Airport Irregular Operations Webinar

February 25, 2010
2-4 pm EST
Welcome and Agenda

2:00-2:15 pm  **ACI-NA Welcome and Background**  
Debby McElroy and Chris Oswald, ACI-NA

2:15-2:30 pm  **Final Rule, *Enhancing Airline Passenger Protections: Implications for Airport Operators***  
Blane Workie, U.S. Department of Transportation

2:30-3:00 pm  **Irregular Operations Plans: An Airport Perspective**  
Jim Crites, Dallas/Fort Worth International Airport

3:00-3:20 pm  **Irregular Operations Plans: Airline Perspectives**  
Steve Hozdulick, Southwest Airlines, and Bill Lange, Compass Airlines

3:20-4:00 pm  **Questions & Answers and General Discussion**
Administrative Details

- All participants will be muted during presentations; we will “unmute” you during general discussions.
- Please use the chat window if you have questions during the presentations or are having trouble being recognized during general discussions.
- Please state your name and affiliation when asking questions during general discussions.
- A recording of the webinar will be made available following the webinar; details to follow via e-mail.
IROPS-A Recent History

2006-2007: Lengthy tarmac delays at DFW, JFK and other airports spark air passenger outcry


Nov. 2007: Advance notice of proposed rulemaking regarding enhanced airline passenger protections

Jan. 2008: DOT Task Force convenes; ACI-NA sponsors IROPS workshop

Nov. 2008: DOT Task Force issues recommendations

Dec. 2008: NPRM for enhanced passenger protections

Dec. 2009: Final rule
Overall delays improved in 2009. This is likely the result of reduced traffic due to capacity cuts and the depressed economy. The industry needs to keep pressure on government to implement NextGen and other capacity enhancing projects for the inevitable return to growth.

Source: BTS
Tarmac delays continue to be a persistent problem. In 2009, 55,292 flights had taxi-out times of 60 minutes or longer. Over 4,700 were over two hours and 604 flights remained on the tarmac for over 3 hours. The DOT rule requiring airlines to deplane passengers after 3 hours takes effect on April 29th.

Source: BTS
IROPS involves almost all of an airport’s internal divisions...
- Operations & facilities management (airside, terminal, and landside)
- Customer service
- Public/media relations
- Security/public safety

...and also touches many external stakeholders
- Your customer—the passenger
- Airlines
- Concessionaires
- Federal entities (FAA, TSA, CBP)
- Others

Coordination and outreach are extremely important—before, during and after events
Webinar Objectives

➢ To understand the implications of recent US DOT rulemaking on airline and airport IROPS contingency planning
➢ To discuss the importance of a proactive airport role in IROPS contingency planning
➢ To develop a better understanding regarding the state of the industry with respect to IROPS planning
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Thanks!

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