

APPENDIX 1



AIRPORT OPERATIONS DEPARTMENT

STANDARD OPERATING PROCEDURES


SOP #5

In Cooperation with the Airport Communications Center

SUBJECT: Irregular Operations (IROP)

DATE: April 2, 2008

Irregular Operations (IROP) may be experienced by the air carriers for numerous reasons including, but not limited to, weather, slot allocations and mechanical delays.




In past history, airlines and U.S. airports have experienced considerable criticism from passengers and the media regarding the needs of passengers not being met in a timely manner (or not being met at all) when those passengers are stranded on aircraft parked on the airport tarmac and/or in airport terminal buildings for extended periods.

It is the intent of the Charleston County Aviation Authority not to receive such criticism and adverse publicity.

Signage shall be placed in all airline operating areas defining IROP and providing a telephone number to the Airport Communications Center for the reporting of IROP in instances where passengers are stranded on the tarmac or in the airport terminal building for one (1) hour or more. The Airport Communications Center will notify the on-duty Airport Operations Supervisor. In instances where no Airport Operations Supervisor is on-duty, the Airport Communications Center will notify the Manager of Operations or the Director of Operations for appropriate assistance.


Upon receipt of IROP notification, the on-duty Airport Operations Supervisor shall:

- Assess the situation
 - Consult with appropriate airline representatives
 - Determine the needs of the passengers
 - Determine whether time allows for appropriate response
 - Implement appropriate response
 - Monitor the situation to closure
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Appropriate response may include, but is not limited to, the provision of food, beverages, telephone service, toiletries, baby care products and/or other such passenger amenities. Such amenities may be provided through the office of the Public Affairs Coordinator.

Products removed from the office of the Public Affairs Coordinator shall be noted on an inventory sheet and the inventory sheet left for the Public Affairs Coordinator for accounting and restocking purposes.

The Airport Operations Supervisor shall assist the airline affected by the IROP by coordinating the following services as needed:

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- Fuel
 - Ground handling services
 - Gate for de-boarding/re-boarding passengers
 - Coordinate with U.S. Customs for international arrivals and use of Gate #5
 - Coordinate with U.S. Customs for use of the FIS if necessary
 - Contingency gate allocation
 - Hard stand for overnight parking if required
 - Coordinate with custodial contractor for additional services as necessary
 - Other services as required

The Airport Operations Supervisor shall:

- Maintain records pertaining to actions performed
- Maintain records as to the time of day actions were performed.

Records pertaining to actions and time may be required for billing purposes and/or media correspondence by the airport administration.

For after-hours, weekend and holiday IROP, the on-duty Airport Operations Supervisor is hereby authorized to call back, as necessary, any Charleston County Aviation Authority personnel he or she deems necessary for assistance in bringing the IROP to a successful conclusion.

End of SOP #5.



APPENDIX 2

| MANAGER | E-MAIL ADDRESS | WORK # | CELL # | HOME# | FAX# |
|---|--|----------------------------------|-------------------|--------------|--------------|
| Airfield Manager, Larry Smith | larry.smith.15@us.af.mil | 928/3024 | | | 963-3025 |
| Atlas Air, Charles Post | charles.post@atlasair.com | 767-4119 | 843-327-9027 | | |
| Allied Aviation, Terry Winston MGR | terry.winston@alliedaviation.com | 767-5282/5263 | 314-706-0670 | | 767-5109 |
| Allied Aviation, Charles Hoke Asst MGR | charles.hoke@alliedaviation.com | 767-5282 | 843-901-3348 | | |
| Allied Aviation, Lead Fueller | | | 843-300-7828 | | |
| American Eagle, Mary Conner (SM) | mary.conner@aa.com | 552-8725 | 563-503-0441 | | 760-0683 |
| AmeriPark, Blake Trucks (Acct MGR) | bltrucks@ameripark.com | 767-0990 | 205-966-8364 | | |
| Atlantic Aviation, Bill Keigans | wkeigans@atlanticaviation.com | 746-7600 | 860-5046 | | 746-7642 |
| Atlantic Aviation, Richard Smith | Rsmith@atlanticaviation.com | 746-7608 | 200-8778 | | 746-7642 |
| Atlantic Aviation, Kurt Schmidt | Kschmidt@atlanticaviation.com | 746-7600 24 hrs | 200-5254 | | 746-7642 |
| Avis/Budget - Belinda Hestir (SM) | Belinda.Hestir@avisbudget.com | 767-7042/7051 | 296-0836 | 552-1461 | 552-5430 |
| Boxell Aerospace, Lance Syner | lance@boxell.com | 843-860-4486 (on call person) | 843-513-2898 | | |
| Avis/Budget - Belinda Hestir (SM) | Belinda.Hestir@avisbudget.com | 767-7042/7051 | 296-0836 | 552-1461 | 552-5430 |
| Delta, Lee Sessions (Interim SM) | Lee.Sessions@delta.com | 767-7310 | 404-202-9946 | | |
| DAL/DGS Chip Jones (SM) Delta & US Air | Chip.e.jones@delta.com | 767-7318 | 843-901-2984 | | 767-7327 |
| DAL/DGS Brian Nash (Duty Mgr) | Brian.Nash@delta.com | 552-0451 | 843-277-5465 | | |
| UEX/DGS Patrick Barry (SM) United | Patrick.M.Barry@delta.com | 207-9088 | 843-323-8955 | | 207-8813 |
| Enterprise, Rhonda Floyd | rhonda.floyd@ehi.com | 767-4557 x100 | 843-754-0593 | | 843-760-5002 |
| FAA, ATCT Stephanie Faison | Stephanie.Faison@FAA.gov | 414-2800 | | | |
| FedEx, David Stapleton | dinstapleton@fedex.com | 747-9086 | 708-8829 | 766-6829 | 747-4586 |
| FedEx, Mike Matricciano | mamatricciano@fedex.com | 747-9086 | 437-0785 | 875-5427 | |
| FSS, Daniel Figueroa (SM) | dffigueroa@fsspeople.com | 843-323-2544 | | | |
| FSS, Tim White, Service Supervisor | twhite@fsspeople.com | 843-696-5961 | | | |
| G2 Secure Staff, Kim Dickerson | kdickerson@g2securestaff.com | | 843-260-7803 | 345-0942 | |
| Hertz, Kevin Connolly (SM) | kconnolly@hertz.com | 767-4554 x 11 | 200-4378 | 767-1898 | |
| Hudson News, Renee Davis-Gatlin | rdavis@hudsongroup.com | 552-3608 | 277-5478/743-8900 | 843-793-1738 | |
| Hudson News, Paula Lavalouis | | | 425-6857 | | |
| IH Services, Quentin Reid | charlestonairport@ihservices.com | 843-952-5632 | 843-260-0712 | | |
| JetBlue Airways, Chris Plunkett (SM) | chris.plunkett@jetblue.com | 843-480-4201, ext 1513506 | 917-502-4830 | | 843-552-6453 |
| National, Rhonda Floyd (City Mgr) | supervisor_on_duty:843-323-2936 | | | | |
| National, Rhonda Floyd (City Mgr) | rhonda.floyd@ehi.com | 767-4557 X 100 | 843-754-0593 | | |
| Landmark Aviation, Ben Wells (SM) | wwells@landmarkaviation.com | 414-9200 | 259-0216 | | |
| Southwest Airlines, Grady Glover (SM) | gradyglover@wnco.com | 789-5470 | 843-214-0717 | | 789-5449 |
| SFP America, David Vonderschmidt | David.Vonderschmidt@foodtravelxperts.com | 767-7055 | 571-271-5508 | | |
| US Airways, Corey Winer (SM) | corey.winer@usairways.com | 552-0237 | 843-743-3515 | | 207-5030 |
| United, Lisa Ramos | Lisa.Ramos@united.com | 767-0950 | 912-667-4123 | | |
| USCBP, Robert Fencel, Director | Robert.A.Fencel@CBP.DHS.gov | | | | |
| USCBP CHS Airport, Eric Sappol | eric.sappol@dhs.gov | 552-2696 | 843-200-3615 | | |
| TSA: | | | | | |
| Debra Engel, FSD | Debra.Engel@dhs.gov | 302-8001 | 412-1542 | | |
| Tim Hopes, AFSD LEO | Timothy.Hopes@dhs.gov | 302-8003 | 224-4288 | | |
| John O'Reilly, AFSD Screening | John.N.O'Reilly@dhs.gov | 767-6028 | 412-5191 | | |
| Tom Sheehan, AFSD Leo | Tom.Sheehan@dhs.gov | 302-8002 | 412-8524 | | |
| TSA Coordination Center | chscoordinationcenter@dhs.gov | 767-6032 | | | |
| TSA Screening Mgrs Office | | 767-6036 | | | |
| CHS Operations/Dispatch Emergency # - 767-7005 -- 24/hr number | | | | | |
| Roger Schwartz, Mgr. of Operations | rschwartz@chs-airport.com | 767-7186 | 767-7219 | | |
| Operations Pass & ID | dlombardo@chs-airport.com | 767-7013 | | | |

APPENDIX 3

AIRCRAFT DIVERSION MEETING MINUTES

Aircraft Diversion Meetings are held in conjunction with the Charleston County Aviation Authority's (CCAA) monthly Tenant Managers' Meetings.

Minutes of the Aircraft Diversion Meetings are maintained at the offices of the CCAA Airport Operations Department.

APPENDIX 4

AIRLINES AT CLAS OF APRIL 1, 2012

DELTA AIRLINES:
 ExpressJet Airlines— (Owned by Sky West Inc.)
 Chautauqua Airlines— (Owned by Republic Airways Holdings, Inc.)
 Comair- (Owned by Delta)
 Pinnacle Airlines — (Delta Connection Airline)
 Shuttle America — (Owned by Republic Holdings, Inc.)
 Go Jet Airlines — (Owned by Trans State Holdings, LLC)

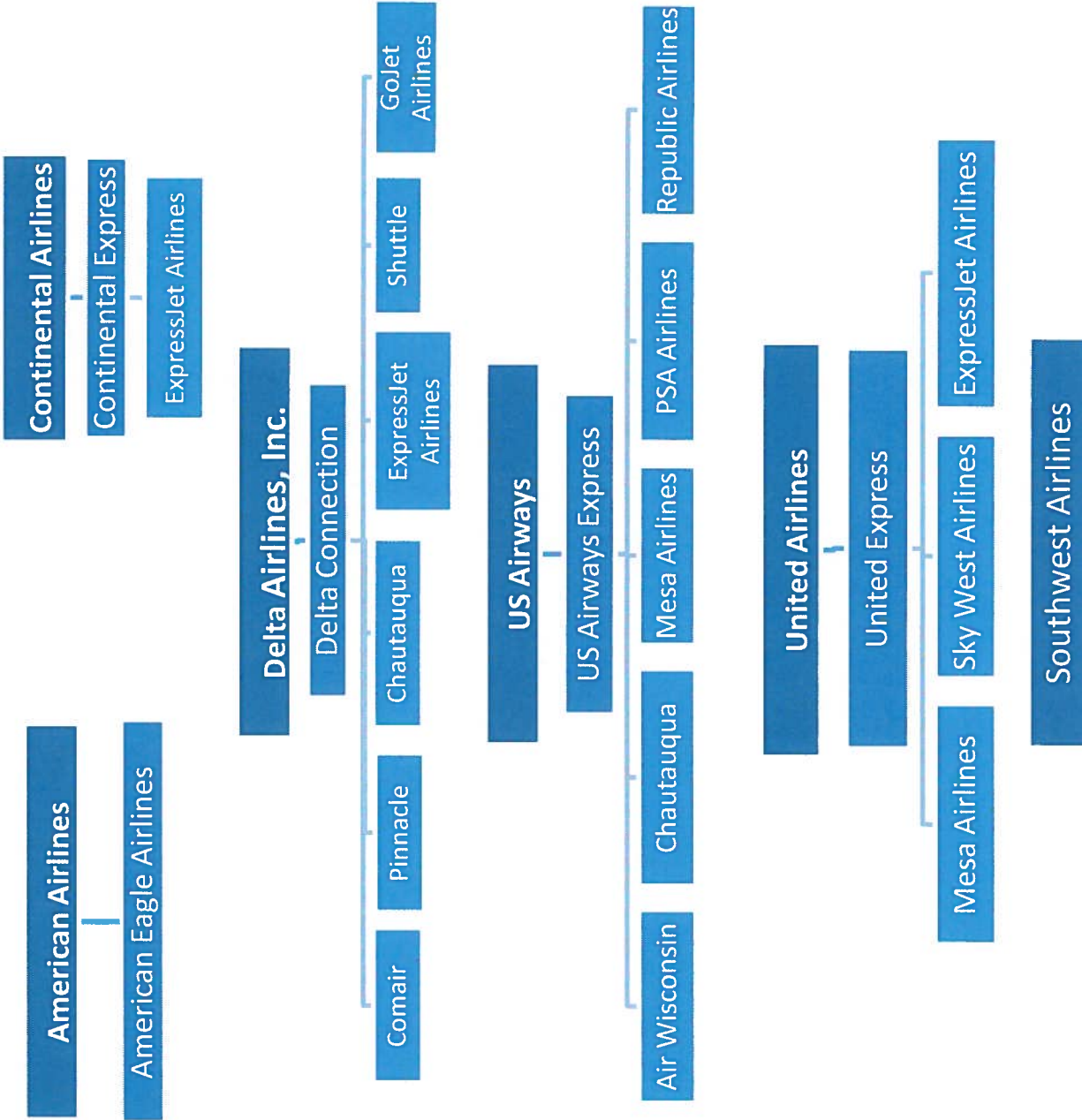
AMERICAN AIRLINES:
 American Eagle Airlines — (Owned by AA)

US AIRWAYS:
 Air Wisconsin
 Mesa Airlines — (Owned by Mesa Air Group)
 PSA Airlines
 Republic Airlines — (Republic Airways Holdings)
 Chautauqua Airlines - (Owned by Republic Airways Holdings, Inc.)

UNITED AIRLINES:
 Mesa Airlines — (Owned by Mesa Air Group)
 SkyWest Airlines — (Owned by SkyWest Inc.)
 ExpressJet Airlines — (Owned by Sky West)

CONTINENTAL AIRLINES:
 ExpressJet Airlines — (owned by Sky West)

SOUTHWEST AIRLINES



APPENDIX 5

Airline Tarmac Delay Plans

Airline Tarmac Delay Plans for the following airlines are maintained at the offices of the
Charleston County Aviation Authority Airport Operations Department

A – American Airlines
B – Continental Airlines
C – Express Jet
D – Comair
E – Pinnacle Airlines
F – Chautauqua Airlines
G – Atlantic Southeast
H – Shuttle America
I – Southwest Airlines
J – United Airlines
K – MESA Airlines
L – SkyWest Airlines
M – Trans States Airlines
N – US Airways
O- Air Wisconsin d.b.a. US Airways Express
P – Republic Airlines
Q – Mesaba Airlines
R – jetBlue
S – Edelweiss Air AG
T –
U –
V –
W –
X –
Y –
Z –

APPENDIX 6



CHARLESTON COUNTY AVIATION AUTHORITY

CHARLESTON INTERNATIONAL AIRPORT • 5500 INTERNATIONAL BLVD. #101

CHARLESTON, SC 29418-6911

TELEPHONE: (843) 767-7000 • FAX: (843) 760-3020

MEMORANDUM

April 26, 2012

TO: Bob Brammer, Director of Operations
Roger Swartz, Manager of Operations
Al Britnell, Chief of Police

FROM: Bill New, Deputy Director of Airports *Bill*

SUBJECT: Overview of Meeting with Port Director Robert Fencel

As a follow-up to our meeting on Tuesday, April 24, 2012, with Port Director Robert Fencel, Customs Border Protection (CBP), regarding international diversions intended for Charleston the following operational details were covered:

1. Notification and communications between CBP and CCAA is crucial in developing and implementing a response strategy to assist with an international diversion arrival. Time is of the essence, and very often advanced notification of an arrival is limited to minutes rather than hours. For that reason, it remains essential that Operations and Law Enforcement personnel have a clear understanding of reason for the diversion and a situational awareness of activities at the airport to assist in the arrival.
2. The discussions clearly established that CBP has a defined time limit for holding persons on an aircraft before for deplaning. CBP listed the time limit at three hours; however, according to CBP staff, the decision to deplane will be made at or near the two-hour mark. CCAA operating under Department of Transportation requirements uses the four-hour rule for deplaning passengers for aircraft held on the ramp. Operations and Law Enforcement personnel should be aware of the time constraints for CBP and CCAA operations when formulating a response strategy.
3. Director Fencel made it quite clear that all international diversions needing to be placed at a boarding gate should be directed to either Gate B-4 or Gate B-5. Directing an international arrival to a domestic gate should not be considered. Utilizing Ramp-C for staging an international diversion until a gate is available should be considered if and when such an event occurs.

4. Coordination with assigned air carriers for Gates B-4 and B-5 is critical in developing a response strategy to handle an international diversion.
5. The CBP staff stressed the importance that no one should enter or allow the aircraft doors to be opened until such time as CBP is on scene. Exceptions do occur, such as a medical or life-safety occurrence (fire on board aircraft, etc.). In situations involving an international arrival, CCAA essentially plays a supporting role to assist CBP in their customs and border protection duties.
6. The Operations Department will continue to include CBP staff in all scheduled meetings regarding diversion issues and also provide copies of contingency plans developed for such occurrences.

If I have omitted information that was covered during this meeting, please let me know so that the file can be corrected.

APPENDIX 7

May 10, 2012

Charleston International Airport Ground Support Equipment List

American Eagle

Type

1. 2 Bag Tugs
2. 4 Bag Carts
3. 1 Belt Loader
4. 1 Valet Cart
5. 1 Lavatory Cart
6. 1 Deicer
7. 1 Air Stair
8. 1 Portable Ground Power Unit (GPU)

Delta Airlines

1. 4 Air Conditioning Carts
2. 1 Air Start Cart
3. 4 Aircraft Tow Tractor
4. 23 Baggage Cart
5. 8 Baggage Tractors
6. 9 Belt Loaders
7. 1 Cabin Access Stand
8. 2 Cargo Tractor
9. 1 De-Ice Truck
10. 1 Forklift
11. 6 Ground Power Units
12. 1 Heater cart
13. 2 Lavatory Service Cart
14. 1 MTC Lift Truck
15. 3 Passenger Steps
16. 1 Pick-Up Truck
17. 4 Scale-Bench
18. 1 Scale-Floor
19. 3 Standby Carts

Ground Support List Continue

20. 9 Towbars
21. 1 Water Cabinet
22. 1 Water Service Cart

SouthWest Airlines

1. 7 Trash /Freight Carts
2. 20 Bag Carts
3. 2 Human Remains Carts
4. 2 Belt Loaders
5. 5 Bag Tugs
6. 1 Lavatory Cart
7. 2 Diesel Push Back Tugs
8. 1 Air Cart
9. 1 Ground Power Unit
10. 2 Hot Shots
11. 1 PAXS Stairs
12. 1 Provo Stand
13. 3 Tow Bars

United Airlines

1. 2 Bag Tugs
2. 4 Belt Loaders
3. 1 Towbarless Tractor
4. 4 Towbars
5. 4 Passengers Stairs
6. 2 Lavatory Carts

US Airways

1. 1 Conveyor System
2. 22 Freight Cart
3. 1 F800 Cab & Chassis-FMC Dek
4. 1 Deicer-Open Basket
5. 2 Ground Power Units 90kva/28v
6. 1 Aircraft Cooling Unit Trailer
7. 1 Aircraft Heating Unit Trailer
8. 3 Bridge Adapters
9. 4 Belt Loader
10. 7 Towbars
11. 3 Pushback Tow Tractors
12. 3 Valet Carts
13. 1 Airstart-Cont. Flow. Trailer
14. 1 Fluid Cart
15. 1 Lavatory service Truck
16. 2 Boarding Stair RJ1420
17. 2 Passenger Stair Unit
18. 5 Baggage Tractor