the affected airline and local TSA officials, passengers will be deplaned into the sterile area, or into the terminal area as determined by the airline and TSA. Passengers deplaned into non-sterile portions of the terminal area will be required to re-screen upon re-entry to the sterile area. Passengers will be notified by TSA when re-screening is required and available.

B. The Roswell International Air Center has two boarding ramps designed for use with other than EMB 140/145 and similar aircraft. Larger aircraft equipment and resources would need to be coordinated with AerSale (575-347-2029), Stewart Industries (575-347-2052) or Dean Baldwin Painting (575-347-4168), tenants located on the airport.

C. During normal operating hours, the restaurant will be open and food and drinks will be available to deplaned passengers. After normal operating hours, the restaurant area (50 seats) may not be available until restaurant or airport on-call staff members are notified of the requirement to open the facility. Basic refreshments such as candy and other pre-packaged snacks, and soft drinks will be available following coordination with restaurant personnel. Vending machines are also available at all times for this purpose. Passengers will need to be re-screened upon re-entry to the sterile area.

D. Restrooms are available in the sterile area. If passengers choose to leave the sterile area, they must contact airline personnel and/or TSA personnel in order to exit the sterile area. Passengers will be required to re-screen to re-enter the sterile area.

E. In the event of a commercial aircraft divert, the flight crew and the company operating the flight will make arrangements with the local airline and TSA for deplaning passengers into sterile or non-sterile parts of the Terminal Building. In the event local airline and/or TSA personnel are not available, the on-call airport staff member will respond to open the Terminal Building. Passengers will be deplaned into non-sterile areas of the Terminal Building. Passengers may also be deplaned into the FBO facility if available. It is the responsibility of the flight crew to account for all passengers deplaning and re-enplaning. Re-enplanement including recall of airline and TSA employees if deemed necessary, will be coordinated with TSA and airline personnel by the flight crew or the company operating the flight. Airport staff will assist as required.

F. In the event that aircraft parking is not available in the normal secure area, aircraft will be directed to park in areas adjacent to the Terminal Building and will be marshaled by FBO personnel if available. Passengers will not be deplaned until deemed necessary by the flight crew, and required facilities are confirmed as available for accepting deplaned passengers. Every effort will be made to deplane passengers into the sterile area if required, but there may be cases where deplanement into non-sterile areas is

the only option available. Local scheduled airline service takes precedence over unscheduled or diverted airline operations. Therefore deplanement decisions must be made with sufficient lead time to ensure coordination with Airport Staff, airline personnel, and TSA can be completed.

3. Provide for the sharing of facilities and make gates available in an emergency.

A. ROW has only one gate for enplaning in the Terminal Building. Priority of use of this gate in an emergency will be determined by the Airport Manager or his representative.

B. Emergencies requiring sharing of facilities typically occur when a commercial airliner diverts to ROW while other airline operations are occurring, or after hours. The procedures in Paragraphs 2 B-E above cover these situations.

4. Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared U.S. Customs and Border Protection.

A. There is no U.S. Customs and Border Protection presence at ROW. The only time ROW would have passengers requiring U.S. Customs and Border Protection service would be after an aircraft requiring this service diverted to ROW and coordination is made.

B. ROW has very limited capability to provide a sterile area under these conditions. The Terminal Building has one sterile area large enough to handle 100 passengers in crowded conditions. If needed, and in close coordination with the local airline, U.S. Customs and Border Protection in Albuquerque, NM, and TSA, the Airport Manager will direct utilization of the sterile area but only as a last resort. Tying up this area in this manner essentially stops all other airline departures until the area is available to normal use, and will be avoided if at all possible.