



**RICHMOND**  
INTERNATIONAL AIRPORT

## **Richmond International Airport (RIC)**

### **TARMAC DELAY - EMERGENCY CONTINGENCY PLAN**

Richmond International Airport has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan may be directed to Dereck J. Ting Fah at [dtingfah@flyrichmond.com](mailto:dtingfah@flyrichmond.com). Richmond International Airport is filing this plan with the Department of Transportation because (1) it is a commercial airport or (2) this airport may be used by an air carrier described in USC 42301(a)(1) for diversions.

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

Richmond International Airport has facility constraints that limit its ability to accommodate diverted flights and strongly encourages aircraft operators to contact the airport for prior coordination of diverted flights, except in the case of a declared in-flight emergency. Specific facility constraints include the following: limited availability of aircraft parking aprons or gates, ground support equipment needed to deplane aircraft limited to availability by airlines and/or fixed base operators, and the operating hours and availability critical government agencies such as TSA and CBP.

#### **Airport Information**

Name of Airport: Richmond International Airport

Name and title of person preparing the plan: Dereck J. Ting Fah

Preparer contact number: (804) 226-8535

Preparer contact e-mail: [dtingfah@flyrichmond.com](mailto:dtingfah@flyrichmond.com)

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Airport Category: Small Hub

## **Contact Information**

In the event of diversion or other irregular operations events, aircraft operators must contact RIC Airport Operations or the Airport's Emergency Communications Center (ECC) for assistance.

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

The purpose of this plan is to establish a partnership between the Capital Region Airport Commission, passenger air carriers at RIC, the Transportation Security Administration (TSA), RIC concession operators, the Federal Aviation Administration (FAA), US Customs and Border Protection (CBP), and air carrier ground support service providers to assist the air carriers that serve RIC or divert to RIC in the event a flight becomes delayed for any reason and passengers are on-board the aircraft for long periods of time.

Airport personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers or contract service providers. However, the airport requests that each airline, ground handler, and FBO operation on the airport provide a list of the equipment and resources they have for deplaning passengers and contact information for each carrier's Operations office. The Airport will provide this inventory and contact information to airlines as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays. The Airport owns one set of mobile stairs that are intended for use during emergency situations. In addition to the mobile stairs, the Airport owns a towable boarding ramp that accommodates regional jet sized aircraft.

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

There are currently 28\* gates available at Richmond International Airport. Many of the gates fall under preferential and/or exclusive leases to air carriers and are not fully controlled by the Airport. Some gates are not currently leased and remain under the control of the Airport. Lease agreements can change with little notice predicated on the needs of RIC-based air carriers. The Airport 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, the Airport 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.

\*The number of available gates may change based on current conditions such as airline mergers and consolidations, construction projects, maintenance outages and other factors.

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

Richmond International Airport has a designated Federal Inspection Station (FIS) capable of accommodating limited numbers of international passengers. The Airport will coordinate with local CBP officers to develop procedures that will allow international passengers who have not yet cleared United States Customs and Border Protection to be deplaned into the FIS to the extent practicable. CBP has set a minimum 3-hour call-out time for Customs Officer arrival to the airport for passenger processing in diversion situations. This information is conveyed to based air carrier representatives during RIC's Irregular Operations meetings held annually.

### **Basic Plan**

This document directly supports airline plans where the Capital Region Airport Commission, other RIC airlines, various federal agencies that support flight operations at RIC, and other service providers will attempt to coordinate and support to the best of their abilities the essential services to accommodate the needs of the passengers in the unlikely event of an extended on-board long term ground delay. These services include; adequate food and potable water, operable lavatory facilities, comfortable cabin temperatures, and medical attention if required. The air carrier must offer passengers the option to deplane within 3 hours after landing or push back from the gate for domestic flights, and within 4 hours for international flights.

**Distribution** – This document shall be distributed to the following persons or organizations at RIC:

- Capital Region Airport Commission staff, all passenger air carrier managers, concession managers, TSA Federal Security Director, FAA RIC Air Traffic Control Manager, US Customs, and RIC Fixed Base Operators (FBOs).

### **Definitions**

- **RIC – International Air Transport Association 3-letter identifier for Richmond International Airport, located in Richmond, Virginia.**
- **CRAC** - Capital Region Airport Commission, the owner and operator of the Richmond International Airport
- **ECC** - Emergency Communications Center
- **LTD** - Lengthy Tarmac Delay means the holding of an aircraft on the ground either before taking off or landing with no opportunity for its passengers to deplane.
- **LTD Critical Time** - The maximum time according to §§ 259.4 is 3 hours.

**Plan** – Each airline at RIC maintains individual plans to deal with “Lengthy Tarmac Delay” recovery operations. RIC is also highly utilized as a diversion airport for many airlines that do not serve Richmond on a regular basis. The Capital Region Airport Commission (CRAC)

will assist air carriers to the best of its ability upon request. To ensure the best level of service, airlines initiating their respective LTD plans should contact RIC Airport Operations or the CRAC **Emergency Communications Center (ECC)** and notify the airport of either an LTD Advisory or an LTD parking request.

**LTD Advisory** – A “Lengthy Tarmac Delay” advisory is made by an airline when it has a flight that is approaching trigger point in which the aircraft must return to the *airline’s* gate or a parking area to deplane the passengers. Airport Operations or the ECC will initiate telephone or radio calls to the appropriate personnel advising them that an LTD operation is in progress.

**LTD Parking Request** – Similar to an LTD advisory, except the airline does not have an available gate or may not be represented at RIC and is requesting the use of a vacant gate or remote parking area from the CRAC. The airport will assign parking based on availability and LTD critical times (typically a maximum of three hours and passengers must be off the aircraft). Airport Operations maintains a list of available parking gates and locations.

**Airport LTD Contacts** – In the event the Airport ECC is notified of a LTD, the Communications center shall immediately notify the LTD Advisory List members (in priority order):

**Airport LTD Advisory List**

- 1) Airport Operations (On Duty or On Call)
- 2) Airport Police Duty Officer
- 3) Airport ARFF Duty Officer
- 4) Custodial Services Supervisor
- 5) TSA Coordination Center
- 6) Concession Duty Managers
- 7) Airport PIO
- 8) Operations Manager

**Airline LTD Contacts** – It is the airline’s responsibility to notify and coordinate other support service such as:

**Airline LTD Contacts**

- 1) US Customs (if the flight is international)
- 2) Ground Transportation
- 3) FBO or other support organizations

**CRAC Department Roles and Responsibilities** – In the event of an LTD notification, various CRAC departments may be called upon to provide essential support services to the passengers:

- **Airport Operations** – Facilitate requests for aircraft parking, collect information for appropriate airport logs. Ensure that all rules and regulations regarding the flight operations are enforced. Assist airlines and passengers whenever possible.
  - When notified of an LTD request, Airport Operations shall:
    - 1) Assign a parking location based on:
      - a. Time of request
      - b. LTD Critical Time
    - 2) Keep RIC ATC Advised of all irregular parking locations.
    - 3) If the majority of the airport's aircraft gates or hard stands become unavailable due to the volume of traffic, Airport Operations shall convey this information to the RIC Airline General Managers via any available means, so that they may inform their respective operations centers that additional aircraft parking may not be available at RIC.
    - 4) Communicate facility constraints due to flight diversions to stakeholders via the Airport's text messaging system, and to aircraft operators via the US NOTAM System.
- **Airport Police** – Provide security and passenger assistance as needed. Provide escort or vehicle searches if off-airport transportation vehicles are needed to deplane the passengers. Ensure that all security regulations are enforced.
- **ARFF** – Standby to provide emergency services if needed. In addition, the ARFF Duty Officer may be asked to provide support to the Operations Supervisor/Officer if the Supervisor/Officer is off airport at the time of the notification.
- **Environmental Services** – Ensure that passenger facilities are maintained for use for the duration of an LTD operation.
- **Airport Public Information Officer (PIO)** – Public Information duties as needed.
- **Maintenance** – Provide support services as needed to maintain the facility, provide escorts or other services such as transportation using the Commission shuttle buses in case of emergency.

## Security Information

During all LTD operations, all participants must comply with the Airport Security Plan (ASP) and TSA regulatory requirements.

Deplaned passengers that are not returned to the sterile areas of the concourse must be taken to the public side of the airport to be rescreened before boarding a flight. TSA security checkpoint operations may not be available until the following day.

## **Shuttle Process for Screened Passengers**

The following procedures have been developed and approved for the transportation of screened passengers from aircraft located on the AOA to the sterile area of Richmond International Airport. These procedures are only to be used in situations where it is not possible or practical for screened passengers to be directly deplaned into the sterile area of the airport.

### **Passenger Transportation**

- 1) Any vehicle used for transportation must be inspected for prohibited items prior to loading screened passengers. If found, prohibited items must be removed and secured appropriately.
- 2) The CRAC SIDA-badged employee transporting passengers must ensure a SIDA-badged aircraft operator employee is always present (including in the vehicle) during the transportation of passengers and accessible property to the sterile area of the airport.
- 3) All individuals and accessible property loaded into the vehicle(s) must be transported directly to the sterile area.
- 4) In the event the CRAC SIDA-badged employee has difficulty controlling passengers during transportation to the sterile area, they must notify the respective aircraft operator Ground Security Coordinator (GSC) immediately.

### **Public Access to the Emergency Contingency Plan**

Richmond International Airport will provide public access to its Emergency Contingency Plan by posting a copy of the plan on the airport's website, [www.flyrichmond.com](http://www.flyrichmond.com).