

Airport Certification Manual

Minneapolis-St. Paul International Airport (MSP)

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Revision Number	Revision Date	Revision Contents and/or Remarks
001	07/01/07	Pages iv - vi, Revision Control Sheet, Distribution List
001	07/01/07	Page 11-2, Declared Distances & Displaced Thresholds
001	07/01/07	Page 11-3, safety areas for Taxiways K & L
001	07/01/07	Page 12-3, 12-4, 12-5, Taxiway reflectors
001	07/01/07	Page 15-1, & 15-2, paragraph a, vehicles 16 & 17
001	07/01/07	Page 16-1, items c & e
001	07/01/07	Page 21-1, 21-2, 21-3, 21-4, 21-5, Pedestrian and Ground Vehicles
001	07/01/07	Page 24-1, item 3.a
001	07/01/07	Exhibit 1, Operations Organization Chart
001	08/15/06	Exhibit 7, Sign Plan
001	07/01/07	Exhibit 9, Snow Plan
001	07/01/07	Exhibit 13, Letters of Agreement
002	01/22/09	Exhibit 7, Updated Sign Plan
003	03/31/09	Exhibit 9, Snow Plan: Added information related to continuous monitoring and crew resource management.
004	10/31/10	Complete update of the entire document.
005	01/01/12	Page 21-1, 21-2, 21-3, 21-4, 21-5, 21-6, Pedestrian and Ground Vehicles
006	03/18/13	Pages i, iv, Table of Contents and Revision Control Sheet. Pages v-vi, Elimination of Document Control Sheet (page renumbering). Page 4-1, Falsification, reproduction, or alteration of applications, certificates, reports, or records. Page 8-1, 8-2 (format), CEO, Personnel. Page 21-2, 21-4, Pedestrians and Ground Vehicles.
007	09/15/13	00 -Table of Contents; Sections 9, 11, 12, 15, 16, 20, 24, 26, 27; Exhibits 1, 2, 4, 5-2, 6, 7, 9-1, 9-2, 10, 11, 13-1, 13-2, 14, 16, 17.
008	07/31/14	00 - Table of Contents, Section 21
009	08/01/14	Table of Contents, Section 13, Exhibit 9
010	03/24/2016	Updates to 00 - Table of Contents and Sections 12, 15, 16, 17, 20, and 26 as well as Exhibits 1, 4, 7, 10, 12, 14, and 15. Addition of Exhibit 18.

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Revision Number	Revision Date	Revision Contents and/or Remarks
011	09/01/2016	Changes to Sections 13, 20, 26 and Exhibit 9 to incorporate Runway Condition Codes (RCCs) and other changes to Airport Condition Reporting methods.
012	02/11/2018	Updates to 00 - Table of Contents, Sections 9 and 12 and Revised Movement/Non-Movement Area Letter of Agreement in Exhibit 13.
013	05/11/2018	Updates to 00 - Table of Contents, Distribution List, Section 21, Exhibit 1, Exhibit 5, and Exhibit 9
014	08/31/2018	Updates to Table of Contents, Section 11-Safety Areas, Section 12-Marking, Signs and Lighting, Section 15-ARFF Equipment and Agents, Section 17-Handling and Storing of Hazardous Substances and Materials, Exhibit 10-ARFF Equipment/Personnel, Exhibit 16-Preventive Maintenance Procedures for PAPIs and Generators, Exhibit 17-Engineered Materials Arresting System (EMAS) Maintenance Program, Exhibit 18-Fuel System Inspection Reports and Exhibit 19 - Corrective Action Form
015	11/09/2018	Updates to Section 19- Airport Emergency Plan and Exhibit 11- Airport Emergency Plan
016	06/01/2019	Entire document reformatting, and reorganization. Updates to Section 317- ARFF: Equipment and Agents, Section 321 -Handling and Storing of Hazardous Substances and Materials, Exhibit 303-1-Organization Chart, Exhibit 313-1-Snow Plan, Exhibit 317-1-ARFF Equipment/Personnel, Exhibit 327-1-Daily Self-Inspection Forms, Exhibit 339-1-NOTAM Information
017	09/27/2019	Updates to Distribution List, Section 323-Air Traffic and Wind Direction Indicators, Exhibit 311-2-Preventive Maintenance Inspection Procedures for PAPIs and Generators, Exhibit 313-1-1-Snow Plan, 321-1-Fuel System Inspection Reports, Exhibit 327-1-Self-Inspection Forms
018	10/01/20	Updates to Distribution List, Section C of Section 321 and replacement of pages 4 and 5 of Exhibit 321-1 with new training form.
019	11/20/20	Updates to Distribution List, Section 309, Section 311, Section 321, Section 323, Exhibit 305-2, Exhibit 311-2, and Exhibit 500-1
020	12/23/20	Updates to the Table of Contents and the Sign Plan in Exhibit 311-1.

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Revision Number	Revision Date	Revision Contents and/or Remarks
020A	06/16/2021	Updates to the Table of Contents, Distribution List, and the Sign Plan in Exhibit 311-1.
021	6/21/2021	Updated Wildlife Hazard Management Plan in Exhibit 337-1.
022	3/25/2022	Updated Table of Contents-Distribution List, Section 303, Section 327, Exhibit 309-1, Exhibit 311-2, and Exhibit 327-1.
023	04/22/2022	Updated Section 311, Section 325, Section 339, Exhibit 325-1 and Exhibit 339-1
024	08/26/2022	Updated Table of Contents, Section 305, Section 311, Exhibit 313-1, Exhibit 321-1, Exhibit 500-1
025	11/18/2022	Updated Table of Contents, Section 301, Section 317, Section 335, Exhibit 101-2, and Exhibit 500-10
026	07/14/2023	Updated Table of Contents, Section 201, Section 311, Section 327, Section 329, and Exhibit 327-1
027	10/06/2023	Updated Table of Contents Distribution List, Section 313 and Exhibit 313-1.
028	10/12/2023	Updated Exhibit 325-1, Airport Emergency Plan - Revision 06
029	12/29/2023	Updated Section 309, Section 317, Section 319, and Exhibit 317-1
030	01/26/2024	Update to the Sign Plan, Exhibit 311-1
031	01/31/2024	Updated Exhibit 325-1, Airport Emergency Plan - Revision 07
032	04/12/2024	Updated Section 337 and Exhibit 337-1, Wildlife Hazard Management Plan
033	05/30/2024	Updated Table of Contents Distribution List, Exhibit 500-6, and added new Exhibit 500-11.
034	07/10/2024	Updated Section 317, Exhibit 317-1, and Exhibit 500-6.
035	09/09/2024	Updated Exhibit 313-1, Snow and Ice Control Plan
036	09/18/2024	Updated Exhibit 325-1, Airport Emergency Plan
037	09/19/2024	Added Sections 401, 403, and Exhibit 500-12
038	11/01/2024	Updated Table of Contents Updated Exhibit 313-1, Snow and Ice Control Plan section 5.7 and Appendices 4, 5, 6, 7, 8, 9, 10, 11 Updated Section 309 page 3 and Exhibit 327-1 page 4
039	11/25/2024	Updated Table of Contents Updated Section 311 Added Exhibit 311-3
040	01/15/2025	Updated Section 317 page 2 and Exhibit 317-1

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041	04/07/2025	Added Exhibit 500-13
042	04/08/2025	Updated Section 317 and Exhibit 317-1
043	04/24/2025	Updated Exhibit 325-1 - Airport Emergency Plan

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MINNEAPOLIS-ST. PAUL INTERNATIONAL AIRPORT CERTIFICATION MANUAL

Distribution List

1. Original ACM
 2. FAA Airport Certification Inspector
 3. MAC Executive Director/CEO
 4. MAC Executive Vice President/COO
 5. MAC Vice President Management and Operations
 6. MAC Director of Integrated Operations
 7. MAC Director of Airport Maintenance and Asset Management
 8. MAC Director of Terminal and Landside Operations
 9. MAC Assistant Director of Field Maintenance
 10. MAC Director of Real Estate and Airline Affairs
 11. MAC Emergency Manager
 12. MAC Airport Police Department
 13. MAC Airport Fire Department
 14. MAC SMS Manager
 15. MAC Trades Department
 16. MAC Field Maintenance Department
 17. MAC Electrical Department
 18. MAC Paint Department
 19. MAC Airport Development Department
 20. MAC Airside Operations Department
 21. MAC Emergency Communications Department
 22. Air Traffic Manager, FAA Air Traffic Control Tower
 23. Manager, FAA Airways Facilities
 24. Minnesota State Department of Transportation
 25. General Manager, Signature Flight Support
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26. Station Manager, Air Canada
 27. Station Manager, WestJet Airlines
 28. Station Manager, American Airlines
 29. Station Manager, Southwest Airlines
 30. Station Manager, Delta Air Lines
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 33. Station Manager, Icelandair
 34. Station Manager, UNIFI
 35. Station Manager, Spirit Airlines
 36. Station Manager, Skywest Airlines
 37. Station Manager, Endeavor Airlines
 38. Station Manager, United Airlines
 39. Station Manager, Sun Country Airlines
 40. Station Manager, Alaska Airlines
 41. Station Manager, DHL
 42. Station Manager United Parcel Service
 43. 934th Air Force Reserve
 44. 133rd Air National Guard
 45. Swissport
 46. Station Manager, Denver Air Connection
 47. Station Manager, Air France/KLM
 48. Station Manager, Atlas Air
 49. Station Manager, Allegiant Airlines
 50. Station Manager, Amazon Air
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Distribution List



51. Station Manager, Aer Lingus

52. Station Manager, Lufthansa

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Exhibit 325-1 - Airport Emergency Plan

Exhibit maintained as a separate document.

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Exhibit 325, page 1

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MINNEAPOLIS – SAINT PAUL INTERNATIONAL AIRPORT (MSP)

AIRPORT EMERGENCY PLAN 2025

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METROPOLITAN AIRPORTS COMMISSION

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REVISION CONTROL SHEET

Revision Number	Date Revised	Initials	Revision Title and/or Remarks
3	1/31/2011	PS	Complete document revision in accordance with Advisory Circular 150/5200-31C guidance
			Basic Plan <ul style="list-style-type: none"> Revised per Advisory Circular 150/5200-31C format Inclusion of National Response Framework (NRF) and National Incident Management System (NIMS) guidelines
			Standard Operating Procedures incorporated into the applicable Hazard section
			Added Hazard 9 – Water Rescue
			Added Hazard 11 – Tarmac Delays
			Added Map K – Emergency Siren Locations and Coverage
			Added Attachment 3 – Surface Movement Guidance Control Plan
			Distribution lists revised for current airport tenants and MAC staff
4	11/09/18	KR	Entire plan updated to reflect current organizational structure and assigned responsibilities within the plan.
5	04/22/22	KR	Added Promulgation Letter, Hazard 12-UAS Operations/Incident
6	10/12/23	JH,CL	Revised Hazard 12 – UAS Operations/Incident, updated Emergency Services LOA, updated Internal MAC Distribution List, updated Org Chart
7	1/31/24	BWSL	Administrative amendments to update department names, descriptions of capabilities, facility titles, position titles, abbreviations and gender-specific language throughout document. Grammatical changes and formatting changes throughout the document. Added NFPA 1600 as an additional guiding document. Added document handling instructions. Added language allowing delegation of Vice President of Management and Operations to delegate responsibilities. Removed or amended references to technical capabilities that are no longer supported or provided by alternate means (e.g., Teams vs. landline telephony). Broadened Critical Stress Incident Management to include other appropriate emotional support services and recognized current availability of such services within MAC. Added references to MAC Crisis Communications Plan. Separated EOC and ICP responsibilities. Clarified role of EOC Liaison Officer. Assigned responsibilities of former Airline Operations and International Facilities Department to Landside and Terminal Operations. Added Risk Management capabilities for Safety Officer support. Removed personally identifiable information (will be held by ECC outside of plan). Updated distribution lists.

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			Removed reference to previous Attachment 3 from table of contents which is no longer attached. Renumbered attachments following former attachment 3.
8	09/18/24	BWSL	Revised Annex 1 Command and Control, updated Maps Appendix, updated MAC distribution list, and edited page numbers on document pages and table of contents.
9	04/24/25	MW, JH	Revised Hazard 9 Water Rescue

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LETTER OF PROMULGATION

This plan is promulgated as the Minneapolis/St. Paul International Airport Emergency Plan (AEP). The Plan is designed to comply with Title 14, CFR Part 139, *Certification of Airports*, to minimize the possibility and extent of personal injury and property damage on the airport in an emergency. The Plan provides the framework for coordination and full mobilization of Airport and external resources consistent with the National Incident Management System. It clarifies strategies to 1) prepare for, 2) respond to, and 3) recover from an emergency or disaster.

There are three components to the Airport Emergency Plan (AEP):

- **Basic Plan** – The Basic Plan provides and overview of the Airport’s Emergency Operations. It defines related policies, describes the response organization, assigns tasks, and identifies twelve potential hazards which may or may not be located on airport property, but may be close enough to potentially impact the airport should a problem develop.
- **Functional Annexes** – The Functional Annexes are operational plans organized around the performance of *broad* tasks, e.g., command and control, communications, emergency public information, health and medical, etc. These sections are intended to address critical services necessary to manage, communicate, respond, and recover from an airport emergency or disaster. They define and describe policies, processes, roles, and responsibilities inherent to the various functions before, during and after an emergency period.
- **Hazard-Specific Sections** – The Hazard-Specific Sections provide additional detailed information applicable to the performance of a particular function in support of a particular hazard. These sections, along with their associated Airport Operating Procedures, Standard Operating Procedures and Checklists, may be used as “stand-alone” plans. For example, for a flooding event, the Natural Disasters – Flooding Section can be pulled from the AEP and used to support the incident.

This plan is intended to be used in conjunction with other plans such as the Airport Security Plan, Air Carrier Emergency Plan(s), Airport Tenant Emergency Plan(s) associated Airport Operating Procedures and Standard Operating Procedures, and local/regional Emergency Operations Plan(s).

The Plan is maintained by the Emergency Manager through the Chief Operating Officer. The Plan will be reviewed once every 12 consecutive calendar months with all parties with whom the Plan is coordinated to ensure that all parties know their responsibilities and that all information in the Plan is current.

The MSP International Airport will hold a full-scale airport emergency plan exercise at least once every 36 consecutive calendar months.

DocuSigned by:

Brian Ryks

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Brian Ryks

CEO Metropolitan Airports Commission

04/25/25

Date

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Re Williams

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BASIC PLAN

PURPOSE

The Metropolitan Airports Commission (MAC) owns and operates Minneapolis-Saint Paul International Airport (MSP). An Airport Emergency Plan (AEP) is a required element under CFR Part 139.325. The emergency plan defines authority, identifies responsibility and assigns tasks when responding to an emergency situation at MSP. The emergency plan is reviewed and approved by the Federal Aviation Administration (FAA). The MAC's Vice President of Management and Operations has primary authority for implementing the MSP AEP. In the Vice President's absence, the Emergency Manager assumes authority. A copy of the plan is maintained for public viewing at the Terminal 1 – Airport Police Department at 4300 Glumack Drive, Suite LT-3255, Saint Paul, Minnesota 55111; telephone 612.725.6148.

CFR Part 139 – Airport Certification and FAA Advisory Circular 150/5200-31 – *Airport Emergency Plan* provide guidelines for the development of the AEP. Other documents and resources used in developing the MSP AEP include:

- National Response Framework (NRF)
- FEMA Comprehensive Preparedness Guide (CPG101)
- FEMA National Incident Management System (NIMS)
- Aviation Disaster Family Assistance Act
- NFPA 1660, Standard for Emergency, Continuity, and Crisis Management: Preparedness, Response and Recovery (NFPA1600)

- MAC Mutual Aid Agreements (Police and Fire)
- MAC Resolutions 2067 & 2069
- MSP Airport Security Plan

Plan content is developed and/or revised in cooperation with applicable MAC departments, MSP tenants, partners and stakeholders, as well as non-MAC agencies and organizations that have been identified as having MSP emergency response duties. The AEP is revised once every 12 consecutive calendar months, or more often, if significant changes occur. The AEP is distributed to plan participants, MAC departments, MSP tenants and other agencies as appropriate. The distribution list is available upon request.

While the MAC owns and operates six reliever airports in addition to Minneapolis-Saint Paul International Airport, this Airport Emergency Plan pertains only to MSP.

It is the intention of the Metropolitan Airports Commission to implement plans and procedures outlined in the MSP Airport Emergency Plan to:

- A. Ensure timely response during an emergency situation to maximize the protection of life, property and the environment.
- B. Provide support to all areas of the airport which require assistance.
- C. Ensure the continuity of airport operations through timely response and recovery.
- D. Serve as a training resource for MAC personnel.

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The AEP focuses on improving airport emergency management and incident response capabilities, and encourages enhanced coordination among MAC departments, mutual aid responders, MSP tenants, surrounding communities and government entities. The AEP defines tasks to be implemented when responding to specific hazards that have been identified as posing a potential threat to the public's health and safety, as well as having an impact on MSP operations. In support of response to specific hazards, the AEP addresses tasks and assignments in the functional annex section.

SITUATIONS AND ASSUMPTIONS

Minneapolis-Saint Paul International Airport is attended 24 hours a day, seven days per week. The MAC Emergency Communications Center, the MAC Airside Operations Department and the FAA Minneapolis Air Traffic Control Tower operate around-the-clock. The MAC employs full-time aircraft rescue and fire fighting personnel and full-time law enforcement officers. These Departments are staffed 24/7 and provide emergency first response, including three-minute ARFF first response per CFR 139.319 requirements.

The Metropolitan Airports Commission has adopted Resolution No. 2067 – In Support of and Promoting the Use of Intrastate Mutual Aid Agreements. The MAC has entered into multiple mutual aid agreements, whereby, parties to the agreements will provide additional personnel, vehicles and other resources upon request. Municipal jurisdictions immediately adjacent to MSP are parties to mutual aid agreements. Those agencies would be able to quickly augment MAC first response, if so requested.

Hazards having the potential to affect public safety or impact operations at MSP have been identified. Those hazards were rated for occurrence probability and for response management difficulty. In identifying hazards to include in the AEP, certain assumptions were made relative to aviation industry probabilities, security threat assessments, natural history associated with the geographical area, historical weather patterns and regional response capabilities. Hazards having either a high probability/low management difficulty rating or a low probability/high management difficulty rating were deemed appropriate for inclusion in the AEP. Situations deemed as routine were omitted from the AEP, with response at the discretion of the appropriate department through the use of standard operating procedures. Situations ultimately noted in the hazard-specific section of the AEP include aircraft accidents, natural disasters, unauthorized work stoppages, and power outages, release of hazardous materials, communicable diseases, security breaches, bomb threats, terroristic threats and attacks. In support of hazard response, functional annexes are included in the AEP outlining procedures for warning and response notification, communications, command and control, aircraft rescue and fire fighting (ARFF), search and rescue, responder safety and welfare, medical and hospital, fatality management, family assistance, law enforcement and security, evacuation and sheltering, public information and media, airport operations and maintenance, resource management, damage assessment and documentation.

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OPERATIONS

The Metropolitan Airports Commission has adopted Resolution No. 2069 – Designation of the National Incident Management System (NIMS) as the Basis for all Incident Management for the Metropolitan Airports Commission. NIMS provides a set of standardized organizational structures, multi-agency coordination systems, and public information systems, as well as requirements for processes, procedures, and systems designed to improve interoperability among jurisdictions and disciplines in various areas. ICS is a component of NIMS. ICS is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. A basic premise of ICS is that it is widely applicable and used to organize both near-term and long-term field-level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade.

All MAC emergency/incident response will be governed by the Incident Command System (ICS) as established under NIMS. MAC personnel with emergency plan responsibilities receive NIMS/ICS training commensurate with potential task assignments under ICS.

In the event of an emergency, a supervisory level member of the first-responding Department with jurisdiction over the incident will generally act as the initial Incident Commander (IC). IC will direct the first tactical responses and will establish the Incident Command Post (ICP). The IC will delegate authority and assign tasks as appropriate under the ICS. The IC will determine if response can be handled internally or if mutual aid will be initiated. Emergency response requests are made via transmissions on assigned 800MHz radio frequencies. A computerized message sending system is available as an alternate notification system to the 800MHz radio system. The message sending system can be triggered by the Emergency Communications Center or Airside Operations and may also be used for information dissemination during an incident. Transfer of command or expansion of the ICS organization will occur as applicable in order to maintain ICS protocols and span of control.

To support the IC, the MAC may establish an Emergency Operations Center (EOC) as a central location to support emergency response efforts and to manage recovery operations. EOC activation is at the request of the IC and authorized by the MAC Vice President of Management and Operations or the Vice President's designee. The EOC does not take the place of the ICP, but works in close coordination with the IC. The EOC will provide multiagency coordination in support of incident command, will ensure that security is established at all sites, will assess resource needs, in conjunction with the Joint Information Center if activated will release information to the media/public and will activate the Friends and Relatives Center and temporary morgue, as appropriate. The EOC will remain active until such time that recovery operations can be turned over to applicable jurisdictions, agencies or MAC departments.


The State of Minnesota maintains Emergency Operations Center facilities at 444 Cedar Street, Saint Paul, MN 55101. A State Duty Officer is on-duty 24 hours a day, seven days per week. Upon request, the Duty Officer can initiate state-wide mutual aid emergency response. The Duty Officer can activate the State EOC to support a local EOC. If appropriate for the circumstances, the State EOC can assume ICP support functions with operations based out of the Saint Paul, MN facility.

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ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

MSP air carrier operators, corporate flight departments and other airport tenants maintain proprietary emergency plans. Those agencies are encouraged to share emergency planning information with the MAC. Airside Operations maintains MSP tenant emergency contact lists. In the event of an accident or incident, Airside Operations will coordinate with aircraft operators, local air carrier representatives or air carrier operations control centers to gather information pertinent to the incident. Upon request from the aircraft operator, the MAC will provide assistance to the extent practicable in coordinating transportation needs, equipment movement and completing duties associated with an air carrier's Aviation Disaster Family Assistance plan.

The MAC and the FAA Minneapolis Air Traffic Control Tower are parties to an Emergency Services Letter of Agreement (LOA). The document identifies each agency's emergency response assignments and responsibilities. The LOA is an attachment to the AEP.

The MAC is responsible for incident/accident response and recovery at Minneapolis-Saint Paul International Airport. MAC lines of authority and reporting relationships are depicted on the organizational chart on the following page:

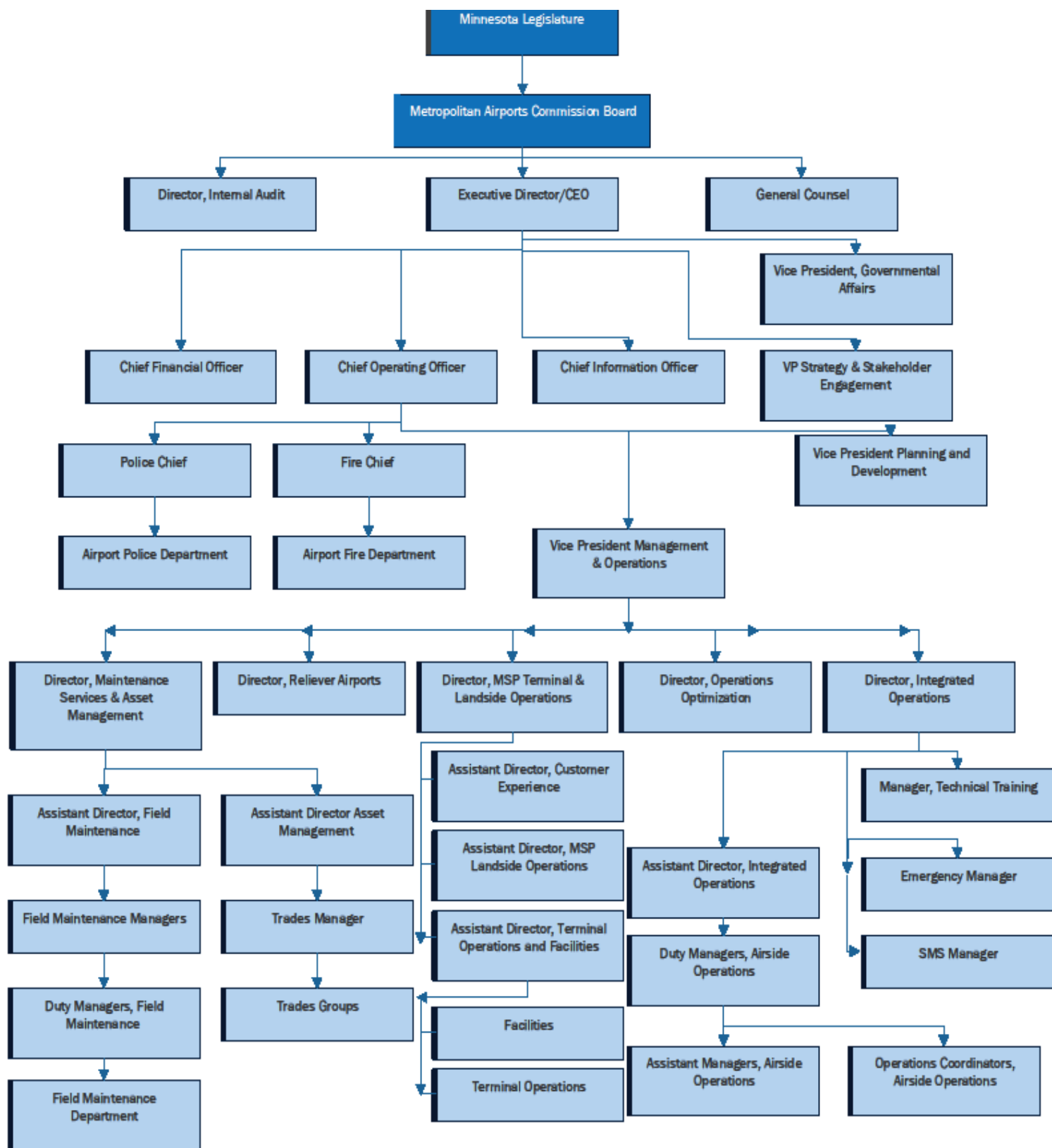
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The MAC is structured and governed in a manner similar to a medium-sized municipality. The MAC provides full-time police, fire, emergency communications and airport operations services to airport tenants. Other services provided by the MAC include airport security credentialing, driver's licensing, environmental management, commercial management, emergency management, safety/risk management, finance and accounting, engineering, public works and media/public relations.

The Vice President of Management and Operations has primary authority for implementing the MSP AEP and may delegate this authority as needed, in writing. Unless otherwise delegated, in the Vice President's absence, the Emergency Manager assumes authority. AEP coordination, development, implementation, revision and distribution are under the authority of the Emergency Manager with the support of Airside Operations. The authority to close the airport and to initiate the dissemination of relevant information to airport tenants and users through the Notice to Air Missions (NOTAM) system is delegated to Airside Operations.

Authority delegated to individual MAC departments and/or external agency is identified by emergency function in the following responsibility matrix. MAC departments listed in the "RESPONSIBILITY" column of the chart develop, maintain and implement Standard Operating Procedures (SOPs) for each corresponding function.

P – Primary responsibility to carry out the function **S** – Support to the person or department with primary responsibility

P/S – One or the other responsible, depending on nature and scope of the emergency

C – Coordinate actions between primary responsible party and support parties

Function	Responsibility
1. Command and Control	P – Incident Commander S/C – MAC Emergency Communications Center S – Incident Command System (ICS) assigned Positions
2. Communications	P – MAC Emergency Communications Center S – MAC Airside Operations S – MAC Information Technology (IT)
3. Alert Notification and Warning	P/S/C – MAC Emergency Communications Center P – MAC Airside Operations P – National Weather Service P – Hennepin County Emergency Management P – MSP FAA ATCT
4. Emergency Public Information	P – MAC Strategic Marketing and Communications C – Incident Commander C – MAC Emergency Operations Center S – Joint Information Center (JIC) S – Emergency Communications Center
5. Protective Actions and Evacuation	P/S – Airport Police Department P/S – MAC Fire Department S/C – MAC Emergency Communications Center S/C – MAC Airside Operations S/C – MAC Landside Operations

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Function	Responsibility
	S/C – Facility Managers S – Facility Tenants
6. Law Enforcement and Security	P – Airport Police Department P/S – Transportation Security Administration (TSA) P/S – Federal Bureau of Investigation (FBI) P/S – US Customs and Border Protection (CBP) S/C – MAC Emergency Communications Center S – Mutual Aid Law Enforcement
7. Firefighting and Rescue	P – MAC Airport Fire Department S/C – MAC Emergency Communications Center S – Airport Police Department S – Mutual-aid Fire and Police Departments
8. Health and Medical	P – MAC Fire Department P – Allina Ambulance S/C – MAC Emergency Communications Center S – Airport Police Department S – Hennepin County Medical Resource Control Center (MRCC) S – American Red Cross
9. Resource Management	P – Emergency Operations Center (EOC) S – MAC Field Maintenance Department S – MAC Purchasing Department S – MAC Finance Department S – MSP Airport Tenants S – Mutual Aid Agencies S – Utility Companies S – Donation Manager S/C – County Emergency Preparedness
10. Airport Operations and Maintenance	P – MAC Airside Operations Department P – MAC Field Maintenance Department P – MAC Terminal Operations P – MAC Trades Departments P – MAC Landside Operations C – MAC Emergency Communications Center
11. Responder Safety and Welfare	P/S – MAC Fire Department P/S – Airport Police Department P/S – MAC Safety/Risk Management Department S – S – American Red Cross S/C – MAC Emergency Communications Center
12. Family Assistance	P – NTSB P/S – Air carrier operators/aircraft operators P/S – Friends and Relatives Center Team S – American Red Cross S – MAC Emergency Support Team

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Function	Responsibility
13. Fatality Management	P – NTSB P/S – County Coroner(s) S – MAC Field Maintenance Department S – MAC Trades Department
14. Damage Assessment and Documentation	P – MAC Risk Management Department S – MAC Airside Operations S – MAC Insurance Carrier(s) S – MSP Airport Tenants S – Utility Companies

The MAC has developed working relationships with many federal, state, municipal and private agencies in support of the MSP AEP. The MAC identifies and implements emergency response best practices through membership in the state's association of emergency managers. The MAC utilizes qualified Communications Unit personnel to enable and support interagency communications capabilities. The Airport Police Department coordinates with the FAA, FBI, TSA and CBP on security and enforcement issues, including EOD response. The Airport Fire Department coordinates with local military installations on hazardous materials response. Medical examiners of the seven counties in the metropolitan area have worked with the MAC in the development of an on-airport temporary morgue. The American Red Cross and the Salvation Army are participating organizations in the AEP planning process. Members of the clergy are an integral part of the MAC's Family Assistance program; a full-time counseling service is available on-airport. The United States Department of Agriculture–Wildlife Services Division (USDA-WS) assigns personnel to MSP on a full-time basis to assist in wildlife and animal management. The MAC would consult with USDA-WS and/or the American Humane Society on animal care issues associated with an emergency. The National Weather Service is an integral partner in the day-to-day operations of MSP, with heightened responsibilities during an emergency. The United States Postal Services operates an on-airport facility, and would be tasked with security and restoration of service in the event of an emergency.

PLAN MAINTENANCE

The MSP AEP is revised on an annual basis, or more often, if significant changes occur. Changes, additions, and deletions will be integrated into the AEP prior to submission to the FAA. MAC departments with emergency response assignments review and revise checklists and emergency contact lists on an on-going basis. A central database of airport tenant contact information is maintained by the MAC. Airport tenants are responsible for reporting telephone changes to the MAC, including emergency contact information. Emergency response resources are inspected on a routine basis. The emergency crash phone between the FAA Air Traffic Control Tower and the MAC Emergency Communications Center is tested daily. The computerized emergency notification and message sending system is tested monthly.

Individual MAC departments will periodically review AEP policies and procedures and provide training to ensure personnel are aware of changes and remain familiar with current information. Those departments are responsible for scheduling, conducting, and tracking training, drills and exercises specific to assigned emergency response tasks. Table-tops and drills may involve other internal departments and/or external

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partners. Whenever practicable, responses to actual incidents are reviewed and critiqued with all parties involved. Response plans are revised as appropriate based on lessons learned.

The size and scope of the MSP airport operation requires routine communication with adjacent jurisdictions and municipalities. Impacts to airport operations as the result of road construction or major utility work is discussed in pre-construction coordination meetings.

AUTHORITIES AND REFERENCES

As a public corporation under the auspices of the State of Minnesota, the MAC has legal authority to govern operations at Minneapolis-Saint Paul International Airport. The MAC governs through the issuance of ordinances and formal agreements. MAC ordinances, mutual aid agreements and other formal documents created and executed through a public process are available for review upon request. The Airport Certification Manual and the Airport Security Program are documents produced by the MAC that identify authorities and operational procedures. The Airport Certification Manual is reviewed and approved by the Federal Aviation Administration. The Airport Certification Manual is a public document. The Airport Security Program is reviewed and approved by the Transportation Security Administration. The Airport Security Plan contains security-sensitive information, and therefore, is not for public dissemination. Security-sensitive information pertaining to certain emergency response scenarios are excluded from the Airport Emergency Plan.

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FUNCTIONAL ANNEXES

ANNEX 1 COMMAND, CONTROL AND COORDINATION

PURPOSE, SITUATION AND ASSUMPTIONS

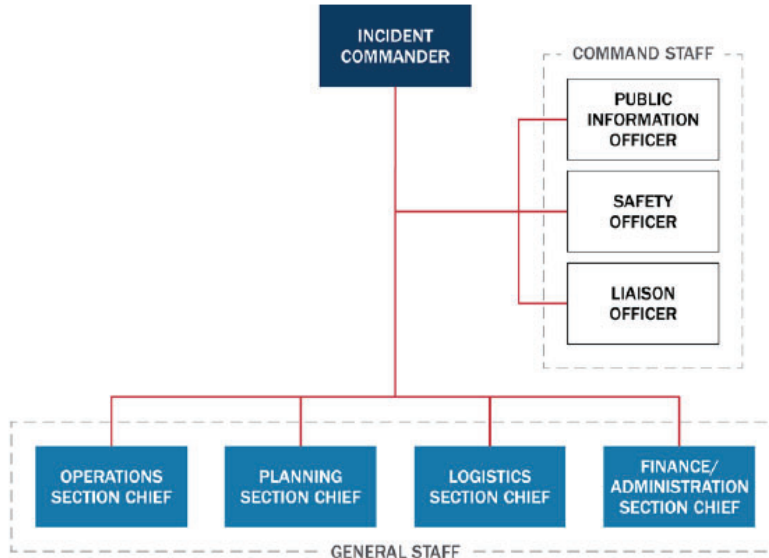
An incident is an occurrence, natural or manmade, that necessitates a response to protect life or property. The word “incident” includes planned events as well as emergencies and/or disasters of all kinds and sizes.¹ An incident may also be an occurrence that has the potential to cause interruption or disruption of airport operations.²

Pursuant to MAC Resolution 2069, MAC has adopted the *National Incident Management System* (FEMA, 2017) or NIMS. The NIMS includes the Incident Command System (ICS - NIMS, Appendix A) and provides options for organizing the Emergency Operations Center (NIMS, Appendix B), Joint Information System (NIMS, pp. 42-46) and Policy Group (NIMS, pp. 40-41). The MAC will use the NIMS to direct, control and coordinate response, continuity and recovery operations.

MSP uses the on-scene command and control system specified in the NIMS, which is included in this Annex by reference and implemented through procedures adopted by departments with incident command or support responsibilities. The definitions contained in the NIMS are applicable to this Annex.

INCIDENT COMMAND OPERATIONS

ICS specifies roles and responsibilities for the Incident Commander and the approach to establishing single and unified command. ICS describes the modular, flexible system of delegation to Command Staff and General Staff functions as dictated by incident needs.



Source: NIMS, p. 25.

¹ NIMS, p. 74.

² NPPA 1660-12

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The Command Staff may consist of the Safety Officer, Liaison Officer and the Public Information Officer. The General Staff is organized into four sections, each under the leadership of a Section Chief: Operations, Planning, Logistics and Finance/Administration. MAC anticipates standing up the Finance/Administration function at the command level rarely as these functions are provided by the standing departments of IC responders and/or the Emergency Operations Center if activated.

If the nature of the incident is Public Safety related, a member of the Fire or Police Departments will be designated as Incident Command. If the nature of the incident is primarily an airfield, facility or landside matter, a representative of those departments will generally be designated as Incident Command. The Emergency Communications Center (ECC) will be notified when Incident Command is established, whenever there is a transfer of command and when command is terminated. The ECC will make announcements on appropriate radio talk groups to notify emergency response personnel of Incident Command Post location, status and transfers of command.

Critical Stress Incident Management. The Incident Commander has the responsibility to ensure that Critical Incident Stress Management (CISM) services are available to all personnel. This responsibility is delegated to the Safety Officer when activated.

Unified Command. When more than one department has incident jurisdiction, or when incidents cross political jurisdictions, MAC will use Unified Command which enables multiple organizations to perform the functions of the Incident Commander jointly. Each participating partner maintains authority, responsibility, and accountability for its personnel and other resources while jointly managing and directing incident activities through the establishment of a common set of incident objectives, strategies, and a single Incident Action Plan (IAP). (NIMS, p. 3)

Departments with delegated responsibility for incident response are responsible for planning, organizing, equipping, training, testing, exercising and executing the Command Operations capability consistent with the policy established in this Annex.

IC/EOC Interface. Upon establishment of incident support operations, including activation of the Emergency Operations Center (EOC), communications and coordination is established between incident command and the incident support organization/EOC. This is referred to as the IC/EOC interface. The Incident Commander is the primary point of contact with the EOC Director and assures that information flows to the EOC sufficient for the EOC to establish and maintain a common operating picture. Resource and assistance requests flow from Incident Command to the EOC. The EOC works to fill those requests, keeps the Incident Commander informed of the status of all requests and dispatches resources that it acquires as directed by Incident Command.

INCIDENT SUPPORT (EOC) OPERATIONS

Incident support is an emergency management function which, if beyond the capability of standing emergency management resources, may be carried out at a physical or virtual Emergency Operations Center (EOC) under the direction of an EOC Director.

Activation. MSP may activate its EOC as needed to provide coordination of information and resources to support incident command. (NIMS, p. 64) Activation may be in response to a large-scale disaster, such as a plane crash, or when notified in advance of a specific event that may occur, such as demonstrations or protests. An off-airport incident may also require an EOC activation (e.g., an off-airport crash that involves an airplane that departed or is in route to MSP). In such instances, the EOC may be located in the same physical space – but not functionally combined - with the Incident Command Post.

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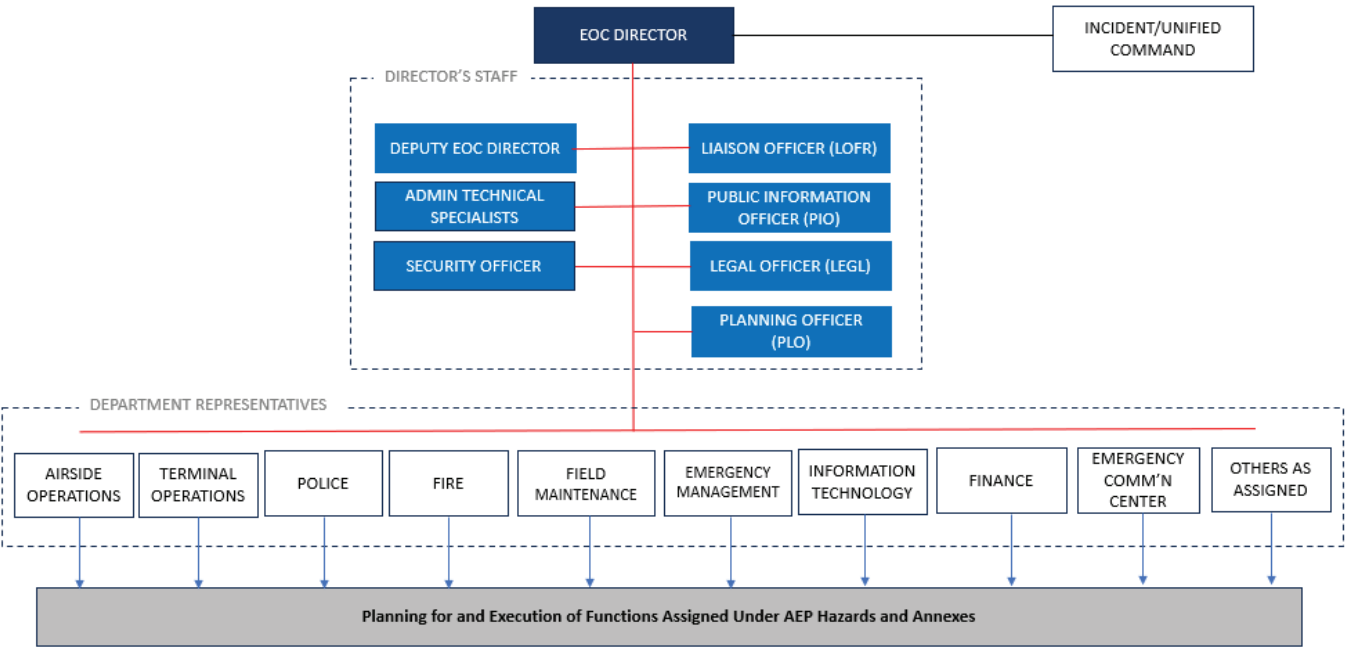
The EOC may be activated by one of the following:

- Incident Commander
- Vice President of Management and Operations or designee

The EOC may be activated and staffed partially or fully at the direction of the EOC Director, based on incident needs.

EOC Organization and Structure. The MAC has adopted the NIMS “Departmental EOC Structure” (NIMS, pp. 37-38, 122-123) as its default EOC organization. The roles and responsibilities of a departmental EOC reflect the day-to-day responsibilities of the represented departments and agencies. Decisions are made within the group to achieve mutually agreed-upon objectives, as in a Unified Command.

The organization of the EOC is as follows:



EOC organizational structures develop in a modular fashion based on an incident’s size, complexity, and hazard environment. Responsibility for establishing and expanding the EOC teams ultimately rests with the EOC Director. Responsibility for functions that subordinates perform defaults to the next higher supervisory position until the supervisor delegates those responsibilities. As incident complexity increases, organizations expand as the EOC Director and subordinate supervisors delegate additional functional responsibilities.

Department with functions assigned under the Airport Emergency Plan (e.g., recovery, morgue support, family assistance, etc.) will execute those functions under the overall direction of the EOC Director and in coordination with other departments. Planning for functions assigned to departments should be done by the department responsible for that function. Based on incident needs, EOC Director may add a Planning Officer and related support staff to the EOC who would be responsible for coordinating overall planning activities for the EOC.

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The EOC Director may modify this organization to meet incident needs including adopting an ICS Like organizational structure (NIMS, pp. 117-119) or the Incident Support Model (NIMS, pp. 120-121). Any organizational changes will be made part of the written or verbal incident support plan or other management-by-objectives plan used to guide EOC operations.

EOC Roles and Responsibilities. The EOC Director directly facilitates EOC planning and reporting, EOC documentation, the facility, the office equipment, telephones, radios and/or computers in the EOC as well as other EOC support logistics. Some or all of these responsibilities may be delegated to the Director's staff, including administrative staff. The EOC's roles and responsibilities reflect the day-to-day responsibilities of the represented departments and agencies.

EOC Director (EOCD). The major responsibilities of the EOCD are:

- A. Initiate EOC activation (full or partial) when appropriate.
- B. Establish EOC command and assure proper transfer of EOC command including a briefing that captures essential information for supporting safe and effective operations, and notification of all incident personnel.
- C. Direct all tasked organizations to ensure appropriate response in accordance with established plans and procedures.
- D. Report to the EOC as appropriate.
- E. Establish and maintain interface with Incident Command.
- F. Develop and implement an appropriate plan for EOC operations based on management by objectives.
- G. Assure that the physical or virtual EOC is established depending on incident size and complexity.
- H. Assign and supervise EOC staff based on an appropriate modular organization and span of control.
- I. Activate family assistance operations (Annex 12), temporary morgue operations (Annex 13), damage assessment/recovery operations (Annex 14) or other operations under this plan as appropriate.
- J. Assure that appropriate documentation is maintained on the sequence of events and all actions taken in response to an incident.
- K. In conjunction with the IC and the Public Information Officer authorize the release of information to the media and the public.
- L. Terminate EOC operations and release personnel, when appropriate.

Department Representatives (DREPS). The major responsibilities of DREPS are:


- A. Report to the EOC as appropriate.
- B. Bring the various resources, expertise, and relationships that are associated with their organizations and functions.

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- C. Provide information from their organizations to the EOC and transmit information from the EOC to their personnel and stakeholders.
- D. Manage resource requests from department field personnel, as appropriate.
- E. Conduct operations assigned in the Annexes and Hazard sections of this Plan.
- F. Maintain continuity of operations during the response and recovery.

Liaison Officer (LOFR). The major responsibilities of the Liaison Officer are:

- A. Report to the EOC as appropriate.
- B. Serve as the EOC Director's point of contact for representatives of governmental agencies, jurisdictions, NGOs, and private sector organizations assigned to the EOC.
- C. Assure that these representatives provide input on their agency, organization, or jurisdiction's policies, resource availability, and other incident-related matters.
- D. Coordinate assisting or cooperating jurisdictions.

Public Information Officer (PIO): The major responsibilities of the PIO are:

- A. Report to the EOC or Joint Information Center (JIC) as appropriate.
- B. Interface with the public, media, and/or with other agencies with incident-related information needs.
- C. Gather, verify, coordinate, and disseminate accessible,15 meaningful, and timely information on the incident for both internal and external audiences.
- D. Monitor the media and other sources of public information to collect relevant information and transmit this information to the appropriate components of the incident management organization.
- E. Participate in or lead the JIC as assigned.

Legal Officer (LEGL): The Legal Officer is a member of the MAC General Counsel's staff. The major responsibilities of the LEGL are:

- A. Report to the EOC as appropriate.
- B. Accomplish or delegate tasks for advising EOC personnel on relevant laws and regulations.
- C. Advise EOC leadership and staff on legal matters and provide other legal services.

Planning Officer (PLO): The major responsibilities of the PLO are:

- A. Report to the EOC as appropriate.
- B. Provide leadership to assigned staff.
- C. Complete or delegate to staff tasks focused on developing incident specific plans.

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- D. Reference and apply pre-incident plans as may be applicable.
- E. Develop and write EOC action plans and other incident-specific plans.
- F. Disseminate plans as needed.
- G. Facilitate the ongoing EOC planning process.

Administrative Technical Specialist (THSP): The major responsibilities of the Administrative THSP are:

- A. Report to the EOC as appropriate.
- B. Set up physical space and technology.
- C. Maintain records, including incident log and tracking resource requests, as needed.
- D. Facilitate the creation of situation reports and other documents.
- E. Provide general logistics and administrative support as assigned.

EOC Functional Assignments. Unless otherwise directed by the EOC Director as part of the EOC planning process, the following functional assignments apply:

Assignments made throughout this Plan to the “Logistics Chief” operating out of the EOC shall be the responsibility of the Field Maintenance Department Representative.

Assignments made throughout this Plan to the “Finance Chief” operating out the EOC shall be the responsibility of the Finance Department Representative.

These assignments shall not impact the implementation of the Incident Command System at the incident command/unified organizational level.

EOC Logistics. The primary designated EOC location is at the MAC General Offices, 6040 28th Avenue South, Minneapolis, Minnesota. An alternate EOC location has been designated within Terminal 1 at 4300 Glumack Drive, St. Paul, Minnesota. The EOC is located away from vulnerable areas, yet close enough to support the IC.

In addition to the Planning function, EOC Director may group the EOC staff by function (Operations, Logistics, Finance) in order to manage span of control or create operational efficiencies within the EOC. The EOC is available for operational support 24 hours a day. With adjacent conference rooms, both EOC locations can support the number of personnel anticipated in response to a large-scale emergency. EOC security is established and maintained by the Airport Police Department.

EOC Mutual Aid. If mutual aid is required to support EOC operations, and at the direction of the EOC Director based on incident needs, requests for staff support may be made based on EOC Skillsets as outlined in the *NIMS Emergency Operations Center Skillsets User Guide* (FEMA, 2018). In addition, the EOC Director may assign MAC Department Representatives to an Operations Section Chief within an ICS-like EOC Structure and supported by mutual aid Command and General Staff personnel.

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RESPONSIBILITIES, AUTHORITIES AND REFERENCES

Incident Command System (ICS) protocols under the *National Incident Management System* (FEMA, 2017) will determine command and control responsibilities and authorities. Additional information regarding command and control is contained in the following departmental procedures:

- MAC Fire Department Standard Operating Procedures
- Airport Police Department Policies and Procedures
- MAC Emergency Communications Center Procedures
- MAC Airside Operations Department Procedures
- MAC Field Maintenance Department Procedures
- MAC Terminal Operations
- MAC Delegation of Authority of Vice President of Management and Operations
- MAC Emergency Operations Center (EOC) Handbook
- National Incident Management System Emergency Operations Center Skillsets User Guide

The individual departments are responsible for coordinating document revisions or the development of new procedures.


The MAC Emergency Manager is responsible for planning, organizing, equipping, training, testing, exercising and executing the Support Operations/EOC capability, including a virtual, physical and alternate EOC consistent with the policy established in this Annex.

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ANNEX 2 - COMMUNICATIONS

SITUATION AND ASSUMPTIONS

Effective communication is a critical aspect of emergency incident response. During each phase of emergency response and recover some aspect of the communication spectrum is used. Effective warnings, incident reporting, responder notification, response coordination, search and rescue, public information, documentation and recovery are all heavily dependent upon reliable communication equipment, systems and procedures. The communications annex identifies primary, secondary and redundant means of communication available to the MAC during emergency response operations.

OPERATIONS

The MAC Emergency Communications Center (ECC) is the Public Safety Answering Point (PSAP) for the MSP airport community. The ECC is continuously staffed. The ECC processes 9-1-1 calls and coordinates emergency event notifications. Primary notification of aircraft emergencies is facilitated via a dedicated phone line ("Crash Phone") between the ECC and the FAA Air Traffic Control Tower (MSP ATCT) ensuring immediate communication between the two facilities. Communications on the direct line can be monitored by the MAC Fire and Airside Operations departments. The ECC utilizes specialized technologies and data sources in managing daily operations. Computer Aided Dispatch (CAD) is a source of event, incident and resource availability data. Integrated security access control systems, fire detection and sprinkler alarm systems, security camera surveillance and multiple airport campus paging systems are used to coordinate and support emergency personnel response. The ECC facilitates public safety communication between MAC departments and all law enforcement and fire mutual aid responders.

The MAC is a member of the Allied Radio Matrix for Emergency Response (ARMER), which is a shared 800MHz digital trunked radio system owned and operated by the State of Minnesota. 800MHz radio operates via a shared network of radio tower sites throughout the state. The MAC operates on dedicated talk groups assigned by the State of Minnesota. Airport communications are facilitated by computerized radio consoles, and through a network of hard-wired radios and portable radios. All MAC vehicles that operate on the airfield movement area are equipped with 800MHz radio equipment. Those vehicles are also equipped with two-way radios to monitor and communicate with the MSP ATCT. Portable 800MHz radios are available to augment hard-wired devices. Back-up RF control stations are available in the event of the loss of system connectivity. The 800MHz system is used by MAC Police, Fire, Airside Operations, Field Maintenance, Trades, Facilities, Environment and other departments for routine, daily communications. The 800MHz trunked radio will be the primary method of communications during emergency response. Additional 800MHz system capacity can be readily assigned to the MAC in support of emergency response. The ARMER system was built with many redundant components to avoid system failure; however, in the unlikely event of the ARMER system failure, communication will be switched to cellular telephones and alternative radio frequency communication. The MAC owns satellite telephones that are housed in the emergency response departments for use in the event of primary radio communication system failure. The Hennepin County Sheriff's Office (HCSO) oversees a Mobile Amateur Radio Corps (MARC) that can be mobilized to provide emergency two-way radio communications during emergencies.

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MAC Departments issue portable cellular phones and/or data devices to employees with a need for enhanced communications, or the MAC reimburses employees for business use of personal communication devices. All MAC personnel with emergency response duties have cellular phone equipment or data devices with voice and text messaging capabilities. The MAC operates a mass notification system, a computerized emergency notification system to initiate emergency response, to provide specific instructions and to deliver incident information. The system is capable of rapidly delivering pre-programmed or incident-specific messages via voice, text messaging and/or electronic mail. System databases are pre-programmed with MAC and airport tenant information. User defined protocols determine preferred the mass notification system delivery methods, which may include simultaneous message delivery via all available methods. The system can also be used to call emergency response personnel back to the airport.

The MAC has landline telephone capabilities as well as Microsoft Teams telephony throughout its facilities. All MAC departments are equipped with networked computers which provide electronic mail and Internet access. The MAC computer network supports emergency incident notification, emergency response coordination, and resource management, security credentialing and incident documentation. MAC network computers are available in the following MAC emergency response facilities: Emergency Operations Center (EOC), Friends and Relatives Center, Survivor Center and the Temporary Morgue.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The MAC Information Technology Department is responsible for maintaining MAC computer hardware, computer software and communications equipment. Additional information regarding communications is contained in the following departmental procedures:

- MAC Emergency Communications Center
- MAC Police Department
- MAC Airside Operations Department
- MAC Field Maintenance Department
- MAC Terminal and Landside Operations
- MAC Information Technology Department
- MAC Emergency Operations Center (EOC) Handbook
- MSP Crisis Communications Plan
- Friends and Relatives Center Procedures
- Temporary Morgue Procedures

The individual departments are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 3 – ALERT NOTIFICATION AND WARNING

SITUATION AND ASSUMPTIONS

The alert notification and warning annex identifies the processes used to notify and warn emergency response departments, airport employees, tenants, and the general public of potential or actual emergency situations. The alert and warning process is essential in ensuring the timely response of emergency forces as well as ensuring that others have adequate time to take appropriate protective action.

This annex identifies emergency warning and response notification procedures and protocols in the operations section and identifies departments and/or agencies responsible for implementing warnings and response notifications in the authorities and reference section.

OPERATIONS

The extent of alert notification and warning is incident specific. Notification may be limited to individuals, MAC personnel and/or select airport tenants only, or may be as extensive as warning the airport community of a potential hazard. Equipment available to the MAC for alert notification and warning is identified in the Communications annex.

Aircraft alert notification procedures and definitions are identified in the “Emergency Services” letter of agreement between the MAC and the MSP ATCT. A direct telephone line has been established between the MAC ECC and the MSP ATCT; the “Crash Phone” provides immediate communication between the two facilities. Communications on the direct line can be monitored by the Fire and Airside Operations departments. Alert notifications to applicable MAC departments are primarily via the 800MHz radio system. Direct dial telephone calls may be made, time and circumstance permitting. A mass notification system is available to support the two-way radio system.

Notifications and warnings directed to airport tenants and the general public may be conducted via terminal audible/visual warning systems, terminal paging systems, visual paging systems, outdoor warning system sirens and a mass notification system. Audible/visual warnings are integrated with terminal life-safety systems. Any hazard detection will automatically trigger audible and visual alert notifications. The MAC maintains terminal paging systems capable of zonal and terminal-wide announcements. Pre-scripted or incident-specific messages may be delivered through the terminal paging system. Hearing-impaired patrons are advised of severe weather warnings, emergency evacuations, and missing persons through the visual paging system. There are three outdoor warning sirens located on MAC property. The sirens will be activated upon receipt of information that there is an imminent or actual hostile enemy attack, the imminent threat of tornadoes or sustained straight-line winds in excess of 75 mph, or for mass evacuation notification. Siren locations and coverage areas are detailed in the maps section of the AEP.

Notifications and warnings directed to MAC personnel may be conducted via two-way radio, telephone, pager, text messaging and facility/office public address system announcement, as applicable for the incident. A mass notification system is pre-programmed for message delivery to individual groups or for the delivery of messages company-wide.

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RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The MSP Federal Aviation Administration Air Traffic Control Tower (MSP ATCT) is responsible for notifying the MAC of aircraft emergencies via a direct phone line between the MSP ATCT and the MAC Emergency Communications Center (ECC). The MSP ATCT may also provide information in advance of a “Crash Phone” call via a land-line call to Airside Operations, who will disseminate the information to appropriate departments.

The ECC is responsible for radio, telephone, and text messaging response notifications to Public Safety personnel, Airside Operations, Transportation Security Administration (TSA), Customs and Border Protection (CBP), Mutual-aid Fire, Mutual-aid Law Enforcement and Emergency Medical Services (EMS). The ECC utilizes the 800MHz Digital Trunked Radio System to receive and make notifications adhering to Allied Radio Matrix for Emergency Response (ARMER) and MESB Metro Emergency Services Board (MESB) standards and protocols. The ECC receives emergency notifications via the Law Enforcement Message System (LEMS). Weather notifications are received via teletype from the National Weather Service (NWS) and via radio from the Hennepin County Sheriff’s Office (HCSO). The HCSO radio division authorizes and initiates Outdoor Warning System Siren activations. The ECC is primarily responsible for initiating announcements through the terminal(s) public address system. The MAC ECC initiates visual paging system emergency notifications. The ECC utilizes a mass notification system to initiate public safety notifications and warnings to the MAC community.

The MAC Airside Operations Department is primarily responsible for two-way radio, telephone, and text messaging response notifications to non-Public Safety MAC personnel, MSP ATCT, air carriers, aircraft operators, airport tenants and other AEP participants. Airside Operations monitors a NOAA/National Weather Service all-hazard alert radio and receives lightning detection notification from a contracted weather service. Airside Operations utilizes a mass notification system to initiate messages to Operations Division groups and personnel, air carrier operators and airport tenants.

The MAC is responsible for maintaining MAC-owned communications systems, audible/visual warning systems and terminal paging systems. The MAC is responsible for maintaining on-airport warning sirens. Critical systems operational status is monitored daily. Warning sirens and a mass notification system are tested at least monthly.

Additional information regarding communications is contained in the following departmental procedures:

- MAC Emergency Communications Center Emergency Notification Procedures
- MAC Airside Operations Department Emergency Notification Procedures
- MAC / MSP ATCT Emergency Services Letter of Agreement
- National Weather Service Weather Safety Criteria
- Hennepin County Outdoor Warning Siren Procedures and Zone Identification Map

The individual departments and agencies are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 4 – EMERGENCY PUBLIC INFORMATION

SITUATION AND ASSUMPTIONS

The MAC employs a full-time Director of Strategic Communications, and related support staff. Strategic Marketing and Communications (SM+C) staff interacts with the media on a routine basis, and has established an extensive base of media contacts. Staff is available to local media on a 24/7 basis. During an emergency incident at the Minneapolis-St. Paul International Airport, it is very important that timely, accurate public information regarding the incident be gathered, coordinated, approved and disseminated from a central location. This annex describes the MAC's plan to disseminate that information.

OPERATIONS

At the onset of an incident, the Incident Commander (IC) will be the primary source of information regarding the incident. The IC will be responsible for the dissemination of emergency public information until such time that the task is delegated. The Public Information Officer (PIO) is a command staff position under the Incident Command System (ICS). The manager of strategic communications is the primary staff member designated as the PIO. The MAC will designate a media spokesperson, which may or may not be the PIO. Emergency public information message content is approved by the IC through the PIO. Information may be disseminated via interview, telephone, facsimile, text message, email, website posting or social media posting. The PIO or SM+C staff, as applicable, is responsible for coordinating news media logistics. Those tasks may include the identification of a media staging area, the scheduling of media briefings, the facilitation of interviews, and the coordination of media access to the incident site. SM+C may also use the services of public relations consultants in working with the media. SM+C personnel are assigned seats in the Emergency Operations Center (EOC), facilitating close coordination with IC, the EOC Director, other MAC departments and other agencies assisting in emergency response. SM+C has the authority to activate a Joint Information Center (JIC) to support emergency public information dissemination. Space adjacent to the EOC has been designated for JIC use. Additionally, a MAC facility in close proximity to the EOC capable of handling electronic news gathering vehicles and equipment, has been designated as a media staging area. MAC policy requires staff to direct media calls to SM+C.

SM+C will monitor news reports relative to the incident to ensure accuracy. Resources available to monitor media reports include commercial television broadcasts, commercial radio broadcasts, cable television, satellite television, websites and social media.

As an incident progresses, several sources could provide information to the media and the public. If an aircraft crash has occurred, the National Transportation Safety Board (NTSB) will provide a spokesperson regarding the site investigation. The aircraft owner may also designate a spokesperson. If a crime is suspected, the FBI will also make a spokesperson available. To the extent practicable, the MAC will seek to coordinate among the various agencies involved with the incident prior to release of information.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The Strategic Marketing and Communications Department is responsible for developing, maintaining and implementing the MSP Crisis Communications Plan.

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Additional information regarding public information and news media is contained in the following departmental procedures:

MSP Crisis Communications Plan

MAC Emergency Operations Center (EOC) Handbook

The Director of Strategic Marketing and Communications is responsible for MSP Crisis Communications Plan revisions or the development of new procedures. The Emergency Manager is responsible for Emergency Operations Center Handbook revisions or the development of new procedures.

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ANNEX 5 – PROTECTIVE ACTIONS AND EVACUATION

SITUATION AND ASSUMPTIONS

There are a number of emergency incidents that might require protective actions and/or the evacuation of airport tenants and the general public. Several factors must be considered when planning for protective actions, including the characteristics of the hazard or threat. The magnitude, intensity, time of onset, duration and impact on the airport are all significant factors to consider. These factors will determine the type of proactive action to be taken, impacted parties, means of notification, duration of impact, and in the case of evacuation, the destination of the impacted parties.

This annex describes protective actions and evacuation procedures for public spaces at MSP. Tenants are responsible for protective actions and evacuation procedures within their exclusive leasehold areas. Tenants are expected to develop their own action plans to help provide guidance for their employees during severe sheltering and evacuation events.

OPERATIONS (Protective Actions)

Generally speaking, sheltering-in-place is best suited for situations where the nature of the event is external, there is little or no lead time prior to the event or an event’s duration is relatively short, e.g., a few hours or less. Sheltering-in-place may also be the best option if time does not permit an orderly or safe evacuation.

MSP is geographically located in an area that is susceptible to severe weather events capable of producing heavy rains, lightning, high winds, hail and tornadoes. These severe weather events have the highest probability of creating a sheltering event at MSP. Upon notification from the National Weather Service (NWS) that severe weather is approaching or is in the vicinity of MSP, the MAC will take the following actions:

WEATHER EVENT	AIRLINES / TENANTS	GENERAL PUBLIC	MAC PUBLIC SAFETY, MAC MAINTENANCE, CONTRACTORS
SEVERE THUNDERSTORM WATCH	MAC Emergency Communications Center notifies tenants with phone messages and text messages via a mass notification system.	No Notification	MAC Emergency Communications Center notifies MAC Public Safety, Field Maintenance, Trades and Contract Radio Cars via MAC multi-select radio broadcast as well as via a mass notification system.

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SEVERE THUNDERSTORM WARNING	MAC Emergency Communications Center notifies tenants with phone messages and text messages via a mass notification system. Weather alert radios activated*	Warning announcement via terminal(s) public address system and visual paging system (ECC)	MAC Emergency Communications Center notifies MAC Public Safety, Field Maintenance, Trades and Contract Radio Cars via MAC multi-select radio broadcast as well as all MAC Staff via a mass notification system
TORNADO WATCH	MAC Emergency Communications Center notifies tenants with phone messages and text messages via a mass notification system. Weather alert radios activated*	No Notification	MAC Emergency Communications Center notifies MAC Public Safety, Field Maintenance, Trades and Contract Radio Cars via MAC multi-select radio broadcast as well as all MAC Staff via a mass notification system
TORNADO WARNING	Sirens sound MAC Emergency Communications Center notifies tenants with phone messages and text messages via a mass notification system. Weather alert radios activated*	Warning announcement via terminal(s) public address system and visual paging system (ECC)	MAC Emergency Communications Center notifies MAC Public Safety, Field Maintenance, Trades and Contract Radio Cars via MAC multi-select radio broadcast as well as all MAC Staff via a mass notification system

*There are offices and other MSP work areas where the outdoor warning sirens and terminal public address systems are not audible. For this reason, the MAC strongly encourages the use of weather alert radios that provide timely and dependable notification of approaching severe weather conditions.

Upon receiving a Severe Thunderstorm Watch or a Tornado Watch notice from the National Weather Service (NWS) that includes the immediate areas surrounding MSP, Airside Operations, and the MAC Emergency Communications Center (ECC) will together confirm the watch alert and ECC will disseminate the weather watch information to designated mass notification system message recipients. The weather watch time will be revised or cancelled as necessary.


After receiving a Severe Thunderstorm Warning or a Tornado Warning from the National Weather Service (NWS) that includes the immediate areas surrounding MSP, the MAC Emergency Communications Center will disseminate a weather warning message via the Terminal 1- and Terminal 2 public address systems, and via the visual paging system. The MAC ECC will disseminate the weather warning to MAC Public Safety, MAC Maintenance, MAC Trades and contract radio cars via MAC multi-select radio broadcast. The MAC ECC will disseminate the weather warning information to designated mass notification message

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recipients. The MAC ECC will also notify Delta Gate Control and Terminal Operations at 612.726.5742 when it disseminates a public announcement weather warning message. The terminal announcements will direct managers and terminal tenants to activate their emergency weather plans. The general public will be requested to stay away from doors and windows, and to proceed to designated severe weather shelters as appropriate.

Terminal severe weather shelter areas are identified by 6" x 12" blues signs with white lettering and a severe weather icon or inscribed upon the tan outside walls of the newer restrooms. See photos below:



Terminal 1- (core building) Shelter Areas

Tram level Baggage claim level between carousels 3–14 Restroom LT-2175 near security checkpoint 4 (m) Restroom LT-2189 near security checkpoint 3 (w) Public side of security checkpoint #10 at the C/G connector	North, center and south stairwells-east mezzanine Center and south stairwells-west mezzanine Stairwell LT-2ST04 near security checkpoint 6 Stairwell LT-2ST12 near concourse F entrance Stairwell LT-2ST18 near security checkpoint 4 Stairwell LT-2ST20 near security checkpoint 3
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Terminal 1- (A Concourse) Shelter Areas

A-B concourse tunnel Restrooms A-1164 and A-1188 near gate A4 Restrooms A-1466 and A-1512 near gate A12 Companion Care Restrooms A-1354 and A- 1356 near gate A9

Terminal 1- (B Concourse) Shelter Areas

B concourse lower level Restrooms B-1115 and B-1149 near gate B4 Restrooms B-1282 and B-1318 near gate B12 Restrooms B-0068 and B-0078 near rotunda
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Terminal 1- (C Concourse) Shelter Areas



Restrooms C-2010 and C-2014 near Starbuck's Restrooms C-2120 and C-2128 near gate C3 Companion Care Restroom C-2130 Restrooms C-2201 and C-2205 near gate C4 Restroom C-2233 and C-2235 near gate C6	Restrooms C-2462 and C-2470 near Twins Grill Restrooms C-2581 and C-2585 near gate C13 Restrooms C-2664 and C-2678 near gate C15 Restrooms C-2753 and C-2765 near gate C18 Restrooms C-2853 and C-2855 near gate C22
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Restrooms C-2415 and C-2421 near gate C10 Companion Care Restroom C-2425	Restrooms C-2925 and C-2933 near gate C25
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Terminal 1- (D Concourse) Shelter Areas

Rotunda area at the D concourse entrance Restrooms D-2082 and D-2068 across from the Republic Restaurant

Terminal 1- (E Concourse) Shelter Areas

E concourse lower level Restrooms E-2165 and E-2171/2175 near gate E3 Restrooms E-2303 and E-2424 near gate E8 Restrooms E-2367 and E-2363 near gate E9	Stairwell E-2ST04 near gate E2 Stairwell E-2ST14 near gate E6 Stairwell E-2ST16 near Angel Food Bakery Stairwell E-2ST18 near gate E8 Stairwell E-2ST20 near gate E12
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Terminal 1- (F Concourse) Shelter Areas

F concourse lower level Restrooms F-2226 and F-2218 near gate F4	Restroom F-2330 near gate F7 Restrooms F-2383 and F-2405 near gate F10
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Terminal 1- (G Concourse) Shelter Areas

Restrooms G-2104 and G-2108 near gate G6 Restrooms G-2280 and G-2286 near Chiroport Restrooms G-2416 and G-2420 near gate G13	Restrooms G-2564 and G-2560 near gate G14-15 Restrooms G-2742 and G-2746 near gate G19
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Terminal 2- (ground level) Shelter Areas

Baggage claim A-B-C-D area Restrooms HT-1096B and HT-1096D near the baggage service office Restrooms HT-1097B near bag claim D Restrooms HT-1175A near bag claim A Restrooms HT-1206A and 1226A near the Airport Police Department sub-station
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Terminal 2- (gate level) Shelter Areas

Restrooms HT-2115A near gate H3 Restrooms HT-2155A near gate H4 Restrooms HT-2265A and HT-2265B near gate H6 Restrooms HT-2285A and HT-2285B near gate H7
--

The MAC Emergency Communications Center will provide updated severe weather information as appropriate. Information may include early watch/warning cancellation, but typically not an “all-clear” notification when expiration times have been announced. Notifications are made via two-way radio,

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telephone and via the public address and visual paging systems as well as through a mass notification system.

OPERATIONS (Evacuation)

Hazards such as a fire, an explosion or a terroristic threat could require an evacuation of an aircraft, a building, or an exterior area. The need for an evacuation will be determined by the Incident Commander (IC), per Incident Command System (ICS) procedures identified in Annex 1 – Command and Control. Evacuation can be partial or full, and may be more long-term.

The MSP evacuation plan provides information that ensures safe and timely evacuations of Terminal 1- and Terminal 2, as well as surrounding parking structures, adjacent roadways, walkways, and aircraft ramp areas. This evacuation plan was developed by the MAC and the Transportation Security Administration (TSA), along with input from MSP tenants.

A hazard/risk assessment conducted by the MAC and the TSA provided the following conditions that would likely contribute to an evacuation condition at MSP:

Natural Hazards

Tornado damage
Fire/smoke
Disease/Epidemics

Technological Hazards

Airplane crash
Hazardous materials
Pipeline/jet fuel incident
Natural gas leak/explosion
Biological hazard
Loss of utilities (power, water)

Criminal Activity/Terrorism

Security breach
Terrorism (threats, explosives, biological, chemical, radiological)
Sabotage
Community violence/workplace violence
Food and water contamination

Once the IC has determined the need for an evacuation, an evacuation route and evacuee location will be identified. Most situations that require an evacuation will have unique dynamics that require constant monitoring of the evacuation routes and safe areas. Evacuees might have to be moved multiple times during the same hazard, especially if the area they are moved to does not have sufficient amenities and basic necessities.

The areas below have been identified as evacuation safe areas:

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Terminal 1 Safe AreasMaximum Occupancy

Upper level roadway	More than 2000
Lower level roadway	More than 2000
Ticket lobby	2,000
Baggage claim	2,000
Tram level	1,600
Valet parking	950
Northstar Crossing	1,333
Concourse G-F connector	210
Northstar Crossing Food Court	200
West mezzanine hall and quiet area	200
Center mezzanine hall	125
East mezzanine	420
Parking ramp skyways	1,350
Parking ramp elevator lobbies	1,050
Tug drive	1,450
C Concourse (upper and lower levels)	4,370
D Concourse (upper level)	575
E Concourse (upper and lower levels)	1,790
F Concourse (upper and lower levels)	2,150
G Concourse	3,150
Concourse A-B tunnel	2,560
Concourse C-G connector	780
Hub Center	1,980
Transit Center	150
Security Identification Display Area (SIDA)/AOA Ramp	More than 3,000

Terminal 1 Evacuation Routes

Front terminal doors (upper and lower level)
 Stairs and escalators (upper-lower/lower-upper)
 Skyways to parking ramps
 Tram level to parking ramps
 Tram level to Hub Center and Transit Center
 Concourse connectors
 Security checkpoints to secure area
 Concourse stairways for ground level exit onto AOA ramp
 Passenger loading bridges and stairs onto AOA ramp
 Tug drive ground level exit onto AOA ramp

Terminal 2 Safe AreasMaximum Occupancy

Terminal roadway	600
Parking ramp	2,400
Ticketing lobby	500
Baggage claim area	300

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North end of ticketing (exterior)	450
South end of baggage (exterior)	150
Gate hold areas	775
Security Identification Display Area (SIDA) / AOA Ramp	More than 3,000
Federal Inspection Service (FIS) area	548

Terminal 2 Evacuation Routes

- Front terminal doors
- Skyway to parking ramps
- Security checkpoints to secure area
- FIS Corridors to baggage claim area
- Exits to SIDA AOA Ramp
- Passenger loading bridges and stairs onto AOA ramp

In the event that the designated safe areas at Terminal 1 and Terminal 2 are not sufficient, the following refuge areas have been identified on airport property:

- Move passengers from Terminal 1 to Terminal 2
- Move passengers from Terminal 2 to Terminal 1
- Move passengers from Terminal 2 to MAC Fire Station #1
- Military facilities (United States Air Force Reserve, United States Naval Reserve, United States Army Reserve, Minnesota Air National Guard)
- Airline hangars
- Cargo building facilities
- Parking ramps
- Bishop Whipple Federal Building

When a decision is made to evacuate a MAC facility or outdoor area at MSP, notifications will be made to the extent practicable, safety/survival information will be provided to all persons involved in the evacuation. Public Safety personnel and airport employees will assist in directing persons to designated evacuation routes. The MAC Fire Department is trained on the evacuation capabilities and procedures for each aircraft type that operates at MSP. Most aircraft evacuations are directed by the aircraft flight crew and the cabin crew. Assistance from the American Red Cross and other volunteer agencies can also be requested in accordance with the Airport Emergency Plan, in the event that refuge areas are activated. Whenever possible, animals in transit through the airport will also be evacuated. The airlines and/or pet owners will have primary responsibility for pets. Transportation will be coordinated by MAC in cooperation with the TSA and Airlines.

The Incident Commander will determine when evacuated facilities/areas will be made available for limited or normal operations. Once the Incident Commander has designated an evacuation area available, announcements will be made via available communication resources and procedures identified in Annex 2 – Communications.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The Incident Commander (IC) will be responsible for command and control per Annex 1 procedures. IC will notify the MAC Emergency Communications Center and the TSA when incident command is established and when incident command is terminated.

MAC Emergency Communications Center (ECC) will make all necessary Public Safety notifications and notify the MAC Airside Operations Department upon issuance of an evacuation order. MAC ECC will make public announcements, as directed, MAC ECC will notify all Public Safety personnel as well as MAC Airside Operations when an evacuation order is lifted, and incident command is terminated.

MAC Airside Operations may assist MAC ECC with making non-Public Safety notifications to MAC personnel, airport tenants and other non-Public Safety responders via available communication resources and procedures identified in Annex 2 – Communications.

MAC Strategic Marketing and Communications will make appropriate media and public notifications per Annex 4 – Emergency Public Information procedures.

Additional information regarding evacuation and sheltering is contained in the following departmental procedures:

- MSP Severe Weather Plan
- MSP Emergency Evacuation Plan
- MAC Fire Department Operational Guidelines
- Airport Police Department Policies and Procedures
- Transportation Security Administration (TSA) Procedures
- Customs and Border Protection (CBP) Procedures
- MSP Hazardous Devices Evacuation Plan – Terrorist Incidents


The individual departments are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 6 - LAW ENFORCEMENT AND SECURITY

SITUATION AND ASSUMPTIONS

The Metropolitan Airports Commission (MAC) employs a full-time police department which provides a full range of law enforcement services including patrol, enforcement, incident/accident response, crime scene protection and processing, investigation, crowd control, traffic control, and other services within the jurisdiction of the MAC. Airport Police is responsible for the security of all airport property and provides around-the-clock services. Airport Police is responsible for the security of the Air Operations Area (AOA), including the Security Identification Display Area (SIDA) and secure SIDA areas within the AOA. Airport police ensures that physical barriers (fences, electronic gates, locked gates and locked doors) are in place to secure airport access. Airport Police operates and maintains a Secured Area Access Control System (SAACS) to identify personnel and control access to the AOA.

The Airport Police Department operates out of administrative offices located at Terminal 1. The department maintains a Police Operations Center (POC) in both Terminal 1 and Terminal 2. The Airport Police Chief directs Airport Police operations. The Police Chief will designate responsibilities as needed to facilitate the achievement of law enforcement objectives and requirements. The Police Chief is supported by two Deputy Chiefs and five Lieutenants. Field staff is comprised of over 100 professionals including Sergeants, Patrol Officers and Community Service Officers. Airport Police is responsible for issuing airport security credentials and is responsible for providing Security Identification Display Area (SIDA) training to MAC employees, air carrier employees and airport tenants. Airport Police staffs and operates a badging office to support these functions. The MAC Police Department has an extensive vehicle fleet and an extensive inventory of equipment with which to carry out its duties. The MAC Emergency Communications Center (ECC) provides police dispatch services.

The Airport Police Department works in close coordination with the Transportation Security Administration (TSA), The Federal Bureau of Investigation (FBI) and United States Customs and Border Protection (CBP) in matters pertaining to aviation security at MSP. The TSA has designated MSP as a category X airport. CFR Part 1542 requires the MAC to define law enforcement procedures in an Airport Security Program (ASP). TSA approval of the MSP ASP is required. The ASP specifies law enforcement response and procedures in support of the TSA's security program and air carrier passenger screening activities. The ASP contains extensive security-sensitive information, and therefore, is not for public dissemination. Although coordinated with ASP procedures, specific details of law enforcement procedures are not included in the Airport Emergency Plan (AEP) due to the security-sensitive nature of that information. The MAC Emergency Manager will coordinate pre-emergency and post-emergency planning and coordination activities between Airport Police and other MAC departments with AEP responsibilities.

OPERATIONS

The Metropolitan Airports Commission has adopted Resolution No. 2069 – Designation of the National Incident Management System (NIMS) as the Basis for all Incident Management for the Metropolitan Airports Commission. NIMS provides a set of standardized organizational structures, multi-agency coordination systems, and public information systems, as well as requirements for processes, procedures, and systems designed to improve interoperability among jurisdictions and disciplines in various areas. MAC Police incident response will be under Incident Command System (ICS) protocols, per procedures identified in Annex 1 –

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Command and Control. If the nature of the incident is police/rescue related, a police lieutenant or sergeant will generally be designated as the initial Incident Commander.

The Metropolitan Airports Commission has adopted Resolution No. 2067 – In Support of and Promoting the Use of Intrastate Mutual Aid Agreements. The MAC is a party to the Metro Law Enforcement Mutual Aid Compact, which includes all law enforcement agencies within Hennepin County and Dakota County. Parties to the agreement will provide additional personnel, vehicles and other resources upon request. MAC Police also contracts with the Bloomington Police Department to provide Explosives Ordinance Disposal (EOD) Team services. Joint training exercises are routinely held with supporting departments. Mutual aid is requested through and facilitated by the MAC Emergency Communications Center (ECC). Mutual aid response will be coordinated through the Incident Command System (ICS).

In the event of a disaster, Airport Police will control access to secure or restricted areas, as well as to any other location on airport property deemed necessary by the Incident Commander. Secure and restricted areas include, but are not limited to:

- Emergency Operations Center
- Airport security gates or other airport access points
- Friends and Relatives Center
- AOA and SIDA
- Crime scenes
- Survivor Center
- Temporary Morgue

The Incident Commander will determine the need for physical security measures and access control measures based on the type of disaster. Measures may include the issuance of emergency credentials, and restricting access to crime scenes and other sensitive areas. Airport Police will coordinate with MAC Field Maintenance on the deployment of physical barriers and other access control measures.

Airport Police is responsible for traffic control on MAC property as dictated by the nature and location of the disaster. When traffic control needs exceed the resources of Airport Police, mutual aid will be requested. For the purposes of parking, staging, or escorting mutual aid and support responders on airport property, the Airport Police Department will coordinate with MAC Field Maintenance for the use of traffic control devices and personnel for assistance as needed, dependent upon availability.

Airport Police will provide crowd control at MSP. Crowd control duties may arise out of a bomb threat, security breach, terrorism incident, aircraft crash, or unauthorized work stoppage. If crowd control needs exceed the resources of Airport Police, assistance can be requested from TSA, CBP and mutual aid departments. Airport Police shares responsibility with the MAC Fire Department for evacuation and sheltering duties, as defined in Annex 6 – Protective Actions and Evacuation.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES


Airport Police has jurisdiction for law enforcement activities on all property owned by the Metropolitan Airports Commission. Airport Police procedures are developed in accordance with the Airport Security Plan and CFR Part 1542 requirements.

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MAC Police maintains and tests vehicles and equipment on a regularly scheduled basis. Critical systems operational status is monitored daily. The MAC Field Maintenance Department is responsible for routine and unscheduled maintenance of Airport Police vehicles, including communications equipment. MAC Field Maintenance is capable of 24/7 repair operations. MAC Information Technology (IT) Department is responsible for routine and unscheduled maintenance of computer hardware and software systems. Certain IT systems repair is assigned to a MAC contractor.

Additional information regarding Airport Police operations is contained in the following departmental procedures:

- MSP Airport Security Plan Procedures
- Airport Police Disaster Procedures
- Airport Police Bomb Threat (aircraft) Procedures
- Airport Police Bomb Threat (structure) Procedures
- Airport Police Hostage Procedures
- Airport Police Hijack Procedures
- Airport Police Alarm Procedures
- Airport Police Authorized Use of Force Procedures
- Airport Police Civil Disorder Procedures
- Airport Police Security Checkpoint Alarm Procedures
- Airport Police Explosive Detection Alarm Procedures
- Airport Police Explosive Ordinance Procedures
- Airport Police Emergency Services Unit Procedures
- Airport Police Field Gate and Door Check Procedures
- Airport Police Medical/First Aid Procedures
- Airport Police Wildlife Management and Domestic Animal Control Procedures

Airport Police is responsible for coordinating document revisions or the development of new procedures.

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ANNEX 7 – FIRE FIGHTING AND RESCUE

SITUATION AND ASSUMPTIONS

The Metropolitan Airports Commission (MAC) employs a full-time fire department, which provide a full range of fire protection services including aircraft fire fighting and rescue, structural fire fighting and rescue, fuel storage fire protection, hazardous materials incident response, emergency medical technician response and fire marshal inspection services. The MAC Fire Department has primary fire protection service responsibility at MAC-owned properties. MAC Fire also provides fire protection services at the United States Air Force Reserve base, the Minnesota Air National Guard base, United States Naval Reserve facility and the Ft. Snelling State Park, properties that are immediately adjacent to MSP. Additionally, MAC Fire handles emergency first-response to incidents on the freeways surrounding the airport to include State highways 5 and 494. MAC Fire is responsible for all fire code enforcement activities, including inspections to ensure compliance with the Minnesota State Fire Code, FAA regulations and local ordinances. The MAC Emergency Communications Center (ECC) provides fire dispatch services.

MAC Fire Department station locations and on-duty staffing levels are commensurate with CFR Part 139.315-319 requirements. MSP is an Index E airport. Two fire stations are staffed 24 hours per day, seven days per week:

Fire Station #1 is located at 6920 34th Avenue South, Minneapolis, Minnesota.

Fire Station #2 is located at 6307 34th Avenue South, Minneapolis, Minnesota.

Three shifts rotate coverage. Each shift is comprised of three captains, six drivers and six fire fighters with a minimum of thirteen firefighters on duty each shift. The fire department is led by a Chief and three Assistant Chiefs. The MAC Fire Department has the following equipment with which to carry out its duties:

- 5 3,000-gallon rapid response crash trucks
- 1 2,000-gallon per minute pumper engine
- 2 1,500-gallon per minute pumper engine
- 1 1,000 gallon foam tender
- 1 HAZMAT support trailer
- 1 fuel spill response trailer
- 1 Airboat (capable of operating on both water and ice/snow)
- 2 Lite rescue parking ramp trucks
- 1 Medium rescue truck
- 2 utility trucks
- 5 supervisory vehicles
- 1 command van (shared with Airport Police)
- 1 airstair truck (capable of reaching main cabin doors of all aircraft types routinely operating at MSP)

OPERATIONS

The Metropolitan Airports Commission has adopted Resolution No. 2069 – Designation of the National Incident Management System (NIMS) as the Basis for all Incident Management for the Metropolitan Airports Commission. NIMS provides a set of standardized organizational structures, multi-agency coordination systems, and public information systems, as well as requirements for processes, procedures, and systems designed to improve interoperability among jurisdictions and disciplines in various areas. MAC Fire incident response will be under Incident Command System (ICS) protocols, per procedures identified in Annex 1 –

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Command and Control. If the nature of the incident is fire/rescue related, a shift captain will generally be designated as the initial Incident Commander.

The Metropolitan Airports Commission has adopted Resolution No. 2067 – In Support of and Promoting the Use of Intrastate Mutual Aid Agreements. The MAC has entered into multiple mutual aid agreements, whereby, parties to the agreements will provide additional personnel, vehicles and other resources upon request. MAC Fire has mutual aid agreements with all fire departments in both Hennepin and Dakota Counties, and the cities of Minneapolis and Saint Paul. Joint training exercises are routinely held with supporting departments. Mutual aid response will be coordinated through the Incident Command System (ICS). Unless otherwise directed by Incident Command, mutual aid agencies have been trained to respond to one of two designated emergency response staging areas to wait for direction from Incident Command. Airfield security gate 222 is the designated south emergency response gate; the south emergency gate is immediately adjacent to Fire Station #1. Airfield security gate 439 is the designated north emergency response gate; the north emergency gate is immediately adjacent to the MAC Field Maintenance Center. Each staging area provides ample paved areas for vehicle and equipment staging. Each area also has ample space for the staging of security/safety escort vehicles.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

MAC Fire procedures are developed in accordance with CFR Part 139 requirements and applicable FAA series 150 Advisory Circulars. Within the geographical boundaries of MSP, the MAC Fire Department has primary responsibility for fire fighting, associated search and rescue operations, water rescue and hazardous materials incident response. Supporting search and rescue departments/organizations:

- Airport Police
- Mutual-aid fire departments
(Hennepin and Dakota Counties and the cities of Minneapolis and Saint Paul)
- Minnesota State Patrol
- Hennepin County Sheriff's Office
- Ramsey County Sheriff's Department
- Dakota County Sheriff's Department
- Minnesota Department of Natural Resources
- Allina Ambulance

MAC Fire maintains and tests vehicles and equipment on a regularly scheduled basis. Critical systems operational status is monitored daily. The MAC Field Maintenance Department is responsible for routine and unscheduled maintenance of MAC Fire vehicles, including communications equipment. MAC Field Maintenance is capable of 24/7 repair operations.

Additional information regarding MAC Fire operations is contained in the following departmental SOPs:

MAC Fire Standard Operating Procedures

MAC Fire is responsible for coordinating document revisions or the development of new procedures.

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ANNEX 8 – HEALTH AND MEDICAL

SITUATION AND ASSUMPTIONS

This annex provides information on health and medical services provided in response to both small and large-scale emergency incidents at MSP. The Minneapolis-Saint Paul metropolitan area is served by three major trauma centers and a large number of hospitals and clinics, and is generally regarded as having superior medical support facilities. MAC has a designated, primary metro area ambulance service that provides paramedics, advanced life support and transportation services.

Information specific to survivor and response personnel support is included in Annex 11 – Responder Safety and Welfare.

The MAC has designated and equipped an on-airport facility to act as a temporary morgue in the event of on-airport or off-airport emergencies and disasters. Information specific to temporary morgue operations is included in Annex 13 – Fatality Management.

OPERATIONS

MAC Fire provides first response Emergency Medical Services (EMS) at the basic life support level. All MAC Fire personnel are trained Emergency Medical Technicians (EMT). Calls for medical service are processed by the MAC Emergency Communications Center. MAC Fire responds to medical calls from either or both airport fire stations depending on location and scope of incident.

The Metropolitan Airports Commission has adopted Resolution No. 2067 – In Support of and Promoting the Use of Intrastate Mutual Aid Agreements. The MAC has entered into multiple mutual aid agreements, whereby, parties to the agreements will provide additional personnel, vehicles and other resources upon request. In the event of an emergency or serious incident at MSP, the MAC will request mutual aid medical response. The Metropolitan Airports Commission has adopted Resolution No. 2069 – Designation of the National Incident Management System (NIMS) as the Basis for all Incident Management for the Metropolitan Airports Commission. Mutual aid response will be directed by Incident Command System (ICS) protocols, per procedures identified in Annex 1 – Command and Control. A Medical Branch Director is an assigned position reporting to the Operations Chief within ICS. The Incident Commander and/or Operations Chief may delegate emergency medical services coordination to a Medical Branch Director.

Allina Medical Transportation is the primary ambulance service provider to the MAC. Allina has agreements and protocols with other metro area ambulance service providers to ensure the best possible emergency response. In the event of a mass casualty incident at MSP, Allina Ambulance will contact the west metro and east metro Medical Resource Communication Centers (MRCC).

Allina Ambulance – 651.222.0555

East Metro MRCC – 651.254.2990

West Metro MRCC – 612.347.2123

Regional Hospital Resource Coordination Center – 612-873-3232

When appropriate, the MRCCs will make notifications to the Regional Hospital Resource Center (RHRC). The MRCCs, MMRS and the Hospital Compact Group have coordinated plans and procedures for: 1)

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Entire metro region ambulance notification and response (including air ambulance); 2) Obtaining hospital emergency room capabilities at the time of the response; and 3) Obtaining hospital bed availability at the time of disaster response. The MRCCs and the hospitals determine where the injured will be transported. Uninjured persons will be transported to the Friends and Relatives Center, where they can be de-briefed and united with family and friends.

The American Red Cross Twin Cities Chapter will be notified by phone at 833-583-3111, which is the shift duty officer. ARC Disaster Services Leads monitor this phone and will begin internal notifications as needed. This number will not accept automated calls as there are phone prompts that must be navigated in order to reach the correct point of contact.

The Hennepin County Medical Center (Minneapolis), Regions Hospital (Saint Paul) and North Memorial Medical Center (Robbinsdale) have the capability to decontaminate victims of radiological, biological or chemical incidents.

Procedures for a response to a communicable disease incident are identified in the Hazard-specific section of the AEP.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

Generally speaking, a MAC Fire captain will be the initial Incident Commander in response to a health and medical incident. MAC Fire has primary responsibility for first response Emergency Medical Services (EMS) at the basic life support level within the jurisdiction of the Metropolitan Airports Commission. All MAC Fire personnel are Minnesota Certified Emergency Medical Technicians (EMT)

Additional information regarding health and medical services is contained in the following departmental procedures:

- MAC Fire Standard Operating Procedures
- MAC Emergency Communications Operational Guidelines
- MAC Police Department Operational Guidelines
- MAC Airside Operations Notification Checklists
- Mutual Aid Responder Operational Guidelines

The individual departments and agencies are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 9 – RESOURCE MANAGEMENT

SITUATION AND ASSUMPTIONS

Emergency response will require the expeditious location, acquisition, allocation and distribution of resources to include, well qualified and trained personnel, equipment, supplies and facilities. Resources will need to be tracked, replenished, replaced and ultimately, recovered. Costs associated with resource use need to be tracked and tabulated. The Metropolitan Airports Commission (MAC) has fully equipped Fire, Police, and Public Works departments which can quickly mobilize for emergency first response. Resources specifically tasked for emergency response are procured in advance and staged for deployment. The MAC participates in mutual aid agreements in order to resolve situations where airport resources are inadequate to meet the demand of incident response. The MAC also has the support of two military operations on-field at MSP who are participants in the MSP emergency response planning process. The United States Air Force Reserve and the Minnesota Air National Guard can also quickly mobilize resources in support of emergency response.

Resources used during an emergency incident response and recovery may include: existing resources owned by MAC; resources purchased specifically for the incident; resources provided by MAC consultants and contractors; resources on loan from Mutual Aid Agencies, airport tenants, the state and adjacent counties; private company and private individual donations; and volunteers.

OPERATIONS

The Metropolitan Airports Commission has adopted Resolution No. 2069 – Designation of the National Incident Management System (NIMS) as the Basis for all Incident Management for the Metropolitan Airports Commission. Incident Command System (ICS) protocols are identified in Annex 1 – Command and Control. A Logistics Chief is an assigned position within ICS. The Logistics Chief will direct resource management during emergency response. A Finance Chief is also an assigned position within ICS. The Finance Chief will work closely with the Logistics Chief in tracking costs and establishing reimbursement and other cost accounting procedures. Generally speaking, the Logistics Chief and the Finance Chief will operate out of the Emergency Operations Center (EOC).

Initial logistics support will be provided by the MAC Field Maintenance Department and the MAC Airside Operations Department. The MAC Field Maintenance Operations Control Center may be established to support the EOC in allocating and tracking existing MAC resources. As an established company with a need to procure goods and services for routine operations, the MAC Purchasing Department maintains a variety of purchase order agreements with local suppliers. Resource purchases may be coordinated through MAC Purchasing, or individual MAC departments may procure goods direct from suppliers under emergency purchase order authority. The Logistics Chief will also be responsible for coordinating volunteers and donations, until such time that the task is delegated to Logistics branch staff.

The Logistics Chief will also be responsible for demobilization during post-emergency recovery. Resource inventories will need to be taken, with appropriate actions taken to replenish supplies. Loaned equipment and excessive stock will need to be returned to rightful owners. Suppliers, donors and volunteers should be acknowledged for their support. The Finance Chief should ensure timely and accurate processing of expense reimbursements.

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RESPONSIBILITIES, AUTHORITIES AND REFERENCES

Resource allocation will be conducted under Incident Command System protocols. MAC personnel will manage MAC resources and other resources placed under MAC's authority during the emergency response process.

Additional information regarding resource management is contained in the following departmental procedures:

- MAC Incident Command Procedures
- MAC Emergency Operations Center (EOC) Handbook
- MAC Fire Department Equipment Lists and Procedures
- MAC Police Department Equipment Lists and Procedures
- MAC Field Maintenance Equipment Lists and Procedures
- MAC Field Maintenance Department Maintenance Operations Control Center Procedures
- MAC Purchasing Department Procedures
- MAC Finance Department Procedures
- MAC Airside Operations Emergency Checklists

The individual departments and agencies are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 10 – AIRPORT OPERATIONS AND MAINTENANCE

SITUATION AND ASSUMPTIONS

MAC Airside Operations manages the day-to-day operation of the airfield and is responsible for 14 CFR Part 139 compliance. Airside Operations maintains a chronological log of daily airport events. In the event of an airport emergency, Airside Operations will determine the operational status of the airport. Airside Operations facilitates initial event notification for non-public safety departments and agencies. Airside Operations is responsible for initiating FAA/NTSB notifications. Field Maintenance represents the public works function at the airport and can provide equipment, resources, and services commensurate with that which is required to operate a large hub, major international airport on a day-to-day basis. For the purpose of this section, the skilled Trades group will be considered part of the public works function of the MAC. The Trades departments can provide electricians, painters, plumbers and carpenters, and related equipment and resources.

The Airside Operations Center is located at Terminal 1– E Concourse, penthouse level. A back-up facility is located at the Driver's Training Center at 7550 23rd Avenue South, Minneapolis, MN 55450. Airside Operations personnel are on duty 24 hours a day, seven days per week. The Field Maintenance campus is located on the northwest corner of the airport at 6025 28th Avenue South, Minneapolis, MN 55450. Field Maintenance personnel are on duty seven days per week on the day shift, and five days per week on the afternoon and midnight shifts. During non-attended hours, Field Maintenance personnel are available on a 30-minute recall to the airport, seven days per week on the day shift and five days a week on the night shift.

OPERATIONS

The primary responsibilities of Airside Operations during an emergency are to ensure operation of the Airside Operations Center and to evaluate the situation for its impact on airfield operations. Airside Operations issues Notice to Air Missions (NOTAMs), and department personnel have the authority to close sections of the airport, or the entire airport, to facilitate emergency response. Airside Operations will initiate non-public and outside agency incident notification as described in Annex 2-Communications. Emergency incident response checklists maintained by the department include, but are not limited to, aircraft accident, aircraft incident, hijacking, bomb threat, suspicious package, security breach, severe weather, utility outage, chemical spill, and others. In the event of an emergency, an Airside Operations representative will be dispatched to Incident Command, if so requested, on a personnel-available basis. If unable to provide a physical presence at Incident Command, Airside Operations will be available to IC Command Staff via radio and/or telephone. Airside Operations will inspect and reopen aircraft movement area surfaces after termination of the emergency.

Upon emergency incident notification, Field Maintenance personnel will report to the Field Maintenance Center for staging and assignment. If the department is unattended, personnel will be called to the airport via a computerized recall notification system. A Field Maintenance manager will report to the ICP or to the EOC, as appropriate, to support the Logistics Chief. Field Maintenance personnel and resource management is accomplished through the Maintenance Operations Control Center (MOCC) which will be established in the Field Maintenance Center. Checklists, personnel rosters, vehicle lists, and equipment lists maintained in the Field Maintenance Center will be used in the MOCC. Heavy equipment, machinery,

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utility trucks, vans, remote fueling equipment, portable lighting, portable power, pneumatic tools, barrels, cones, flags, signs, and miscellaneous tools are readily available. Annual purchase orders are maintained for rapid procurement of temporary power, portable lavatories and other emergency materials. At the onset of an emergency, personnel may be immediately assigned to north and/or south airport emergency gates for staging and assignment to escort duties. Vehicle operators not licensed, trained or familiar with airport vehicle operations will be escorted when inside of the Air Operations Area (AOA), unless other safety measures are established, i.e., designated/marked routes or airport closure.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

Operations at Minneapolis-Saint Paul International Airport are governed by 14 CFR Part 139 – Airport Certification. Required procedures are identified in the MSP Airport Certification Manual. Persons designated with the authority to close airport surfaces, or the entire airport to facilitate emergency response, are identified in a letter from the MAC to the Federal Aviation Administration.

Additional information regarding airport operations and maintenance is contained in the following MAC departmental procedures:

- MSP Airport Certification Manual
- MAC Airside Operations Department procedures
- MAC Terminal and Landside Operations procedures
- MAC Landside Operations Department procedures
- MAC Field Maintenance Department procedures
- MAC Field Maintenance Operations Control Center procedures
- MAC Trades Department procedures



The individual departments are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 11 - RESPONDER SAFETY AND WELFARE

SITUATIONS AND ASSUMPTIONS

In the event of an emergency incident at Minneapolis-Saint Paul International Airport, responder safety and emotional welfare are extremely important aspects of incident management. Responder safety is dependent upon having proper equipment and clothing. The MAC ensures that first responders have modern and reliable equipment. Personal protective equipment (PPE) is assigned and/or available to first responders. Equipment is available to protect first responders from hazards associated with hazardous materials, dangerous goods, communicable diseases, and weapons of mass destruction. MAC first responders are trained on the safest and best-practice responses to a variety of emergency situations and will work with MAC's industrial hygiene and safety personnel to ensure MAC responders are appropriately protected.

Over the course of an emergency response incident, MAC monitors responders to ensure that persons are not working without proper rest periods and are not experiencing undue stress. Whenever possible, persons involved in the emergency response and recovery should not work shifts in excess of twelve-sixteen hours- based on departmental policy.

OPERATIONS

MSP emergency response is dictated by the Incident Command System (ICS) under the National Incident Management System (NIMS). A Safety Officer is a Command Staff position under ICS. During an incident, the Incident Commander (IC) may appoint a Safety Officer, who will have the primary responsibility for the safety and welfare of MAC and Mutual Aid responders.

MAC departments, including but not limited to Police and Fire will arrange for appropriate post-incident emotional support services for their employees as may be needed. This will be in addition to any supportive counseling available to MAC employees as part of their employer-provided Employee Assistance Plan.

The National Transportation Safety Board (NTSB) has designated the American Red Cross as the primary mental health service provider for family members and friends of airplane crash victims.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The Safety Officer under Incident Command has primary responsibility for responder safety. Trained and certified industrial hygiene and safety professionals on MAC staff are available to either fill or support the Safety Officer position.

Additional information regarding responder safety and welfare is contained in the following departmental procedures:

- MAC Fire Standard Operating Procedures
- Airport Police Department Policies and Procedures

The individual departments and agencies are responsible for coordinating document revisions or the development of new procedures.

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ANNEX 12 – FAMILY ASSISTANCE

SITUATIONS AND ASSUMPTIONS

In the event of a mass casualty incident involving the Minneapolis-Saint Paul International Airport, the MAC will establish a Friends and Relatives Center (FRC) which will be the immediate gathering area for family and friends of victims. The FRC will be the primary location for dissemination of information to family members and friends. The FRC will also provide emotional care and support. The FRC is staffed by several MAC Departments and non-MAC Organizations including the American Red Cross and airline representatives.

In the event of an air carrier accident, the affected airline and the NTSB will select a permanent gathering location for family members and friends. This might be the MAC FRC or it could be an off-airport location. If an off-airport site is selected, the MAC FRC will remain active during the transitional period. When the NTSB is not involved, the MAC FRC could be active for the duration of the recovery and victim identification process.

OPERATIONS

The Incident Commander (IC) or the Emergency Operations Center (EOC) Director may authorize the opening of the Friends and Relatives Center (FRC). Facilities in both Terminal 1 and Terminal 2- have been designated for FRC operations. The IC will determine FRC location. The location most convenient to the affected airport tenant will be the designated FRC. Off-airport facilities can also be used to accommodate FRC operations. FRC activation notification is made by Airside Operations to a pre-programmed call group via a mass notification system.

The first MAC representative that arrives at the FRC will be responsible for activating the facility. FRC staff will notify the Incident Command Post (ICP) when activation is accomplished and the FRC is ready to accept family members and friends. The FRC will be isolated from the general public and the news media. FRC security will be provided by Airport Police. FRC staff members are credentialed and will be responsible for credentialing family and friends. An FRC communications room (Joint Family Support Operations Center (JFSOC)) will be located in a designated area away from family members and friends. The JFSOC will be the primary communication point between the FRC and the ICP, the EOC and various other communication points around the airport. Requests and information into and out of the FRC will be made through the JFSOC, including incident recovery reports and victim status reports.

Incident victims who do not require hospitalization will be taken to a "Survivor Center" at a pre-determined location identified by the IC. The Survivor Center is a secured area within the airport security perimeter. Additional medical examinations may be performed at the Survivor Center, as well as interviews, situation debriefings and the offer for appropriate emotional support services. Coordination will then be made to reunite passengers with family members and friends.

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RESPONSIBILITIES, AUTHORITIES AND REFERENCES

NTSB regulations identify the airline as having primary responsibility for the care of family members and friends of victims in the event of an air carrier accident. If the involved aircraft is not an air carrier, then the aircraft owner is assigned primary responsibility.

Airport Police is responsible for security at the Friends and Relatives Center.

Additional information regarding family assistance is contained in the following departmental procedures:

- MSP Emergency Support Team Procedures

- MAC Emergency Communications Center Procedures

The Emergency Manager is responsible for coordinating document revisions or the development of new procedures.

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ANNEX 13 – FATALITY MANAGEMENT

SITUATIONS AND ASSUMPTIONS

The Metropolitan Airports Commission has identified and equipped a facility at Minneapolis-Saint Paul International Airport (MSP) to serve as a Temporary Morgue. The facility will be made available upon request of a County Medical Examiner office to support the identification and autopsy of victims involved in any type of mass casualty incident occurring in the seven-county metropolitan area.

The MAC Temporary Morgue will be established to support the management of fatalities resulting from an aircraft accident at MSP.

OPERATIONS

The Incident Commander or County Medical Examiner may request activation of the MAC Temporary Morgue. The Logistics Chief and/or Field Maintenance representative at the Emergency Operations Center (EOC) will notify the Field Maintenance Operations Control Center of the Temporary Morgue activation notice. MAC Field Maintenance personnel will activate the Temporary Morgue in a portion of the North Field Maintenance Facility. The Temporary Morgue is in a secure area within the airport security perimeter. Access to the Temporary Morgue will be limited to County Medical Examiner staff only, and will be controlled by a credentialing system. Airport Police and/or the Hennepin County Sheriff's Office will provide security at the Temporary Morgue. The NTSB will contact the National American Red Cross National Headquarters in the event of an aircraft accident which would then contact the local Chapter's Regional Disaster Officer.

Requests for non-airport incident Temporary Morgue activation is made by a County Medical Examiner Office to the MN Duty Officer which contacts MAC through the Emergency Communications Center (612-726-5577). The Vice President of Management and Operations has the authority to grant or deny a non-airport incident Temporary Morgue activation request.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

The National Transportation Safety Board (NTSB) or the Federal Aviation Administration has jurisdiction of an aircraft crash accident site. Bodies of the deceased cannot be removed without authorization from the appropriate authority. County Medical Examiner operations at the accident site will be governed by NTSB requirements and guidelines for the preservation of evidence.

The Medical Examiner of the jurisdiction in which the incident/accident occurred will have authority over Temporary Morgue operations. The MAC Field Maintenance Department will be responsible for activating the Temporary Morgue. Airport Police and/or the Hennepin County Sheriff's Office (HCSO) will provide security at the Temporary Morgue.

Additional information regarding fatality management is contained in the following departmental procedures:

- NTSB Guidelines for the Preservation of Evidence at a Crash Site
- MAC Field Maintenance Department Procedures
- MAC Field Maintenance Department Maintenance Operations Control Procedures
- MAC Trades Department Procedures

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Airport Police Department Policies and Procedures



The MAC Temporary Morgue Plan and Procedures are developed and maintained by the MAC Field Maintenance Department in conjunction with the Twin City Metro Area County Medical Examiners Consortium.

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ANNEX 14 - DAMAGE ASSESSMENT AND DOCUMENTATION

SITUATIONS AND ASSUMPTIONS

Life safety is the first priority at an accident site. All other considerations, such as preservation of evidence, are secondary to rescue operations. When it becomes necessary to disturb or move wreckage or cargo, photographs, sketches or descriptive notes shall be made to document the original position and condition of the wreckage and any significant impact marks. As soon as practicable, first responders should document actions and activities associated with incident response. Documentation should be made available to investigative agencies.

Damage assessment and documentation is critical for accident investigation, crime scene processing and to ensure safe and effective recovery operations. All equipment, facilities/structures, materials, and utilities affected by an incident or accident will be assessed and damage will be documented. Facilities will be inspected, as necessary, prior to being reopened for operations or returned to service. It is very important that persons inspecting equipment or assessing damage have the expertise and tools necessary to do an accurate job. Whenever possible, the owner or person responsible for maintaining equipment, facilities, etc., should be present during the damage assessment.

OPERATIONS

Damage assessment will not start without the approval of the Incident Commander (IC). This will ensure that investigations, crime scenes, etc., will not be unnecessarily hindered or altered. The IC must approve the removal of debris, even if already documented. Generally speaking, damage assessment and documentation of facilities will be the responsibility of the department responsible for routine maintenance of the facility. Whenever possible, video and/or photographs will be used in the documentation process. The Airport Police and MAC Risk/Safety Department routinely investigate and document incident sites. The Hennepin County Crime Lab and the Minnesota State Patrol have assisted with both crime and non-crime scene documentation at MSP. MAC insurance agents, through the Safety/Risk Management Department, can contact the primary insurance provider and request disaster incident documentation services. The MAC also retains private companies that can be used for damage assessment and documentation.

RESPONSIBILITIES, AUTHORITIES AND REFERENCES

All MAC departments with facilities, equipment, and materials at MSP will designate persons responsible for damage assessments.

Additional information regarding damage assessment and documentation is contained in the following departmental procedures:

- NTSB Guidelines for the Preservation of Evidence at a Crash Site
- Airport Police Department Policies and Procedures
- MAC Airside Operations Department Checklists
- MAC Risk Management Department Contracts

The individual departments and agencies are responsible for coordinating document revisions or the development of new procedures.

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HAZARD-SPECIFIC SECTION

HAZARD 1 – AIRCRAFT ACCIDENT / AIRCRAFT INCIDENT

SITUATION AND ASSUMPTIONS

An aircraft accident is defined as any occurrence associated with the operation of an aircraft that takes place between the time a person boards the aircraft with the intention of flight and the time such person has disembarked, in which a person suffers death or serious injury as a result of the occurrence or in which the aircraft receives substantial damage.

An aircraft incident is an occurrence other than an accident that affects or could affect the safety of operations.

Minneapolis-Saint Paul International Airport (MSP) is an Index E airport as defined by 14 CFR Part 139. MSP is attended 24 hours a day, seven days per week. The FAA Minneapolis Air Traffic Control Tower (MSP ATCT) operates continuously. There are four runways at MSP:

- Runway 04-22 (11,006 feet x 150 feet)
- Runway 12L-30R (8,200 feet x 150 feet)
- Runway 12R-30L (10,000 feet x 200 feet)
- Runway 17-35 (8,000 feet x 150 feet)

On average, there about 1,000 daily operations at MSP. Air carrier operations account for the vast majority of daily operations, with corporate aviation, general aviation, military operations and cargo operations accounting for the remaining aircraft movements. MSP scheduled air service includes the operation of multiple aircraft types ranging from small commuter jets to large wide-body aircraft.

The Metropolitan Airports Commission (MAC) provides ARFF, Law Enforcement, and Airport Operations services 24 hours a day, seven days per week. Maintenance operations are provided around-the-clock on Monday through Friday and eight hours per day on Saturday and Sunday. Maintenance personnel are on a 30-minute response recall when not on duty. MAC Fire provides three-minute aircraft response per CFR 49 Part 139.319 requirements. MAC Fire has designated pre-positioning locations at all four runways. Emergency response by all MAC first-responders during low-visibility conditions is governed by the MAC's Surface Movement Guidance Control System (SMGCS) Plan. SMGCS procedures are initiated when visibility drops below 1,200 feet runway visual range (RVR). The SMGCS Plan is an attachment to the AEP.



Response to an aircraft accident will be governed by National Incident Management System (NIMS) protocols and the Incident Command System (ICS). The MAC has the capability of activating an Emergency Operations Center (EOC) to support Incident Command operations. EOC activation is at the direction of the MAC's Vice President of Management and Operations the Vice President's designee.

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OPERATIONS

An Emergency Services Letter of Agreement (LOA) between the MAC and the MSP ATCT defines local procedures and notifications in the event of an aircraft accident. The Emergency Services LOA is an attachment to the AEP. The LOA defines alert 'one,' alert 'two,' alert 'three,' and alert 'crash' conditions:

Alert One – Stand by for an in-flight emergency at the fire stations

Alert Two – Stand by for an in-flight emergency at pre-positioning locations along the runway

Alert Three – Respond to an aircraft incident or ground emergency at a specific location

Alert Crash – Respond to an aircraft accident with serious injury and/or fatalities

MAC Fire is primarily responsible for response phase operations, including but not limited to; fire suppression, rescue operations and hazardous materials response. Airport Police is primarily responsible for investigatory phase operations, including but not limited to; accident/incident site security, airfield perimeter security and the assumption of IC to support accident investigation, crime scene investigation and transition to an NTSB or FBI investigation, as applicable. Airside Operations is primarily responsible for recovery phase operations with the goal of returning the airport to normal operations as safely and expeditiously as possible.

The Incident Command System (ICS) is an element of the National Incident Management System (NIMS). ICS is a management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is used to provide centralized command and control of resources and communications during accident response, investigation, and recovery. The MAC will implement ICS procedures for aircraft accident response at MSP in accordance with Annex 1 – Command and Control.

MAC Fire will assume initial Incident Command (IC) of the accident. Unified Command may be established between any or all of the following: MAC Fire, Airport Police, Airside Operations, Field Maintenance and the aircraft or airline representative. MAC Fire is responsible for fire suppression. Airport Police is responsible for accident site security, airport perimeter security and initial accident scene investigation. Airside Operations is responsible for officially closing the airport, issuing Notices to Air Missions (NOTAMs), performing airfield condition documentation, and coordinating airport recovery efforts. MAC departments maintain individual checklists and standard operating procedures in support of aircraft accident response procedures and will respond in accordance to established policies and procedures.

The MAC has entered into multiple mutual aid agreements, whereby, parties to the agreements will provide additional personnel, vehicles, and other resources upon request. The Emergency Communications Center (ECC) and Airside Operations maintain emergency notification standard operating procedures. At the direction of the Incident Commander, each department will initiate mutual aid response requests, including an auto-aid call for Fire and Police first-response. All mutual aid responders will report to one of two emergency access gates as defined in Annex 7. The emergency gates are indicated on the Fences, Gates, and Roads map (Map B in the map section of the AEP). Field Maintenance will be the primary department to provide mutual aid first-responder vehicle escorts to the Incident Command Post (ICP). The ECC will notify secondary responders, including additional MAC staff, the American Red Cross, Salvation Army, etc. Secondary responders will report to a designated staging area(s) and await direction from the ICP. Secondary responders with pre-determined operating locations will report to that site and commence operations.

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The Incident Commander is responsible for ensuring that the Federal Aviation Administration and the National Transportation Safety Board (NTSB) are made aware of an aircraft accident. Notifications are routed through the FAA MSP Air Traffic Control Tower and are usually made on behalf of the MAC by Airside Operations at the direction of the IC. MAC Fire personnel are trained on the preservation of evidence per FAA Advisory Circular guidance and NTSB publications. Whenever possible, photographs will be taken, or descriptive notes will be made to document the original position and condition of wreckage and any significant impact marks.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Federal Aviation Administration Minneapolis Air Traffic Control Tower (MSP ATCT) will report potential or actual aircraft emergencies to the MAC via procedures outlined in the Emergency Services LOA. MSP ATCT will assign a Discrete Emergency Frequency to provide precise communications between IC and an emergency aircraft. The MSP ATCT will make appropriate internal-FAA notifications. Even if the airport is closed, MSP ATCT will control airspace in the vicinity of the accident to ensure that other aircraft will not interfere with emergency response activities. If so requested by IC, MSP ATCT will coordinate with FAA Headquarters on the issuance of Temporary Flight Restrictions (TFRs) in the vicinity of the accident. If/when a portion of the airport unaffected by the emergency reopens for ground movements or flight operations, MSP ATCT will control aircraft and vehicle movements in support of emergency response.

Metropolitan Airports Commission (MAC) personnel will be the primary first responders in the event of an aircraft accident, with response in accordance with the following functional annexes listed in the AEP:

- Annex 1 – Command and Control
- Annex 2 – Communications
- Annex 3 – Alert Notification and Warning
- Annex 4 – Emergency Public Information
- Annex 6 – Law Enforcement and Security
- Annex 7 – Firefighting and Rescue
- Annex 9 – Resource Management

All MAC Fire personnel are Minnesota certified Emergency Medical Technicians and will render initial triage and on-scene treatment of casualties. Emergency Medical Service (EMS) personnel will respond to the accident site as part of mutual aid response. The Incident Commander and/or the Operations Chief will designate a Medical Branch Director to coordinate medical activities. Ambulance response, hospital coordination and medical transportation will be performed in accordance with Annex 8 – Health and Medical. The transportation of the uninjured will be performed in accordance with Annex 12 – Family Assistance. The NTSB or the FAA, as applicable, has jurisdiction over an accident site once rescue operations have terminated. Bodies of the deceased cannot be removed from the accident site unless so authorized by the appropriate authority. The deceased will be handled per Annex 13 – Fatality Management.

MAC is responsible for the closure of the airport, or a portion of the airport, to support emergency response to an aircraft accident. Surface closure authority is delegated to Airside Operations, who will coordinate closures with MSP ATCT and issue the appropriate Notice to Air Missions (NOTAMs). The airport will remain closed until such time that the Incident Commander determines that rescue and evacuation activities will not be impacted by the resumption of airport operations. The airport closure will remain in effect until aircraft operating areas are safe and secure, areas that are to be reopened have been properly inspected, adequate ARFF protection is available, and the safety of the public is assured. Procedures in accordance with Annex

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14 – Damage Assessment and Documentation will be applied prior to reopening of aircraft movement area surfaces.

Air carriers and aircraft owners maintain proprietary aircraft accident response plans. The affected air carrier and/or aircraft owner is responsible for providing Incident Command with information pertinent to the accident. Airside Operations will coordinate transportation of an owner's representative to the ICP or the EOC. An aircraft owner's representative(s) will also respond to the Friends and Relatives Center (FRC), with MAC coordinating transportation as necessary. The aircraft owner is responsible for the timely removal of aircraft wreckage, as soon as authorized by the appropriate authority. The aircraft owner will coordinate recovery operations with Airside Operations.

The Airport Emergency Support Team is responsible for activating the MAC Friends and Relatives Center FRC operations will be performed in accordance with Annex 11 – Family Assistance. All persons involved in emergency response will be afforded the opportunity to receive appropriate post-incident debriefings. The MAC is responsible for providing appropriate counseling in accordance with Annex 11 – Responder Safety and Welfare.

MAC Fire and Airport Police will respond to an airplane crash off of airport property in accordance with current Mutual Aid agreements. MAC rapid response vehicle response to an off-airport accident may negate the ability to meet FAR Part 139 response requirements. MSP air carrier flight operations will be suspended or restricted to aircraft index commensurate with available 49 CFR Part 139.319 three-minute response capabilities. MAC Fire will advise Airside Operations of response status.

When an off-airport airplane crash does not warrant MAC Fire or Airport Police response but involves an aircraft enroute to or departed from MSP, the Vice President of Management and Operations or the Vice President's designee, will determine if the Emergency Operations Center and/or the Friends and Relatives Center will be activated. Airside Operations will contact the air carrier and/or aircraft owner and offer services as identified in the functional annex section of the AEP.

In the event of a military aircraft crash at MSP, the MAC Incident Commander will establish a Unified Command that includes a military Incident Commander. The military service branch responsible for the operation of the aircraft has jurisdiction over an accident site once rescue operations have terminated. The MAC may not remove the aircraft or aircraft parts without authorization from the appropriate authority.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MAC Fire Department SOPs
- Airport Police Department Policies and Procedures
- MAC Emergency Communications Center Procedures
- MAC Airside Operations Department Procedures
- MAC Field Maintenance Department Procedures
- MAC Emergency Operations Center Handbook
- MAC Friends and Relatives Center Checklist

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HAZARD 2 – TERRORISM INCIDENTS

SITUATION AND ASSUMPTIONS

Agencies and organizations other than the MAC are tasked by laws, regulations, and other authorities to respond to hijack, sabotage, and terrorism incidents. The Airport Police Department is prepared to take initial action in such an incident pending the arrival of these other agencies, and then participate in a joint response. Specific information regarding these incidents is Sensitive Security Information (SSI) and is contained in the Airport Security Program (ASP), as well as the Airport Police Department Policies and Procedures. As the contents of both are confidential police and/or security sensitive information, the information is published and distributed on a need-to-know basis only.

The approach end of MSP Runway 04 is the primary designated parking area for an aircraft involved in a terrorism threat. The MAC engine run-up pad abeam Taxiway S2 is the secondary designated parking area.

The MAC maintains a Mutual Aid agreement with the Bloomington (MN) Police Department Explosives Ordinance Disposal (EOD) Team. Personnel and equipment can respond to MSP within 45 minutes.

OPERATIONS

In the event of a bomb threat or other terroristic incident, the FAA Minneapolis Air Traffic Control Tower (MSP ATCT) will provide relevant information to the MAC Emergency Communications Center (ECC) per procedures established in the MAC/MSP ATCT Emergency Services Letter of Agreement. Additional information may be provided by MSP ATCT to the designated Incident Commander via telephone or other secure means of communication. MSP ATCT will control aircraft and ground vehicle operations in support of emergency response. MSP ATCT will control the airspace in the vicinity of the threatened aircraft to ensure other aircraft do not interfere with emergency response activities.

Airport Police will assume initial Incident Command (IC) of the incident. Command may be transferred, as appropriate, to the responding Federal agency with jurisdiction over the incident. Airport Police will provide law enforcement, security, crowd control and other police services as directed by the Incident Commander. Law enforcement procedures will be in accordance with Airport Security Plan (ASP) procedures.

The MAC Fire Department will initiate stand-by status for emergency response. MAC Fire will determine the need for, and initiate Hazardous Materials Response, as needed.

The MAC Emergency Communications Center (ECC) will make required notifications, and initiate Alert Notification and Warning messages as directed by IC. Notification will be performed in accordance with Annex 3 – Alert Notification and Warning procedures. Evacuation or sheltering, if necessary, will be performed in accordance with Annex 5 – Protective Actions and Evacuation procedures. Airside Operations will make required notifications and participate in Incident Command as necessary. Airside Operations will coordinate emergency response activities with MSP ATCT and close airport surfaces as directed by IC.

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The Vice President of Management and Operations or the Vice President's designee, may authorize Emergency Operations Center (EOC) and/or Friends and Relatives Center (FRC) operations in support of IC. A Public Information Officer (PIO) will be designated. A Joint Information Center (JIC) may be required to support multi-jurisdictional dissemination of Emergency Public Information.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MSP Airport Security Program
- Airport Police Department Policies and Procedures
- MAC Fire Department Operational Guidelines
- MAC Emergency Communications Center Procedures
- MAC Airside Operations Department Procedures
- MAC Emergency Operations Center Handbook
- MAC Friends and Relatives Center Checklist
- Bomb threat call procedures follow on the next page

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BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number where Call Received: _____

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____





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HAZARD 3 – STRUCTURAL FIRES, FUEL STORAGE FIRES

SITUATIONS AND ASSUMPTIONS

MAC Fire provides structural and fuel storage fire service protection within the jurisdiction of the Metropolitan Airports Commission. MAC Fire contracts with the United States Air Force Reserve and the Minnesota Air National Guard to provide structural and fuel storage fire service protection on Federal and State property immediately adjacent to Minneapolis-Saint Paul International Airport (MSP). MAC Fire personnel are trained for structural and fuel storage fire fighting operations. MAC fire operates fire equipment to support structural and fuel storage fire fighting. Procedures will be in accordance with Annex 7 – Firefighting and Rescue.

Most major buildings on the airport campus are equipped with fire detection systems, fire sprinkler systems and audible/visual fire alarm systems. Fire alarms are received at the MAC Emergency Communications Center (ECC). MAC Fire personnel are dispatched by the ECC, with three-to-four-minute average response time from one of two airport fire stations. The MAC has installed and maintains a water main and hydrant system as depicted in Map H of the AEP.

The MAC has installed a fuel farm storage facility, with an underground pipeline and hydrant delivery system as depicted on Map E of the AEP. The airport fuel farm is comprised of four, two-million-gallon capacity storage tanks. Fuel farm operations, aircraft fueling, and system maintenance are contracted by the MAC to a third party.

OPERATIONS

MAC Fire will assume Incident Command (IC) of a structural fire or fuel storage area fire. Mutual Aid response will be requested, as appropriate. Fire fighting response will be in accordance with the following functional annexes listed in the AEP:

- Annex 1 – Command and Control
- Annex 2 – Communications
- Annex 3 – Alert Notification and Warning
- Annex 4 – Emergency Public Information
- Annex 5 – Protective Actions and Evacuation
- Annex 6 – Law Enforcement and Security
- Annex 7 – Firefighting and Rescue
- Annex 8 – Health and Medical

The IC will direct fire fighting operations. The IC will determine the need to evacuate the occupants of any facility impacted by a fire. Airport Police will support MAC Fire in a building evacuation and will provide crowd control and traffic control as necessary. The MAC ECC will make terminal announcements as directed by IC. Airside Operations will initiate tenant messages as directed by IC. Field Maintenance and Facilities Management will provide logistical support as directed by IC.



The Vice President of Management and Operations, or the Vice President's designee, may authorize Emergency Operations Center (EOC) in support of IC. A Public Information Officer (PIO) will be designated. The PIO will operate out of the ICP or the EOC, as appropriate.

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A MAC Fire Inspector routinely inspects fuel farm operations, fueling vehicles and fuel system maintenance operations per 14 CFR Part 139 requirements.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:


- MAC Fire Department SOPs
- MAC Emergency Communications Center Procedures
- MAC Emergency Operations Center Handbook

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HAZARD 4 – NATURAL DISASTERS

SITUATIONS AND ASSUMPTIONS

Tornadoes and straight-line winds are potential threats to operations at Minneapolis-Saint Paul International Airport (MSP). The Twin Cities metropolitan area is subject to tornadoes and severe thunderstorms between March and September, with peak activity between April and June. Severe winter weather and significant snowfall and/or blizzard conditions are also potential threats to MSP operations. Snowfall has been recorded in the Twin Cities metropolitan area as early as September and as late as May. Severe winter weather is generally limited to the early-November through mid-March time period.

Ample terminal space is suitable to serve as severe weather shelters. Extended winter storms may result in passengers being stranded in terminal buildings for extended time periods. Emergency terminal operational procedures are in place to provide passenger security screening, food service and sleep/rest amenities on an around-the-clock basis.

Except for several communication towers, utilities are routed to MSP via underground conduit to limit exposure to wind damage, lightning strikes, and extreme winter weather conditions. Critical communications equipment is mounted on the side of parking ramp structures, thus reducing exposure to wind and weather damage. Lightning protection systems are in place to protect major facilities. Critical systems and infrastructure are served by emergency back-up power afforded by redundant utility service and/or emergency generator equipment.

OPERATIONS

Airside Operations monitors weather forecasts daily and disseminates weather information to appropriate MAC departments and personnel. The MAC monitors National Weather Service (NWS) forecasts and alerts, including standard weather watches and warnings along with airport-specific products. maintains a Local Weather Advisory Agreement with the National Weather Service (NWS), whereby the NWS contacts Airside Operations whenever there is the potential for severe weather to impact airport operations. Multiple MAC departments monitor weather alert radios, and the MAC encourages tenants to procure and monitor weather alert radios.

Upon notification from the NWS that severe weather is approaching or is in the vicinity of the airport, the MAC will take actions per Annex 3 – Alert Notification and Warning.

The MAC Emergency Communications Center (ECC) will advise identified MAC personnel and key contacts of approaching severe weather via radio and/or telephone via a mass notification system. The ECC will make terminal announcements and will initiate visual paging messages as necessary to warn tenants and the public of approaching severe weather, and to take appropriate action. The locations of severe weather shelter areas are labeled throughout the terminal buildings and are listed in Annex 5 – Protective Actions and Evacuation. In the event that MSP Airport sustains damage and/or injuries as a result of severe weather, the appropriate emergency response will be implemented, and the Incident Command System (ICS) will be activated in accordance with Annex 1 – Command and Control. Assistance from MAC Mutual Aid Agencies may be requested, and the airport will close as necessary to support emergency response.

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The MAC monitors winter weather conditions on a regular basis and implements emergency snow and ice control operations in accordance with the Snow Plan, as outlined in the MSP Airport Certification Manual. MAC will implement Incident Command System (ICS) procedures in response to snow emergencies, with Airside Operations assuming incident command.

The MAC maintains a Stranded Passengers Plan that is managed by the MAC Facilities Department. Air carrier tenants notify Airside Operations of the number of passengers expected to remain in terminal buildings. Airside Operations makes the appropriate notifications and initiates stranded passenger response from the appropriate MAC departments, MAC contractors and airport vendors.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:


- MAC Airside Operations Department Operational Guidelines
- MAC Emergency Communications Center Procedures
- MAC Facilities Department Checklists
- MAC Terminal and Landside Operations Procedures
- MAC Stranded Passenger Plan

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HAZARD 5 – HAZARDOUS MATERIALS / DANGEROUS GOODS

SITUATIONS AND ASSUMPTIONS

Hazardous materials are defined as any substance or material that, when involved in an accident and/or released in sufficient quantities, poses a risk to people's health, safety, or property. These substances and materials include explosives, radioactive materials, flammable liquids or solids, combustible liquids or solids, poisons, oxidizers, toxins, and corrosive materials. For purposes of this emergency plan, the term also includes substances defined as "dangerous goods" as detailed in the International Air Transport Association Dangerous Goods Regulations, and includes weapons of mass destruction, such as nuclear devices, poisonous gases, bacteriological weapons, etc. It is recognized that emergency situations could develop in which airport tenants, employees, or the travelling public could be exposed to an accidental or intentional release of hazardous materials.

MAC departments and any airport tenant (Facility) that manufacture, store, transport or use extremely hazardous materials are required to develop and maintain an Emergency Response Plan as specified by 29 CFR 1910.120 or an Emergency Actions Plan as specified in 29 CFR 1910.38(a). At a minimum, the plan must:

- Address the Facility's method of training employees to be able to promptly determine and report a hazardous materials release
- Identify the Facility's method and procedure of hazardous materials release detection, including a description of any specialized detection systems (i.e. monitor/sensor system)
- Specify that the Facility immediately notify the following in the event of an emergency release:
 - Local Police and Fire by dialing 911
 - Minnesota State Duty Officer by dialing 651.649.5451
 - National Response Center by dialing 800.424.8802
- Require deployment of Facility resources
- Designate one or more Facility emergency coordinator(s) who are authorized to implement the plan.

The MAC Fire Department has the primary responsibility for responding to a hazardous materials incident. MAC Fire personnel are trained at a minimum of Operations Level defined in 29 CFR 1910.120. MAC Fire personnel are also trained at a minimum medical training level of Emergency Medical Technicians and Firefighter II Status per NFPA 1001, with instruction on the START Triage System. Specific individual training records of these employees are maintained by MAC Fire.

Airport Police Department Officers and Community Service Officers are trained at a minimum of Awareness Level defined by 29 CFR 1910.120 regarding response to hazardous materials incidents. These persons are not allowed within the established "warm" or "hot" zones of a hazardous materials incident. Police Officers and Community Service Officers are provided a minimum medical training at a First Responder level with instruction on the START Triage system. Specific individual training records on these employees are maintained by Airport Police.

Allina EMS Paramedics are trained at a minimum of Awareness Level defined by 29 CFR 1910.120 regarding response to hazardous materials incidents. These persons are not allowed within the

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established “warm” or “hot” zones of a hazardous materials incident. Training records are maintained by Allina Medical Transportation.

The MAC maintains Mutual Aid response agreements with the State of Minnesota for Chemical Assessment Team and Emergency Response Hazmat Team response, with response coordinated through the State Duty Officer at 651.649.5451.

The Minnesota National Guard's 55th Civil Support Team (CST) provides support to civil authorities at a domestic CBRNE (chemical, biological, radiological, nuclear, and explosive) incident site by identifying CBRNE agents/substances, assessing current and projected consequences, advising on response measures, and assisting with appropriate requests or additional support. This includes intentional or unintentional release of nuclear, biological, radiological, or toxic or poisonous chemical materials and natural or man-made disasters in the United States that results in, or could result in, catastrophic loss of life or property. 55th CST response is coordinated through the State Duty Officer.

In accordance with the requirements of Section 312 of SARA Title III Emergency Planning and Community Right-to-Know Act, MAC Environment prepares and submits Tier Two Report Forms annually. Hazardous chemicals under control of the MAC that are stored in quantities of 10,000 pounds or more must be reported. Chemicals that are designated as Extremely Hazardous Substances (EHS) stored in quantities of 500 pounds or more, or the Threshold Planning Quantity (TPQ), whichever is less, must also be reported. Reports are submitted to MAC Fire and the Minnesota Department of Public Safety, Division of Homeland Security and Emergency Management. MAC Fire receives and maintains Tier II reports from MSP tenants that meet the reporting requirements.

In accordance with the OSHA Hazard Communication Standard, the MAC Safety Department maintains an inventory and Material Safety Data Sheets (MSDS) for all hazardous chemicals used by and under the control of MAC. MSP tenants, vendors, contractors, or other operators that are subject to this OSHA requirement maintain their own individual programs.

Response to a hazardous materials incident will be governed by National Incident Management System (NIMS) protocols and the Incident Command System (ICS). The MAC has the capability of activating an Emergency Operations Center (EOC) to support Incident Command operations. EOC activation is at the direction of the MAC's Vice President of Management and Operations or the Vice President's designee.

OPERATIONS

Upon the determination that a hazardous materials release has occurred by the Facility or by the public, notification of the MAC is required by dialing 911. The MAC Emergency Communications Center (ECC) will dispatch MAC Fire and Airport Police. MAC Fire will assume Incident Command (IC). IC will ensure notification of the Minnesota State Duty Officer and will initiate Mutual Aid response. Emergency response will be in accordance with the following functional annexes listed in the AEP:

- Annex 1 – Command and Control
- Annex 2 – Communications
- Annex 3 – Alert Notification and Warning
- Annex 4 – Emergency Public Information
- Annex 5 – Protective Actions and Evacuation
- Annex 6 – Law Enforcement and Security
- Annex 7 – Firefighting and Rescue

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Annex 8 – Health and Medical

IC will determine the areas and populations which may be impacted by the hazardous materials release. The following resources/tools will be utilized to assist with this function:

- Airport Facility Emergency Response Plans on file with MAC Fire
- Airport Facility Emergency Response Plans on file with MAC Environment
- MAC Fire pre-plans
- North American Emergency Response Guidebook, U.S. Department of Transportation
- Technical Guidance for Hazardous Analysis
- CAMEO software application, National Safety Council (using Marplot Mapping)
- Hennepin County hazardous waste generators listings
- State of Minnesota Department of Public Safety Emergency Response Commission listing of Facilities and 312 chemicals (Tier II report forms)
- State of Minnesota Emergency Operations Plan Annex O – Evacuation / Traffic Control / Security
- Hennepin County Emergency Plan Annex 15 – Disaster Analysis / Hazardous Materials

IC will determine the need for evacuation and coordinate routes with Mutual Air law enforcement. MSP transportation and evacuation routes are depicted in Map G of the AEP.

Large quantities of response and containment equipment are maintained by MAC Fire, which will be augmented by Mutual Aid response equipment. A list of special equipment utilized for hazardous materials support can be located in the Metropolitan Emergency Manager's Association (MEMA) Regional Resource Database Project. MAC maintains a contract with an approved hazardous materials removal contractor.

It is recognized that emergency/disaster situations could develop in which airport tenants, employees, or the traveling public could be threatened by or be exposed to radiological incidents. The following radiological situations can be addressed through the implementation of the above-stated procedural references:

- Industrial accident
- Radiological fixed site accident
- Radiological transportation accident (spent nuclear fuel rods via railroad car, medical waste, etc.)
- Nuclear power plant accident
- Military nuclear weaponry accident
- Terrorist detonation of nuclear weapon (single incident)
- National Security situation, nuclear weapons used for war and enemy attack (multiple)

The MAC's overall radiological preparedness plans are based on FEMA Civil Preparedness Guide 1-30, "Guide for the Design and Development of a Radiological Defense Support System." Guidance provided includes mitigation efforts, planning, training, exercising and developing radiological incident response resources.



In the event of a hazardous materials incident that is beyond the capabilities of municipal, county and state governments, the National Regional Response Team can be requested through the Minnesota Pollution Control Agency (MPCA). Requests for such assistance should be submitted to the Minnesota State Duty Officer by dialing 651.649.5451. State Duty Officer services are listed in this section.

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SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MAC Fire Department SOPs
- Airport Police Department Policies and Procedures
- MAC Emergency Communications Center Procedures
- MAC Airside Operations Department Procedures
- MAC Environment Department Procedures
- MAC Emergency Operations Center Handbook
- MAC Risk Management
- State of Minnesota – Duty Officer Procedures

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To Request State Assistance or Report a Petroleum or Hazardous Materials Spill
Call 24 Hours a Day



MINNESOTA DUTY OFFICER

1-800-422-0798 (651) 649-5451

FAX: (651) 296-2300

TDD: (651) 215-6952

Emergency Notification

If you spill a hazardous material or a petroleum product in Minnesota, you must call:

Local Authorities

9-1-1 FIRST, when there is a threat to life or property

The Minnesota Duty Officer

If there is a public safety or environmental threat and/or if state agency notification for reportable spills is required.

The National Response Center 1-800-424-8802, when a federal notification is required

Minnesota Division of Homeland Security and Emergency Management



Request for State Assistance

THE PURPOSE OF THE MINNESOTA DUTY OFFICER PROGRAM IS TO PROVIDE A 24-HOUR-A-DAY, 7 DAY-A-WEEK, ANSWERING POINT FOR EMERGENCY REQUESTS FOR STATE ASSISTANCE AND FOR REPORTING PETROLEUM OR HAZARDOUS MATERIALS SPILLS AND OTHER SERIOUS ACCIDENTS OR INCIDENTS



1-800-422-0798

(651) 649-5451

Be ready to provide the following information when contacting the Minnesota Duty Officer:

All calls will require:

- Name of caller
- Telephone number for call-backs at the scene or facility
- Have local officials been notified of incident – Fire, Police, Sheriff
- Date, time and location of the incident

When making notifications of spills/incidents:

- Materials and quantity involved in incident
- Incident location – physical address, nearest cross streets, section/range, etc.
- Responsible party of incident (tracking firm name, property/business owner name, etc.)
- Telephone number of responsible party
- Any surface waters or sewers impacted
- What has happened or what is happening

When requesting state assistance for incidents:

- What kind of assistance is requested (informational, specialized team, etc.)
- Name of the requesting agency/facility
- Materials and quantity involved in the incident
- Have all local, county, and mutual aid resources been utilized

The following resources can be accessed by contacting the Minnesota Duty Officer:

State agencies with response personnel

- Bureau of Criminal Apprehension
- Department of Agriculture
- Department of Health
- Department of Natural Resources
- Department of Transportation
- Division of Homeland Security and Emergency Management
- State Fire Marshal and Office of Pipeline Safety
- Pollution Control Agency
- State Patrol
- Others as required

Other resources available

- State chemical assessment teams (CAT) and state emergency response team (ERT) (hazmat incident/accident response)
- SFM Fire Investigator
- Fire chiefs assistance and support teams (FAST)
- American Red Cross (ARC)
- Search and rescue dogs
- Civil Air Patrol (CAP)
- National Guard
- Amateur Radio – ARES/RACES
- Bomb Squads
- Minnesota Voluntary Organizations Active in Disasters (MoVOAD)
- FIREMAP

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Date:

Sep 23 2024

HAZARD 6 - AIRPORT SECURITY BREACH

SITUATIONS AND ASSUMPTIONS

Specific information regarding these incidents is Sensitive Security Information (SSI). Specific information regarding how the MAC responds to a security breach is contained in the Airport Security Program (ASP), as well as the Airport Police Department Policies and Procedures. As the contents of both are confidential police and/or security sensitive information, they are published and distributed on a need-to-know basis only.

OPERATIONS

Response to a breach of the airport security perimeter will be in accordance with Annex 1 – Command and Control and Annex 6 – Law Enforcement and Security. Airport Police will assume initial Incident Command (IC).

The Transportation Security Administration (TSA) is responsible for the operations of the terminal security screening checkpoints. Response to a breach of the terminal sterile area will be coordinated between the TSA and Airport Police, with communications routed through the MAC Emergency Communications Center (ECC). Generally speaking, Airport Police will assume initial IC. Airside Operations maintains a pre-programmed contact list of air carrier Ground Security Coordinators (GSCs) in a mass notification system. If so directed by IC, Airside Operations will send critical information and incident status notifications to air carrier ASCs via a mass notification system.

SOPS AND CHECKLISTS

Additional information regarding airport security breach procedures is contained in the following departmental procedures:


- MSP Airport Security Program
- Airport Police Department Policies and Procedures
- MAC Emergency Communications Department Procedures
- MAC Airside Operations Department Procedures

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HAZARD 7 – SABOTAGE AND OTHER UNLAWFUL INTERFERENCE WITH OPERATIONS

SITUATIONS AND ASSUMPTIONS

Agencies and organizations other than the MAC are tasked by laws, regulations, and other authorities to respond to certain acts of sabotage and unlawful interference with operations. The Airport Police Department is prepared to take initial action in such an incident pending the arrival of these other agencies, and then participate in a joint response. Airport Police will retain jurisdiction under certain circumstances. Specific information regarding these incidents is Sensitive Security Information (SSI) and is contained in the Airport Security Program (ASP), as well as the Airport Police Department Policies and Procedures. As the contents of both are confidential police and/or security sensitive information, the information is published and distributed on a need-to-know basis only.

The function of the Airport Police Department at the scene of a labor dispute is to ensure that the rights of all people are protected, and public order is maintained. The Airport Police Department will become involved with labor disputes only to the extent of fulfilling this function. Labor disputes typically involve legal demonstrations, with the majority of participants abiding by local laws and ordinances. Mass picketing and labor strikes are not necessarily unlawful acts. The primary law enforcement concern is with illegal acts which may arise from such activities. In the event that activities or demonstrations at the airport constitute civil disobedience, the Airport Police will take appropriate measures to control the disorder.

OPERATIONS

Police officers will be deployed at labor disputes when illegal activities have occurred or there is reason to believe they will occur. The following procedures will be implemented when labor disputes require police deployment:

- Coordination of police activities will be the responsibility of the Operations Division Commander or the Commander's designee.
- The department will establish a police liaison officer to communicate with labor and management personnel.
- Police officers deployed at the dispute will maintain their neutrality.
- On-scene police supervisors will provide officers with specific direction regarding enforcement and arrests related to labor disputes.
- Only on-scene supervisors and designated persons will communicate with persons present at the scene.
- The department will request assistance from other agencies when necessary.

Standard riot control tactics will be used to control any civil disorder which falls into this category. When the decision is made to deploy officers at the scene of civil disorders which employ passive civil disobedience tactics, police will implement the procedures outlined below:

- Supervisors will assess manpower needs and initiate a department recall if necessary.
- Mutual Aid support may be requested by the on-scene supervisor.
- Police officers will be organized into arrest teams.
- A temporary booking facility will be established near the scene and staffed appropriately.

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- After the arrest teams and booking facility are established, the on-scene supervisor will inform the demonstrators of their violations of law, order them to disperse, and set a reasonable time limit for them to do so. Arrest operations will commence upon the time limit expiration.
- Arrest teams will inform each person that they are under arrest, state the charges, and ask the person to accompany them.
- The booking facility staff will fingerprint and photograph each arrestee. Supervisors will provide direction to officers regarding disposition of arrested persons.
- Arrest operations will continue until the unlawful activities end.

Any photography of civil disorders will be done solely at the direction of the Police Chief.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

MSP Airport Security Program


Airport Police Department Policies and Procedures

Original Date: 12/09/2004

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HAZARD 8 - POWER / UTILITY OUTAGES

SITUATIONS AND ASSUMPTIONS

Power to the Minneapolis-Saint Paul International Airport (MSP) is provided by Xcel Energy. Multiple, redundant, high voltage lines are routed to the airport through underground cabling and conduit. Each “feeder” line interfaces the airport grid at separate electrical vaults. Due to system redundancy, the airport will maintain power even with the failure of one or more of the feeder lines. In the event of a total power failure, diesel engine-driven generators will power emergency electrical systems; cut-over from commercial power to emergency power is automatic. Designated terminal electrical systems will operate on battery power for up to 120 minutes. The MAC Electric Department has emergency generators on site and has access to additional generators from contracted vendors. There are multiple connection points on terminal exteriors to facilitate timely connection of emergency generators.

Power to the movement area lighting system is routed through two electrical vaults located inside of the airport security perimeter. Computerized airfield lighting controls are located in the FAA Air Traffic Control Tower cab. Electrical system monitors are located in the Electrical Shop office of the MAC Trades Center and in the Airside Operations Center. The airfield lighting system is maintained per FAA Advisory Circular guidance. Each electrical vault is equipped with an 8,000-gallon, diesel engine-driven emergency generator. The loss of commercial power will result in an automatic cut-over to generator power. Emergency generators are tested monthly by MAC Electric Department personnel.

Natural gas service to MSP is provided by Center Point Energy. Natural gas is routed to the airport via multiple underground pipelines, with primary terminus at the MAC Energy Management Center (EMC). The airport heating system is primarily driven by natural gas boilers. In the event of loss of natural gas service, kerosene/jet A will be used as a boiler fuel source. EMC personnel operate and maintain airport heating and cooling systems, with personnel on-duty 24 hours a day, seven days per week.

Primary water service is provided by the City of Minneapolis, with secondary service provided by the City of Richfield. A redundant, loop system has been installed to ensure uninterrupted water supply, as depicted on Map H of the AEP. The MAC Plumbing Department is responsible for the operation and maintenance of the airport water supply and sanitary sewer system.

Multiple vendors provide telephone service to the MAC and to airport tenants. Verizon provides cellular phone service to the MAC. MAC Fire, Airport Police, Emergency Communications and Airside Operations have access to satellite telephones to facilitate emergency communications. The MAC Information Services Department is responsible for the operation and maintenance of MAC telecommunication systems including the Microsoft Teams telephony environment.

Specific information regarding MAC utility systems and utility outage response is considered sensitive security information (SSI) and is published and released on a need-to-know basis only.

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OPERATIONS

Utility outages are reported to Airside Operations by airport tenants. Airside Operations will contact the appropriate MAC Trades Department representative to report the outage, and coordinate response by the utility provider, as appropriate. Airside Operations maintains emergency contact numbers for airport utility providers.

Should the airport experience a widespread utility outage, Incident Command System (ICS) procedures will be activated in accordance with Annex 1 – Command and Control. Airside Operations will assume initial IC. Response to a major airfield lighting emergency is coordinated with the FAA MSP Air Traffic Control Tower and air carrier tenants. Airside Operations will issue Notice to Air Mission (NOTAMs), as appropriate. The MAC Electric Department will coordinate with the appropriate MAC facility managers and tenants during facility power outages.

SOPS AND CHECKLISTS

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MAC Airside Operations Procedures
- MAC Electric Department Procedures
- MAC Energy Management Center Procedures
- MAC Facilities Management Department Procedures

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HAZARD 9 – WATER RESCUE

MAC Fire Department Water Rescue Plan

1. INTRODUCTION

This Water Rescue Plan applies to Minneapolis-Saint Paul International Airport (MSP) pursuant to 14 CFR 139.325(f), FAA Advisory Circular AC 150/5210-13, and FAA Advisory Circular 150/5200-31.

1.1 Purpose

The objective is to rapidly deploy water rescue equipment and personnel in response to an aircraft accident or to provide mutual aid support near bodies of water within two miles of an airport runway. This requires effective coordination between The Metropolitan Airports Commission (MAC) Airport Fire Department (AFD) resources and mutual aid partners to ensure a swift and efficient response. Our priorities include securing the safety of all individuals involved and mitigating potential hazards associated with the incident.

1.2 Response

The initial response will be to follow procedures within this Water Rescue Plan. The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MAC AFD SOPs – Staffing and Response Plan, Mutual Auto-Aid, and Water-Ice Rescue.
- MAC Airport Police Department (APD) Policies and Procedures.
- MAC Emergency Communications Center Procedures.
- MAC Airside Operations Emergency Checklists.

A. Notification Process

- **MSP Tower:** Via crash phone, the MSP Tower will notify MAC dispatch and the MAC AFD of alert status, location, aircraft type, souls on board, fuel, hazardous materials and any other pertinent information.
- **MAC Emergency Communications Center (ECC):** Using the current protocol, MAC ECC will notify the MAC AFD with all available information.
- **MAC AFD** will initiate a call-back for off-duty personnel to maintain minimum on-duty staff and cover the off-campus responders.

B. Support Inventory

MAC ECC will alert key stakeholders and mutual aid partners. These notifications may include the following:

- Local fire departments, EMS, police departments, county water rescue teams, and medical examiners.
- US Coast Guard.
- FAA.
- Air carriers.
- Environmental agencies.
- Transportation resources.
- MAC Airside Operations.

2. SITUATION

2.1 Weather & Environmental Conditions

The climate and water conditions within a two-mile radius of MSP vary significantly throughout the seasons. These fluctuations create distinct challenges for water rescue operations and affect the specific needs of passengers. The spring may bring rising water levels and strong currents in some bodies of water, while winter presents icy conditions. To effectively respond to emergencies and provide care, it is essential to have a thorough understanding of these environmental changes.

- **Winter:** Average low temperatures between 5°F and 15°F, approximately 50 inches of snowfall. **Risks:** icy surfaces, reduced visibility, and hypothermia.
- **Summer:** Average high temperatures between 75°F and 85°F. **Risks:** heat-related illnesses and dehydration.

2.2 Water Hazards

The terrain in the river valley adjacent to the airport presents significant challenges that can further complicate rescue efforts. The steep, often uneven banks create unpredictable conditions for those attempting to navigate the waters. Additionally, the currents and sudden changes in water levels can make it difficult to assess the safest routes for rescue operations. Dense vegetation along the shore can impact visibility and limit access, while potential underwater hazards such as submerged trees or branches pose risks to both rescuers and victims. These factors combine to create a hazardous environment that necessitates careful planning and a thorough understanding of the local geography in any rescue mission.

Bodies of water within two miles of MSP's runway ends are documented in an appendix to this plan.

3. PURPOSE

3.1 Objectives

- Rapidly deploy specialized water rescue teams in response to aircraft accidents or requests for mutual aid. These teams must be adequately equipped and trained to conduct effective operations in aquatic environments, ensuring that they can provide prompt assistance with rescue efforts and support the overall emergency response framework.
- Ensure the implementation of efficient rescue operations, prompt recovery, and the guaranteed safety of all responders involved. This involves establishing clear communication channels, utilizing appropriate equipment, and adhering to safety protocols to protect the well-being of both the victims and the rescuers.

3.2 Assumptions

- Incidents might be dispatched as Alert 2 and escalate to Alert 3 or Crash.
- Multiple jurisdictions may have authority over the incident area.
- MAC AFD may be called as a resource.
- Time-sensitive operations are crucial to saving lives.
- Interagency cooperation is required for effective response.
- Incident location may be difficult to access.
- Communication challenges may exist due to multi-agency involvement.

4. RESPONSE

4.1 Notification Procedures

Upon notification of an actual water emergency, the MAC ECC will:

A. Dispatch MAC AFD and provide the necessary information:

1. Location: GPS Coordinates or geographic reference.
2. Type of aircraft involved.
3. Souls on board (if known).
4. Fuel on board (if known).

B. Notify Local Jurisdictions and Mutual Aid Partners:

- Auto-aid fire rescue resources.
- County Sheriff & EMS.
- MAC Airside Operations.
- Other partners (as applicable) and pursuant to Minnesota Statute §12.331: American Red Cross, Department of Natural Resources (DNR), Metro Transit, Department of Transportation (DOT), State Patrol, State Duty Officer, affected air carrier and US Coast Guard for closing of waterways as necessary.

C. Mutual Aid Agreements:

Mutual aid agreements exist between the Airport Fire Department and other agencies in the region. These mutual aid agreements, along with Minnesota State Statute (§12.331) related to mutual aid, support mutual aid response at MSP. Mutual aid agreements are not included in this water rescue plan; however, they are available upon request for review and will be updated as needed.

5. INVENTORY

The following resources/equipment may be available to support a water rescue effort:

1. **Facilities:** MAC and/or other airport agency facilities, such as hangars, fire stations, large storage facilities, etc., will be used for the Family Assistance Center and the Survivor Center. See the MAC Family Assistance Plan.
2. **Vessels:** Airboat 51 (Gale Marine 20'), location Fire Station 1 – capacity six, including crew, cross-staffed seven days a week, 365 days a year.
3. **Equipment:** Winter rescue suits, cold water rescue suits, throw bag rope, stokes basket, rescue rope, PFDs, wool blankets, rescue sling, portable lighting, (location Fire Station 1).
4. **All engine companies (3):** equipped with two cold water rescue suits, throw bag rope, rescue rope, three PFDs, blankets, rescue sling.
5. **MAC APD:** Mobile Command Vehicle.
6. **Services:** Water rescue, emergency medical services at EMT level, ARFF expertise.
7. **Specialized teams:** Federal, state, county, local, and private specialized resources are available upon request.
8. **Staffing:** All on-duty staff (minimum daily staffing 13), including call-back personnel.
9. **Support:** As identified in Response Agencies, Mutual Aid partners, and other agencies.

5.1 Boat & Equipment

Inspection Daily

Checks:

- Inspect flotation devices, rescue ropes, and PPE for damage.
- Verify storage security and functionality of communication devices.
- Check vehicle fluids and tire pressure.

Weekly Checks:

- Run boat motor and inspect rescue equipment (flotation devices, throw bags, PPE).
- Ensure the sonar and lighting systems are operational.
- Connect boat trailer to tow vehicle and ensure operability.
- Lubricate moving parts and inspect vehicle tires and battery.
- All findings must be documented and reported.

Vehicle Communications Equipment

- 800 MHz radios in all MAC AFD vehicles.
- Marine Band VHF Radios for water rescue.
- Aircraft Band VHF Radio in the command vehicle.

6. RESPONSE AGENCIES

6.1 MAC Fire Department Resources

The Shift Commander will oversee one Engine, an Airboat, and 4–5 personnel within the jurisdiction. In the event MSP suspends operations at the airport, additional on-duty emergency responders may be available to assist within the local area, providing extra resources for the initial response.

6.2 Mutual Aid Water Rescue Resources

The identified agencies will initially receive notifications and updates through the MAC ECC. Shared interoperable radio talkgroup(s) will be established for all incoming resources. Once fully activated, the MAC EOC will assist in requesting additional resources and provide logistical support.

Contact and Resource List can be found in the appendix of this document.

- Agencies: Hennepin, Dakota, and Ramsey County Sheriffs, Minneapolis, St. Paul, Bloomington, Eagan, Richfield, Mendota Heights, South Metro, Burnsville, Inver Grove Heights, and Eden Prairie Fire Departments.

- Specialized rescue teams (dive & air rescue) available upon request.
- Per mutual aid requests from neighboring jurisdictions pursuant to Minnesota State Statute §12.331, MAC AFD will provide the primary support agency with the appropriate response based on the request and the availability of such resource(s). MAC AFD will provide an Airboat with three personnel.

7. MAC AFD STAFFING & TRAINING

The AFD Organizational Chart can be found in the appendix of this document.

7.1 Internal Airport Organization

- Assistant Chief of Operations (ARFF): Oversees the Water Rescue Plan.
- Two Captains (ARFF): Responsible for equipment maintenance, plan updates, and training.

7.2 Training Requirements

- **Personnel Training:** MAC AFD personnel undergo training twice a year in water and ice rescue and airboat operations to prepare for summer and winter conditions.
- **Regular Exercises:** MSP and mutual aid partners will hold an annual tabletop exercise specific to water rescue. MSP and mutual aid partners will also conduct a full-scale exercise every three years.
- **Evaluation and Updates:** Review and update the plan based on lessons learned from exercises and incidents.

8. INCIDENT COMMAND SYSTEM

The ICS Flow Chart can be found in an appendix of this document.

8.1 Command Structure and Key Definitions

- **Incident Commander (IC):** Establishes command and oversees operations.
- **Operations Section Chief:** Manages deployment of rescue resources.
- **Planning Section Chief:** Tracks progress and updates strategy.
- **Logistics Section Chief:** Manages supplies and personnel.
- **Finance Section Chief:** Handles costs and resource tracking.
- **Authority Having Jurisdiction (AHJ):** Agencies with legal authority over specific geographic or operational areas. This is location dependent.

8.2 Single vs. Unified Command

- **Single Command:** This is used for minor incidents that are handled by a single agency.
- **Unified Command:** Essential for coordinating large-scale responses that involve multiple agencies and/or jurisdictions.

Unified Command Structure (UCS) Model:

Designated Incident Commander (IC) from the primary responding agency.

Representation from:

- Local fire department
- EMS and hospitals
- Medical Examiner
- Law enforcement agencies
- US Coast Guard or maritime authority
- Federal Aviation Administration (FAA)
- National Transportation Safety Board (NTSB)
- Environmental protection agencies (if applicable)
- American Red Cross (if applicable)

Establishing Incident Objectives:

- Life Safety
- Stabilization of the incident
- Protection of the environment and property

Integration of Resources:

- Assigning tasks based on expertise and jurisdiction.
- Clear communication protocols.

9. OPERATIONS

9.1 Water Rescue Operations

Search and Rescue (SAR) Operations:

- Establish SAR zones and staging areas.
- Deployment of divers, boats, and drones.
- Use of sonar and underwater cameras for locating the aircraft and victims.

Medical Response:

- On-scene triage and treatment.
- Evacuation of victims to appropriate medical facilities.

Recovery Operations:

- Retrieval of deceased individuals and aircraft debris.
- Coordination with National Transportation Safety Board (NTSB) for investigation as applicable.

9.2 Coordination with Outside Agencies

Involved Agencies:

- Local fire, County, EMS, and law enforcement.
- Coast Guard or equivalent maritime authority for closing of applicable waterways.
- FAA and NTSB for aviation-related support.
- Environmental response teams for mitigating water contamination.

Jurisdictional Roles:

- Identify primary and secondary responsibilities.
- Respect overlapping jurisdictions while operating under UCS.

Resource Sharing:

- Mutual aid requests made by neighboring jurisdictions pursuant to Minnesota Statute §12.331.
- Access to specialized equipment (e.g., boats, sonar systems, helicopters).

9.3 Communications Plan

Establish Unified Communication Channels:

- Designated radio frequencies and digital communication platforms.

Incident Documentation:

- Logging activities, resource usage, and decisions for post-incident analysis.

10. RESCUE & RECOVERY

10.1 Priorities

1. Evacuate self-rescuing victims first.
2. Establish a casualty collection point and assign an EMS branch director for triage, treatment, and transport.
3. When boats are limited, prioritize flotation for victims. If rafts are available, direct victims to them, water-bound victims take priority over those on rafts.
4. Conduct triage to prioritize evacuation, focusing on saving the most lives. Intensive rescues should only be attempted if resources permit.
5. Search and Rescue operations begin after initial evacuations, following systematic search

- protocols and reporting unsearchable areas through command.
- 6. Deceased victims should remain in place, with details recorded and reported.
- 7. Wreckage removal should be minimal and documented.

10.2 Victim Treatment & Decontamination

- Administer immediate medical attention to victims, prioritizing life-threatening injuries and stabilizing conditions within the constraints presented by the incident, such as hazardous environments or limited access. This care should include assessing vital signs, providing first aid, and preparing for potential evacuation to advanced medical facilities.
- Thoroughly decontaminate victims exposed to aircraft fluids or environmental hazards. This process should involve removing contaminated clothing, rinsing harmful substances from the skin using appropriate decontamination solutions, and ensuring that all potential contaminants are safely disposed of according to established protocols. Additionally, provide psychological support to victims to address any emotional distress arising from the incident.

Decontamination may take place:

- On-site, if resources permit, within a designated area.
- At casualty collection points before hospital transport.
- At hospitals for critical patients transported directly.

10.3 Survivor Disposition

- The appropriate response agency will manage rescued individuals.
- The airport may provide facilities for victims, wreckage storage, and family accommodations in coordination with the air carrier.

11. SAFETY

11.1 Firefighter Safety

- Ensure that proper personal protective equipment (PPE) is utilized when working in response zones, such as wearing life jackets and water rescue helmets within 10 feet of the water's edge. Turnout gear should be avoided near water.
- Continue to monitor environmental risks (e.g., water currents, weather conditions, hazardous materials).
- Access to water is limited to trained personnel only, with safety measures in place.

11.2 Public Safety:

- Restrict public access to the site.

- Provide accurate and timely public information through a Joint Information Center (JIC).
- To prevent unexpected assistance from recreational boaters, command will implement strict "absolute" control procedures to keep them from becoming involved in the rescue. Command must request the Coast Guard to issue a Notice to Mariners to ensure that boaters stay out of the area once the Incident Command System (ICS) has been established.

12. OPERATIONAL PROTOCOLS

1. Isolate & Deny Entry – Establish control zones and request law enforcement for crowd control.
2. Gather Information – Interview witnesses and assess survivability.
3. Identify Hazards – Monitor water conditions and inform incoming teams.
4. Prepare for Patient Treatment – Address hypothermia and contamination risks.

12.1 Rescue Prioritization (*Lowest to Highest Risk*)

1. **TALK** – Encourage self-rescue.
2. **REACH** – Use poles/hooks.
3. **THROW** – Provide flotation devices.
4. **ROW** – Deploy boats.
5. **GO** – Trained responders enter water.
6. **HELO** – Helicopter rescue (requires command approval).

13. DEMOBILIZATION AND RECOVERY

Demobilization Plan:

- Gradual and coordinated release of resources as objectives are met.

Site Cleanup:

- Ensure debris and hazardous materials are removed.

Post-Incident Investigation:

- Collaboration with NTSB and/or law enforcement for cause determination.

14. POST-RESPONSE ACTIONS



- Conduct Critical Incident Stress Debriefing (CISD).
- Clean and inspect all equipment before returning to service.
- Internally review incidents for lessons learned and update the Water Rescue Plan.
- Schedule after-action evaluation with all involved agencies within 7 days.

15. APPENDIX

- Bodies of Water within two miles of ends of runways
- Water Rescue Contact and Resource List
- AFD Organizational Chart
- ICS Flow Chart

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MAC AFD Water Rescue Plan Appendix

1. Bodies of Water within two miles of runway ends
2. Water Rescue Contact and Resource List
3. AFD Organizational Chart
4. ICS Flow Chart

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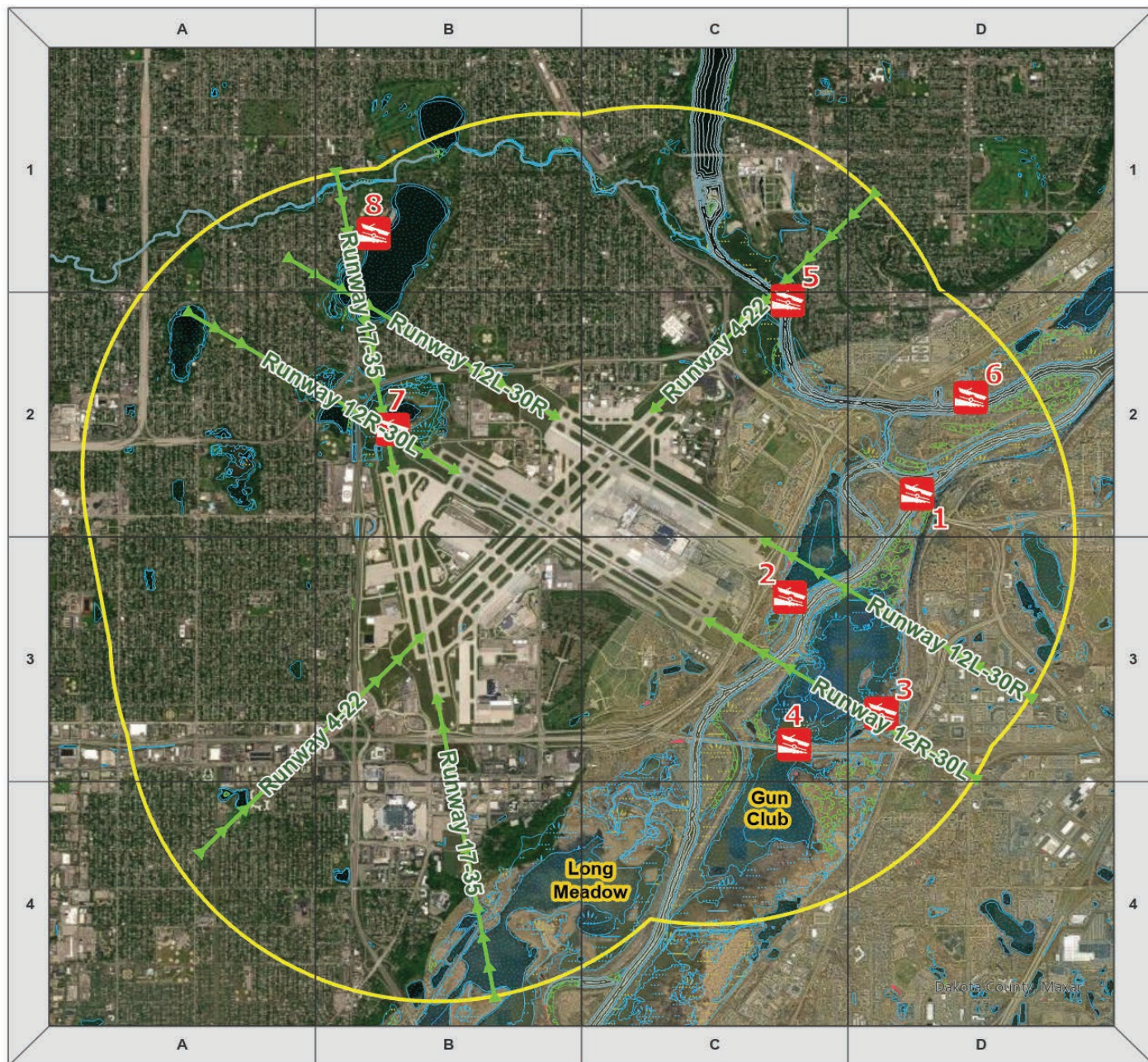
1. Bodies of Water within two miles of ends of MSP's Runways

- MSP Water Rescue Grid Map
- Diamond Lake
- Lake Hiawatha
- Lake Mead
 - Legion Lake
 - Milner Pond
 - Nicollet Park Pond
- Minnesota/Mississippi River Approach Area
 - Gun Club Lake
 - Snelling Lake
- Minnesota River Approach
 - Gun Club Lake
- Mother Lake
- Lake Nokomis
- Solomon Park Pond
 - Taft Lake

Minneapolis-St. Paul International Airport Water Rescue Grid Map



-  Runway approach/
departure
-  Two Mile Boundary from
Runways



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FAA Airports Date: Apr 28 2025

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Diamond Lake



73.04 Acre unimproved lake with some surrounding wetlands.

Maximum Depth 5.8 feet, mean depth 3.2 feet.

Lat/Long (WGS84): 44° 54.2219'N 93° 16.0488'W

US National Grid: 15T VK 7888 7228

PLSS: Twp. 28N Rng. 24 Sec. 22

City of Minneapolis, Hennepin County

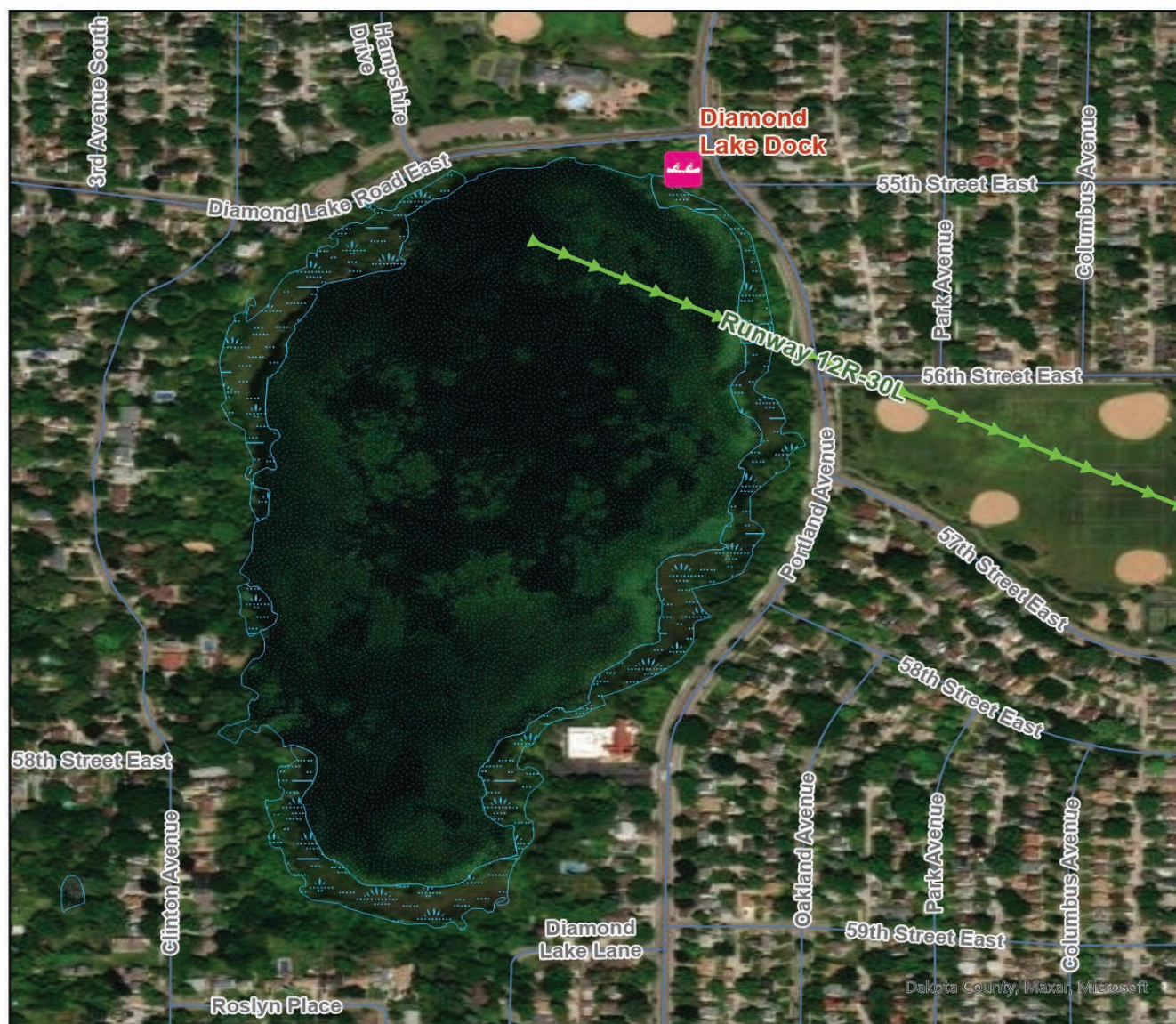
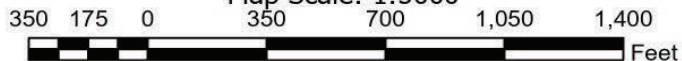
Fire Dept: Minneapolis Fire

SWCD: Minnehaha Creek Watershed District

Specific hazards: Natural area surrounded by residential, Dense emergent vegetation during summer.

Access: Canoe/kayak launch and fishing dock near the intersection of East Diamond Lake Road and Portland Ave

Map Scale: 1:5000



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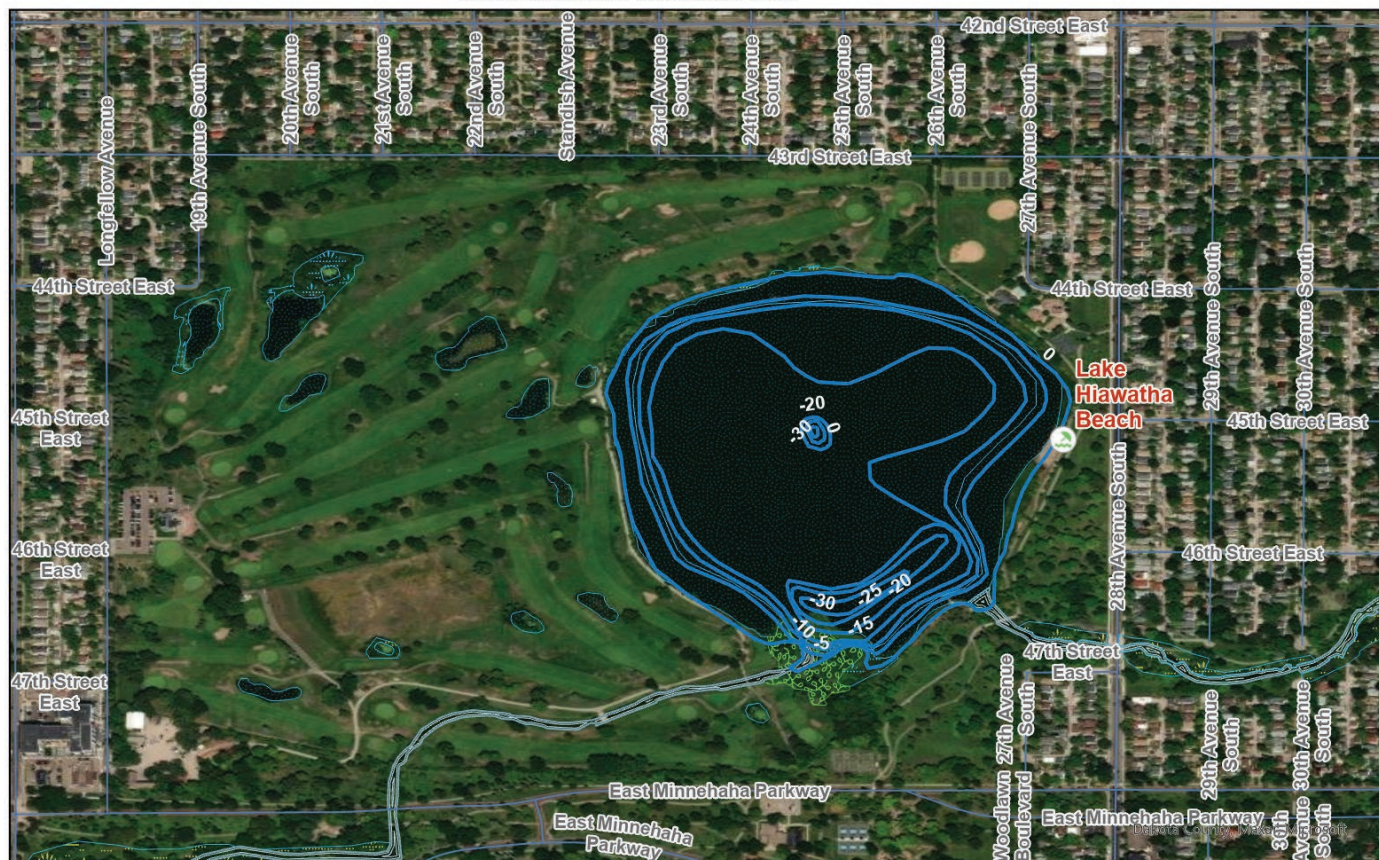
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Lake Hiawatha



53 Acre Lake with some surrounding wetlands. 140 Acre flood prone golf course ctn wetlands
Maximum Depth 33 feet, mean depth 13 feet.
Lat/Long (WGS84): 44° 55.2757'N 93° 13.9722'W
US National Grid: 15T VK 8162 7422
PLSS: Twp. 28N Rng. 24 Sec. 12-13
City of Minneapolis, Hennepin County
Fire Dept: Minneapolis Fire
SWCD: Minnehaha Creek Watershed District
Specific hazards: Connection to Minnehaha Creek on the south end can introduce debris and impact water level.
Access: Public beach 4500 28th Av South



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Date: Apr 28 2025

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Lake Mead

1.62 Acre Stormwater pond
 Lat/Long (WGS84): 44° 53.6378'N 93° 16.5992'W
 US National Grid: 15T VK 7815 7120
 PLSS: Twp. 28N Rng. 24 Sec. 22
 City of Minneapolis, Hennepin County
 Fire Dept: Minneapolis Fire
 SWCD: Minnehaha Creek Watershed District
 Access: 60th Street East just west of I35W



Legion Lake

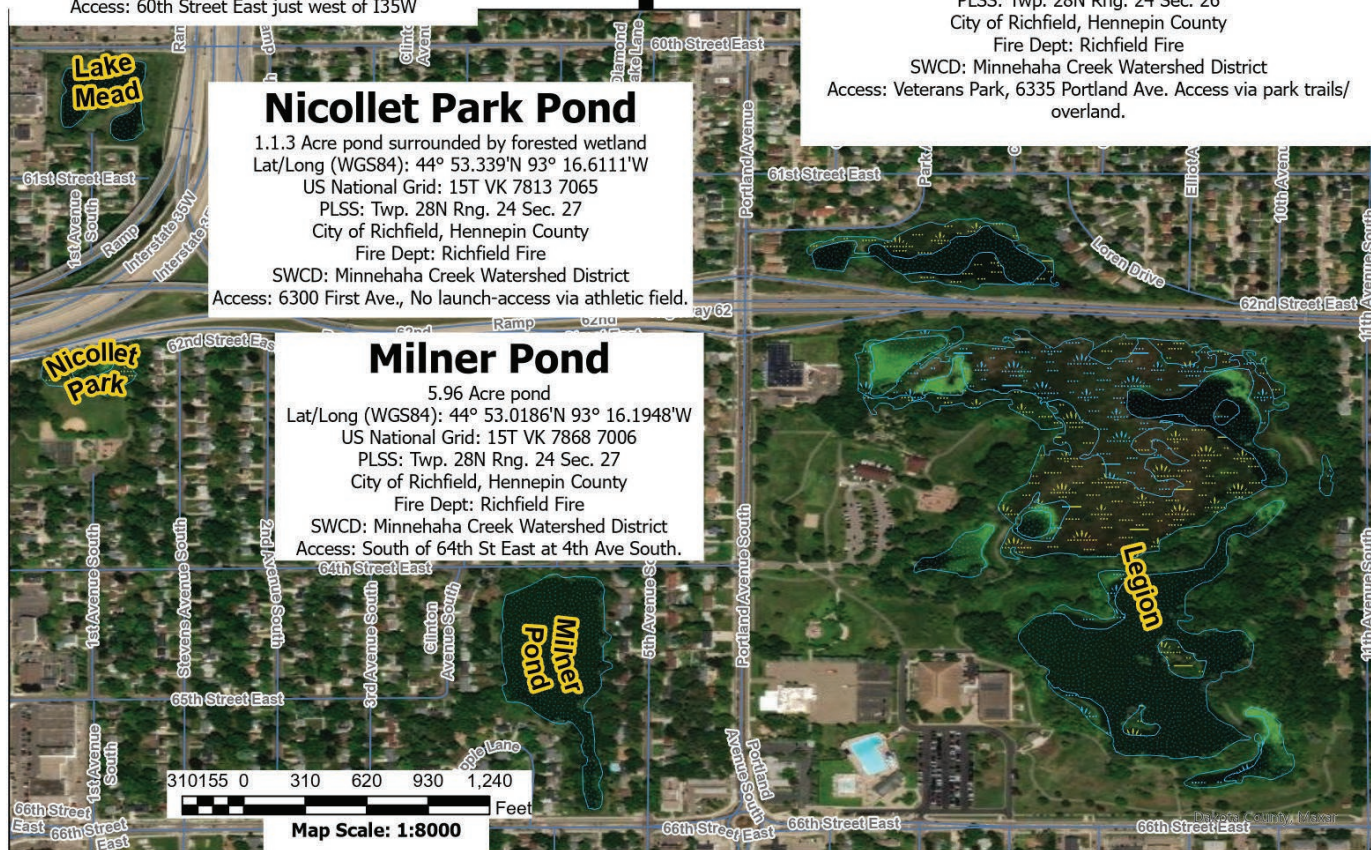
59.84 Acre open water and wetland.
 Lat/Long (WGS84): 44° 53.2309'N 93° 15.9588'W
 US National Grid: 15T VK 7899 7045
 PLSS: Twp. 28N Rng. 24 Sec. 26
 City of Richfield, Hennepin County
 Fire Dept: Richfield Fire
 SWCD: Minnehaha Creek Watershed District
 Access: Veterans Park, 6335 Portland Ave. Access via park trails/overland.

Nicollet Park Pond

1.1.3 Acre pond surrounded by forested wetland
 Lat/Long (WGS84): 44° 53.339'N 93° 16.6111'W
 US National Grid: 15T VK 7813 7065
 PLSS: Twp. 28N Rng. 24 Sec. 27
 City of Richfield, Hennepin County
 Fire Dept: Richfield Fire
 SWCD: Minnehaha Creek Watershed District
 Access: 6300 First Ave., No launch-access via athletic field.

Milner Pond

5.96 Acre pond
 Lat/Long (WGS84): 44° 53.0186'N 93° 16.1948'W
 US National Grid: 15T VK 7868 7006
 PLSS: Twp. 28N Rng. 24 Sec. 27
 City of Richfield, Hennepin County
 Fire Dept: Richfield Fire
 SWCD: Minnehaha Creek Watershed District
 Access: South of 64th St East at 4th Ave South.



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Minnesota/Mississippi River Approach Area

Approximately 2000 acres of river, shallow lakes, ponds, and wetlands.
Fort Snelling Territory, Hennepin County.
City of St. Paul, Ramsey County
City of Mendota Heights, City of Egan, Dakota County
SWCD: Lower Minnesota River Watershed District,
Lower Mississippi River Watershed Management Organization

670 335 0 670 1,340 2,010 2,680
Feet
Map Scale: 1:15000



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FAA Airports Date: Apr 28 2025

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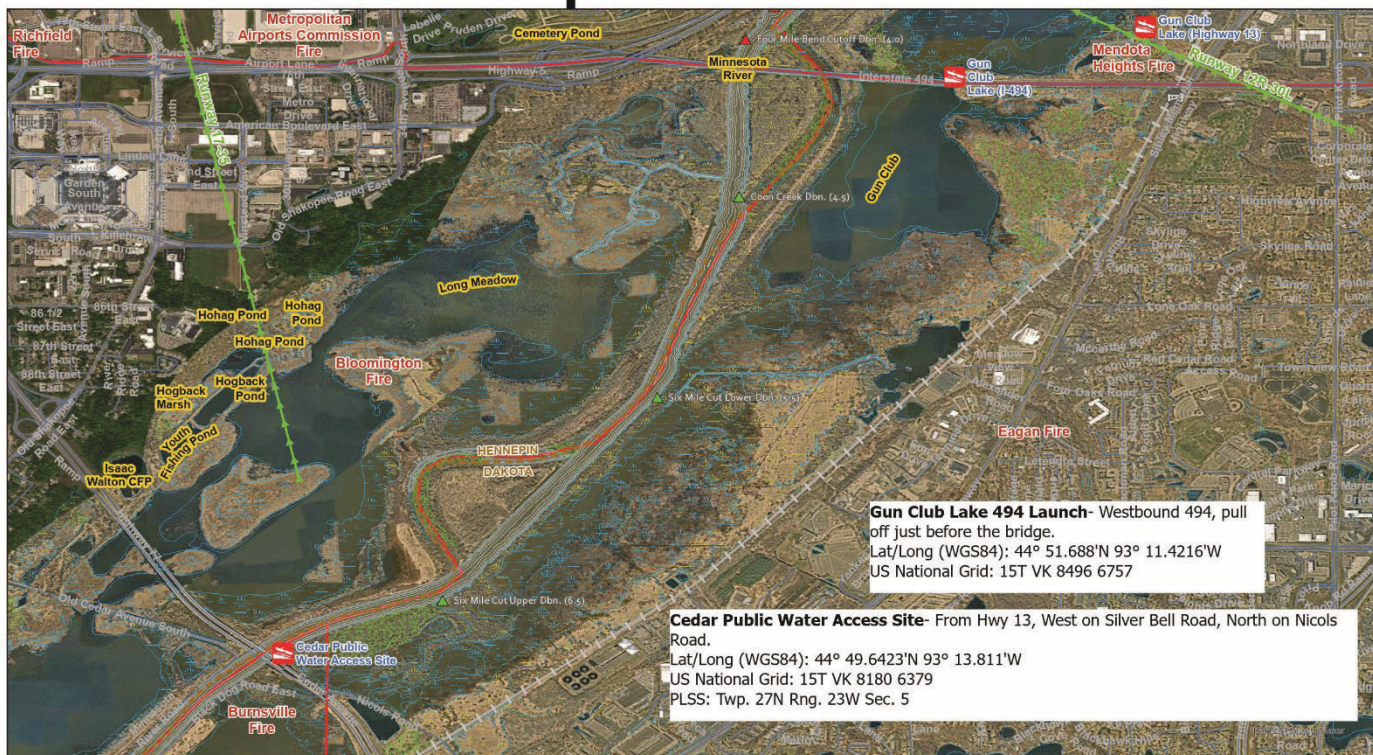
Minnesota River Approach Area

Approximately 4000 Acres of river, shallow lakes, ponds, and wetlands.
City of Bloomington, Fort Snelling Territory, Hennepin County.
City of Mendota Heights, City of Egan, City of Burnsville, Dakota County.
SWCD: Lower Minnesota River Watershed District



970 485 0 970 1,940 2,910 3,880 Feet
Map Scale 1:22000

Gun Club Lake Hwy 13 Launch- West side of Highway 13 through gate south of 494.
Lat/Long (WGS84): 44° 51.8806'N 93° 10.7183'W
US National Grid: 15T VK 8588 6793
PLSS: Twp. 28N Rng. 23W Sec. 33



Gun Club Lake 494 Launch- Westbound 494, pull off just before the bridge.
Lat/Long (WGS84): 44° 51.688'N 93° 11.4216'W
US National Grid: 15T VK 8496 6757

Cedar Public Water Access Site- From Hwy 13, West on Silver Bell Road, North on Nicols Road.
Lat/Long (WGS84): 44° 49.6423'N 93° 13.811'W
US National Grid: 15T VK 8180 6379
PLSS: Twp. 27N Rng. 23W Sec. 5

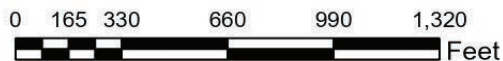
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Mother Lake



139 acres total, approximately 16 acres open water
Shallow lake surrounded by shallow marsh

Max depth: 4.5 feet

Scale: 1:6000

WGS84: 44° 53.5055'N 93° 14.5465'W

UTM: 15T 480855 4970954

USNG: 15TVK8085570954

MN Lake ID: 27002300

County: Hennepin

Ownership: MAC

Fire Department: MAC Fire

SWCD: Minnehaha Creek



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Solomon Park Pond

26.06 Acre lake and surrounding wetland.

Lat/Long (WGS84): 44° 53.6304'N

93° 16.5845'W

US National Grid: 15T VK 7817 7119

PLSS: Twp. 28N Rng. 24W Sec. 23

City of Minneapolis, Hennepin County

Fire Dept: Minneapolis Fire

SWCD: Minnehaha Creek Watershed District

Access: South of east 58th St at 14th Ave South.

Taft Lake

13.55 Acre lake with surrounding wetland.

Lat/Long (WGS84): 44° 53.5459'N

93° 15.145'W

US National Grid: 15TVK8006871032

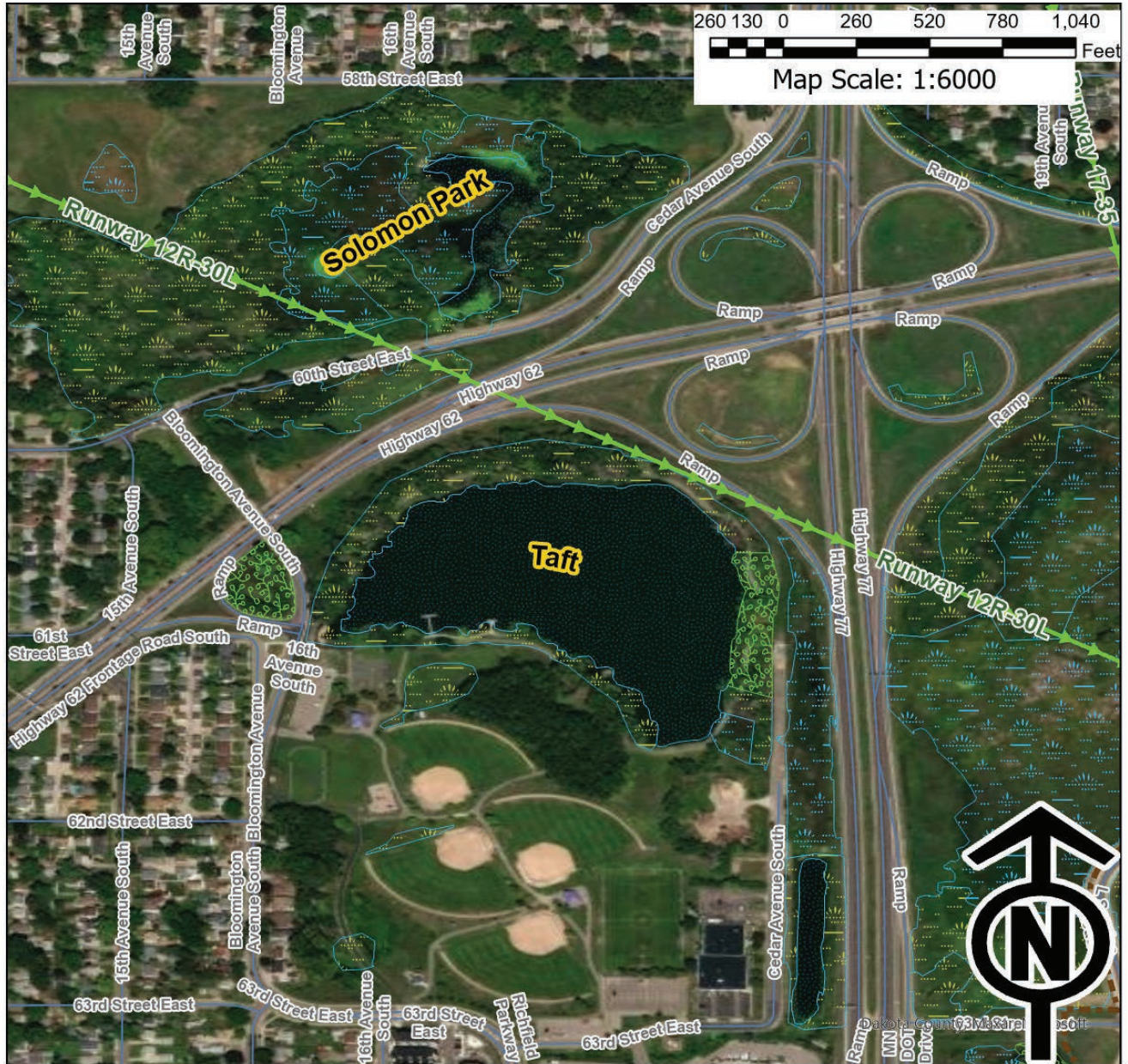
PLSS: Twp. 28N Rng. 24W Sec. 23

City of Richfield, Hennepin County

Fire Dept: Richfield Fire

SWCD: Minnehaha Creek Watershed District

Access: 6105 Bloomington Ave South.



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2. MAC AFD WATER RESCUE PLAN CONTACT AND RESOURCE LIST

Agency:	Contact:	Equipment:
Hennepin County Sheriffs -Water Patrol	Dispatch: 952-258-5321 Chad VanHeel: 612-619-7842	ATVS/UTVS, 3 snowmobiles, Dive Team (12 members), Airboat, Boat, Ice Commander Suits, Rope
Ramsey County Sheriffs - Water Patrol	Dispatch: 651-767-0640, Mike Serfetka: 651-248-2437	Dive Team, 2- ATVS,2-Snowmobiles, 2 zodiacs, 10 boats, Rope, Ice Commander Suits, 1-Airboat
Dakota County Sheriffs - Water Patrol	Dispatch: 651-322-2323	ATVS/UTVS, 3 snowmobiles, Dive Team (12 members), Airboat, Boat, Ice Commander Suits, Rope
St Paul Fire Department	Dispatch: 651-767-0640 Glen Jenkins: 952-239-5658	Paramedics, 4 Marine Boats, 3 Boats, USAR, Ropes, Haz-Mat, Ice Commander Suits
Minneapolis Fire Department	Kelly Vanholdt: 612-673-2578	4-Boats, Mass Decon Unit, HazMat Unit, Rope, Ice Commander Suits
Richfield Fire Department	Mike Ziskovsky: 612-243-4507	Ice Commander Suits, 1-Zodiac, Rope
Bloomington Fire Department	Ulie Seal: 952-563-4811	Ice Commander Suits, 1-Zodiac, - Inflatables, 1-Boston Whaler, Rope
Mendota Heights Fire Department	Dan Johnson: 651-452-1850	Ice Commander Suits, 1-Zodiac, Rope
Eagan Fire Department	Hugo Searle: 651-675-5901	Ice Commander Suits, 1-Boat, Rope
South Metro Fire Department	Jordan Thompson: 763-238-8934	Ice Commander Suits, 1-Boat(Sonar, FLIR, Fire Pump), 8-Rescue Swimmers, Rope
Inver Grove Heights Fire Department	Eric Bergum: 651-450-2544	Ice Commander Suits, 1-Boat(Sonar), 1 Zodiac, Rope
Edina Fire Department	Shawn White: 952-826-0328	Ice Commander Suit, 1-Zodiac, Rope Rescue, Rope
Burnsville Fire Department	Andrew Vik: 952-895-4569	Ice Commander Suits, Rope, 1-Boat, Rope Rescue, HazMat
Rosemount Fire Department	Kip Springer: 651-322-6910	Personnel, Ice Commander Suits
Apple Valley Fire Department	Matt Nelson: 952-953-2600	Ice Commander Suits, Rope, 1-Zodiac, Special Operations Team Vehicle
Savage Fire Department	Chad Martin: 952-882-2643	Ice Commander Suits, Rope, 1-boat, 1 UTV
Hopkins Fire Department	Dale Specken: 952-548-6451	Ice Commander Suits, 1-UTV, HazMat Chemical Assessment Team
Eden Prairie Fire Department	Justin Johnson: 952-949-8337	Ice Commander Suits, 1-Boat (Fire pump), 1- Zodiac, Rope
Shakopee Fire Department	Mike Nelson: 952-233-9570	Ice Commander Suits, Rope, 1- UTV, 1-Zodiac, 1- Airboat
St. Louis Park Fire Department	Mike Scott: 952-924-2596	Personnel, Ice Commander Suits
Golden Valley Fire Department	Dominique Guzman: 763-593-8080	Ice Commander Suits, 1-Zodiac
DNR	Ryan Williams: 612-398-9851	1- Marsh Master, 2-UTVs,

Updated 2/6/2025

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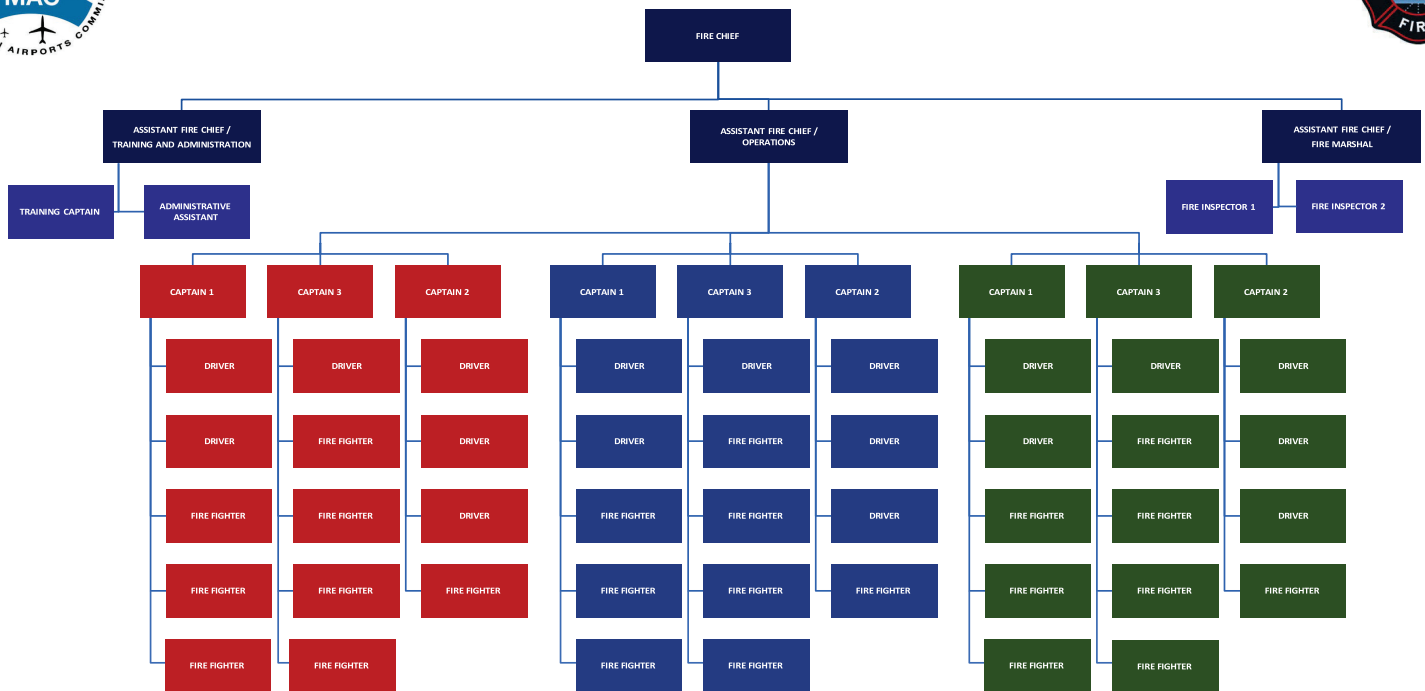
FAA Approval: 
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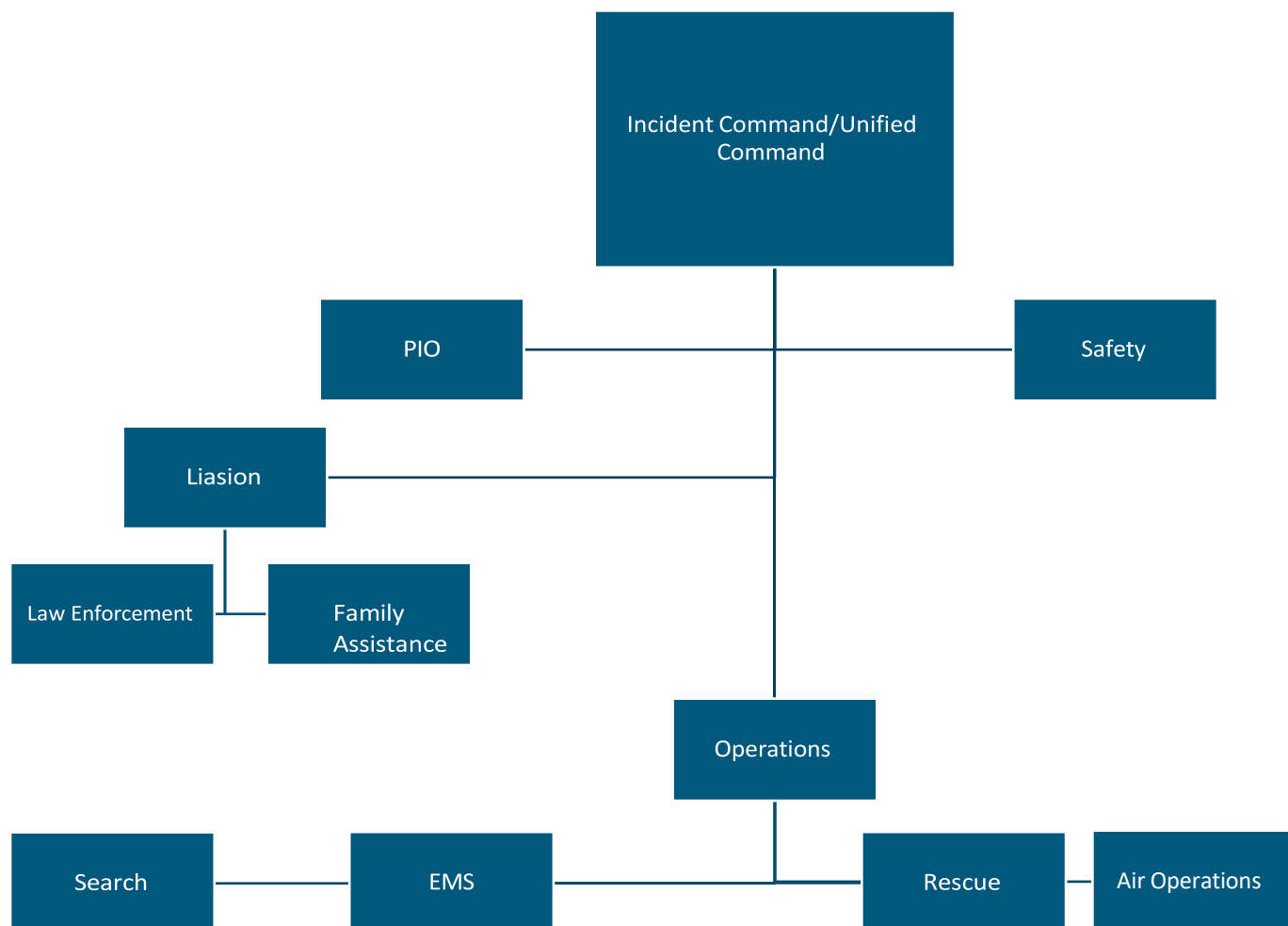
3. MAC AFD Organizational Chart



AIRPORT FIRE DEPARTMENT



4. Water Rescue Incident Command Chart



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FAA Approval: *Ren Williams*
FAA Airports Date: Apr 28 2025

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HAZARD 10 – COMMUNICABLE DISEASES

SITUATIONS AND ASSUMPTIONS

Associated with the large volume of passengers flowing through Minneapolis-Saint Paul International Airport (MSP), there exists the threat of rapid and widespread dissemination of a communicable disease. Expeditious implementation of public health measures at MSP provides an opportunity to prevent the spread of a communicable disease or may prevent the importation of a communicable disease from a foreign source. Air carrier reporting of suspected communicable diseases onboard an aircraft, followed by a well-coordinated public health response, are essential in the defense against the importation of communicable diseases and bioterrorism agents.

The Center for Disease Control (CDC) maintains a Minneapolis Quarantine Station (MQS) at MSP, with offices located in Terminal 1. As a component of its disease control activities at MSP, the CDC Minneapolis MQS may engage in disease surveillance among travelers, as well as develop and distribute disease specific information in the form of Travelers' Health Alert Notices (THAN). The CDC *Quarantine Station Manual of Operations* provides case definitions and response protocols for illnesses of public health significance on board arriving flights.

The Metropolitan Airports Commission maintains an MSP Communicable Disease Emergency Response Plan (CDERP). The CDERP outlines response to a potential communicable disease incident involving an arriving passenger, and handling of fellow passengers inbound to MSP on an international flight. The MAC has recently joined with the Center for Disease Control (CDC) and Customs and Border Protection (CBP) in developing a port-specific Risk-Based Border Strategy (RBBS). MSP is one of nineteen United States international arrival airports with CDC-approved quarantine facilities. The RBBS outlines response to a pandemic situation, as declared by the Secretary of Health and Human Services or the Secretary of Homeland Security. The activation of the RBBS Plan would be based upon worldwide and national concerns and would involve 100% health screening of arriving international flights. The CDC is responsible for implementing the RBBS plan.

OPERATIONS

The MSP Communicable Disease Emergency Response Plan (CDERP) will be implemented in response to a passenger or passengers exhibiting symptoms of a possible quarantinable disease who are arriving on an international flight. The diseases subject to quarantine are established by Presidential Executive Order 13295, and currently include:

- Cholera and suspected cholera
- Diphtheria
- Infectious Tuberculosis
- Plague
- Smallpox
- Yellow Fever
- Viral Hemorrhagic Fevers (i.e., Ebola)
- Severe Acute Respiratory Syndrome (SARS)
- Influenza (novel or re-emergency viruses with pandemic potential)

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CDC staff is available 24 hours a day, seven days per week to coordinate the evaluation of any incoming passenger(s) or crew member(s):

CDC Minneapolis Quarantine Station (MQS) – 612.725.3005

8:00am – 4:30 pm M-F (call number provided for after-hours contact)

On-Call CDC Quarantine Duty Officer (CDC Headquarters in Atlanta GA) – 866.694.4867

CDC response is dependent on whether incident notification occurs prior to arrival and before disembarkation of passengers and crew, or if notification occurs after disembarkation. When available information suggests that a passenger or crew member has an illness of public health significance, the CDC MQS will notify the Minnesota Department of Health in the order below:

Dr. Ruth Lynfield, MD, State Epidemiologist

Contact information on file with the Emergency Communication Center

Dr. Richard Danila, PhD, MPH, Assistant State Epidemiologist

Contact information on file with the Emergency Communication Center

Minnesota Department of Health Duty Officer / Epidemiologist on-call

Contact information on file with the Emergency Communication Center

In the event that quarantine is required to protect public health, quarantine operations will fall under two phases:

Phase I (short-term) – hold approximately six to eight hours

Phase II (long-term) – hold time will be determined by the specific disease, but could last several days

The MAC is responsible for supporting short-term isolation or quarantine operations only. The CDC is responsible for coordinating long-term quarantine operations at an off-airport location.

If an isolation and/or quarantine order is necessary, the CDC will contact the MAC Emergency Communications Center (ECC) at 612.726.5577 to request multi-agency response. The MAC ECC will dispatch MAC Fire, Airport Police, Emergency Management and Allina Ambulance Service. The ECC will make the appropriate Public Safety notifications, including the TSA. MAC ECC will notify the MAC Public Information Officer and Airside Operations for further notifications.

In the event of a suspected communicable disease at MSP, and as so directed by the Incident Commander, MAC ECC will notify the following agencies and parties:

Minnesota State Duty Officer

651.649.5451 (inform Duty Officer that the CDC will be notifying the Minnesota Department of Health)

MAC Emergency Plan Medical Advisor

Name and contact information on file with the Emergency Communications Center.

The MAC will activate Incident Command System (ICS) procedures in accordance with Annex 1 – Command Control and Coordination. As communicable disease response involves multiple agencies, Incident Command will be upgraded to Unified Command (UC) operations. Generally speaking, CDC will assume initial command of UC. Participants at UC will generally include the MAC, the Transportation Security Administration (TSA), Customs and Border Protection (CBP), the Minnesota Department of Health (MDH) and the affected air carrier. The MAC has the capability of activating an Emergency Operations

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Center (EOC) to support Unified Command operations. The MAC may also activate a Joint Information Center (JIC) to coordinate the dissemination of information in accordance with Annex 4 – Emergency Public Information. The MAC may also activate the MAC Family Reception Area (FRA). FRA operations will be performed in accordance with Annex 11 – Family Assistance. Notification of other MAC staff and airport tenants will be as directed by the Incident Commander in accordance with Incident Command notification protocol.

The CDC will coordinate with the MAC in determining an applicable aircraft parking location. A terminal gate with access to Federal Inspection Service (FIS) facilities is preferred. If an FIS gate is not available, or if it is determined that passenger processing is better served at a remote location, the MAC has identified the South Field Maintenance Building as a short-term quarantine location. The Incident Commander (IC) will designate an Incident Command Post (ICP), and request MAC ECC to broadcast ICP location and to initiate agency response as requested by IC.

Generally speaking, the IC will delegate Operations Chief and Safety Officer responsibilities to MAC Fire. If so requested by the CDC, MAC Fire personnel and Allina Ambulance paramedics will board the aircraft to assist MQS personnel in the evaluation of the ill individual(s). Airport Police will make a law enforcement supervisor available to IC. Airport Police will provide site security and support CBP or other DHS agencies in enforcing temporary quarantine orders. Airside Operations will make non-public safety notifications as requested. Airside Operations will coordinate transportation of an airline representative to IC. Airside Operations will coordinate transportation of passengers and crew to temporary quarantine facilities. Airside Operations will coordinate with the affected airline in the transportation of post-quarantine passengers to the FRA or a designated terminal location. The CDC MQS is responsible for arranging passenger transportation from short-term quarantine to a long-term quarantine location.

SOPS AND CHECKLISTS

The CDC maintains Memorandums of Agreement (MOA) with area hospitals to provide services for passengers and crew suspected of having a communicable disease with federal authority for isolation and quarantine. The CDC maintains a port-specific Risk-Based Border Strategy (RBBS) Plan. The Director – Terminal and Landside Operations or their designee is the primary CDC contact on behalf of the MAC.

The following MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

- MAC Fire Department Procedures
- MAC Police Department Procedures
- MAC Emergency Communications Department Procedures
- MAC Airside Operations Procedures
- MAC Terminal and Landside Operations Procedures

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HAZARD 11 – TARMAC DELAYS

SITUATIONS AND ASSUMPTIONS

The United States Department of Transportation (DOT) has implemented regulations that limit the amount of time passengers may be kept on board an aircraft awaiting departure or waiting for an aircraft to park at a terminal gate upon arrival. Air carrier operators are subject to substantial per passenger fines for non-compliance. The Metropolitan Airports Commission (MAC), Minneapolis Air Traffic Control Tower (MSP ATCT), Delta Airlines (DL) and other air carrier tenants have developed procedures to ensure compliance with DOT regulations.

The Overflow Aircraft Parking Plan identifies procedures, parking areas, capacities, passenger deplaning procedures and responsible parties when dealing with tarmac delays at Minneapolis-Saint Paul International Airport (MSP).

An overflow aircraft is defined as any arrival aircraft unable to proceed immediately to its assigned parking location or an aircraft unable to proceed immediately to a departure runway. Overflow aircraft may include arrivals waiting for terminal gate space, departures waiting for an ATCT release, departures waiting for flight information, aircraft being actively deiced, departures waiting in a deice queue line, etc. Factors necessitating the use of the plan include air traffic management measures, aircraft mechanical equipment failures, facility equipment failures, communications equipment failures, weather delays, snow removal and/or deicing delays, etc.

The objectives of this plan are:

- Identify available overflow parking space that can be used on a case-by-case basis
- Allocate parking space to overflow aircraft in a manner not impacting normal flight operations
- Maintain taxiway access to and from runways and aircraft parking positions
- Identify capacity figures that initiate actions to manage overflow-parking levels
- Avoid aircraft diversions
- Prevent airport closure due to ground movement gridlock
- Ensure compliance with DOT regulations

Three levels of overflow parking conditions have been identified:

- LEVEL 1 Average overflow capacity of 6-30 aircraft.
- LEVEL 2 Average overflow capacity of 31-55 aircraft.
- LEVEL 3 Average overflow capacity of 56-85 aircraft.

If required, and determined by ATCT, a separate radio frequency will be assigned to overflow aircraft.

Classification criteria and established procedures for the three levels are listed herein. A *Jeppesen-Sanderson* chart augments overflow parking procedures by locating and identifying overflow parking areas.

This plan will be reviewed at least annually. MAC is responsible for initiating the review process.

OPERATIONS

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Overflow Parking Level 1

Situation: During routine, daily operations at MSP, there are times when aircraft are unable to immediately depart or are not immediately able to occupy assigned parking positions.

Objectives:

- Maintain normal taxi routes
- Maintain direct access to taxiways, runways and aircraft parking gates
- Keep overflow aircraft between the parallel runways and eliminate the need to cross active runways

Designated Parking Locations – Maximum Capacity = 30

- Runway 04/22 between taxiways A - P
- Runway 12L deice pad – *(west half not available during deice operations)*
- Runway 12R deice pad – *(west half not available during deice operations)*
- Runway 30L deice pad – *(east half not available during deice operations)*
- Runway 30R deice pad – *(west half not available during deice operations)*
- Terminal 2 Remote Ramp – *(north half not available during deice operations)*
- Taxiway M between taxiways A – P
- Taxiway H between taxiways Q – M
- Taxiway B between taxiways A2 – A3

(possible restrictions on use of location identified in parentheses)

Procedures:

- Normal air traffic control procedures
- Normal gate control procedures
- Customs and Border Protection (CBP) procedures
- Contact Terminal 2 – Terminal 2 Gate/Ramp Control in advance for access to Terminal 2 Remote Ramp
 - Terminal 2 –Terminal 2 Gate Control 612.726.5742
 - Terminal 2 – Terminal 2 Gate Control frequency 122.95

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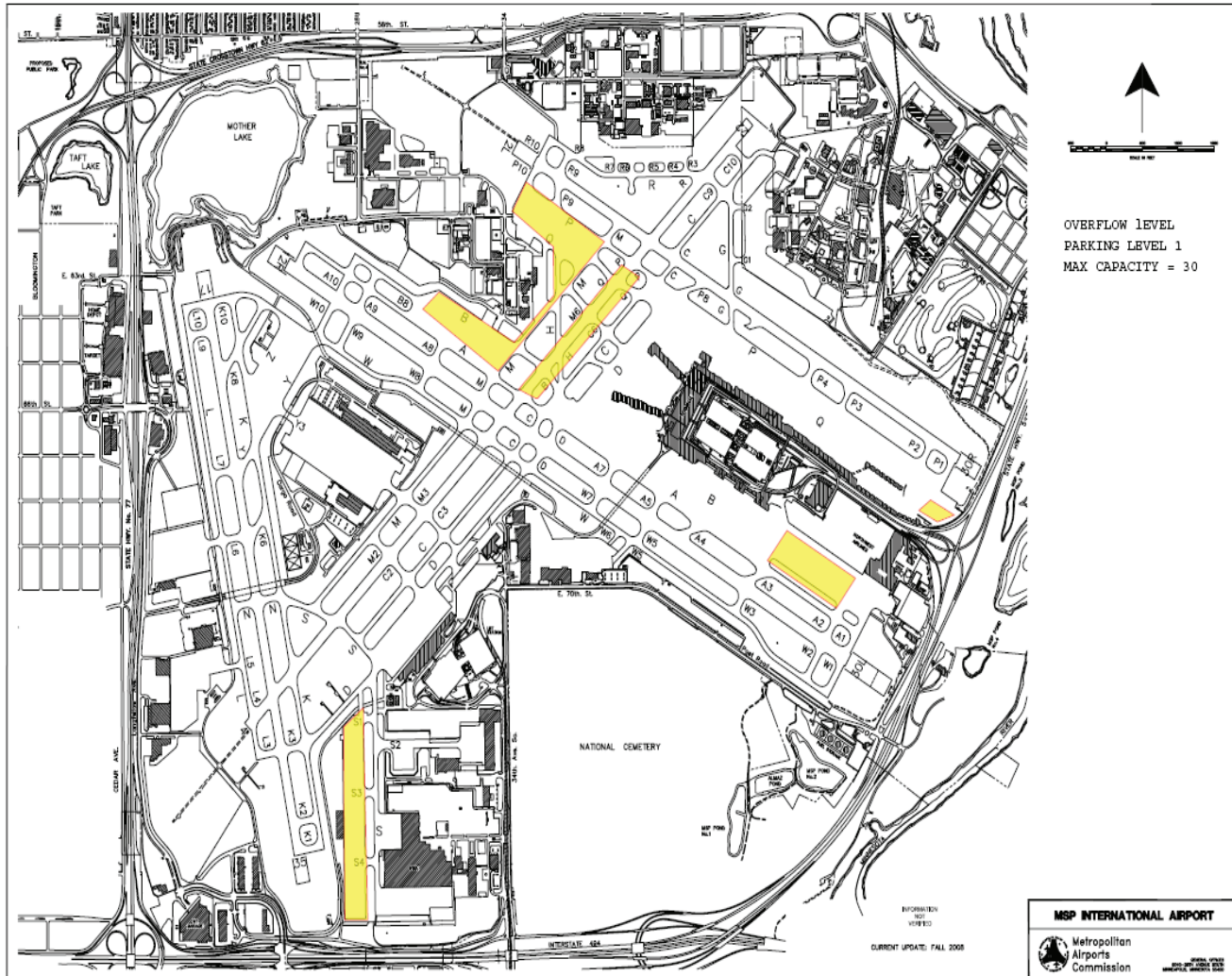
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Overflow Parking Level 1 designated parking areas



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Revision #: 8

FAA Approval: *ReWilliam*
FAA Airports Date: Sep 23 2024

Overflow Parking Level 2

Situation: Overflow aircraft have exceeded LEVEL 1 capacity. ATCT utilizing parking locations on either side of the parallel runways.

Objectives:

- Maintain normal taxi routes
- Maintain direct access to taxiways, runways and aircraft parking gates
- Establish prevailing LEVEL 2 parking capacity
- Establish capacity level that triggers LEVEL 3 procedures

Designated Parking Locations – Maximum Capacity = 55 (in addition to Overflow Parking Level 1 Surfaces)

- Taxiway C between taxiways S – W
- Runway 04/22 between taxiways K – W
- Runway 04/22 between runway 12L/30R – C9
- Taxiway B between taxiways B8 – A10
- Runway 17 deice pad - *(pad not available with runway 35 arrivals, north half not available during deice operations with runway 17 departures)*
- Taxiway C between runway 12L/30R – C9

(possible restrictions on use of location identified in parentheses)

Procedures:

- Any party impacted can initiate LEVEL 2 overflow procedures. Normal practice is to contact MAC Airside Operations (612.726.5111) to initiate a conference call with MSP TRACON (612.713.4050), MSP Tower Cab (612.713.4055), DL OCC 404.715.0050, DL Gate (612.726.4242) or other air carriers as appropriate.
- MAC may activate incident command and request that representatives of the various parties report to the Incident Command Post (ICP). MAC Airside Operations can provide transportation if needed.
- Source of overflow parking condition identified:
 - Diversions
 - Local problem
 - Weather (includes deicing / snow removal)
 - Problem confined to single air carrier
- MAC determines maximum number of LEVEL 2 parking positions based on current conditions and space availability.
- Overflow capacity number is determined to exceed LEVEL 2 capacity triggering a second conference call among the parties or face-to-face discussions at ICP.
- If applicable, ATCT initiates a telephone conference call to discuss reduction in MSP arrival rate, implementation of additional procedures, and/or status change to LEVEL 3.

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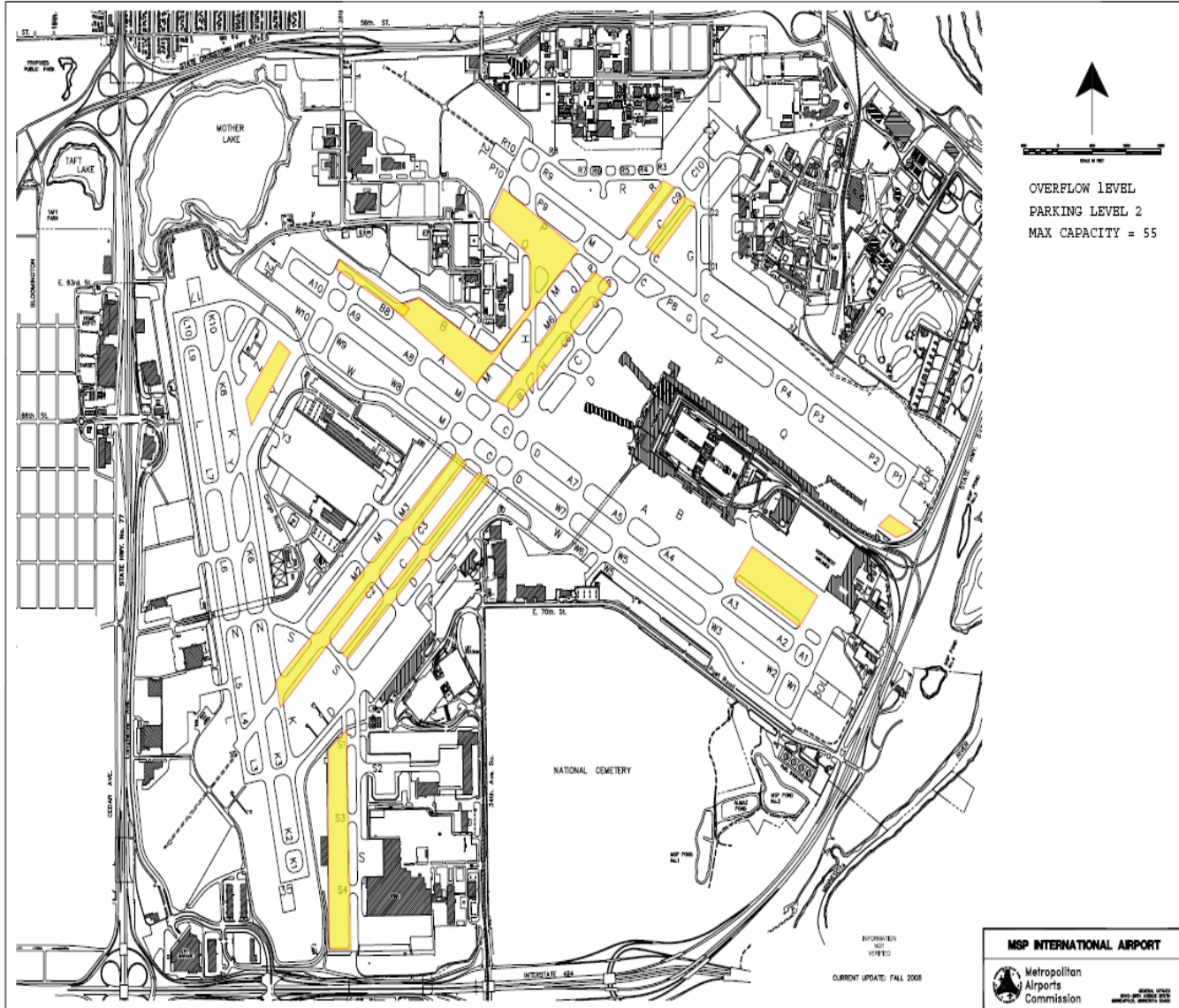
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Overflow Parking Level 2 designated parking areas



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Date: Sep 23 2024

Overflow Parking Level 3

Situation: Overflow aircraft have exceeded LEVEL 2 capacity or if exceeding the maximum number is imminent. The main objective shifts to overflow aircraft capacity at the expense of direct access to movement areas.

Objectives:

- Maximize overflow aircraft parking capacity
- Maintain basic operational taxiway and runway surfaces
- Avoid complete gridlock/airport closure.

Level 3 Designated Parking Locations – Maximum Capacity = 85 (in addition to Overflow Parking Level 2 Surfaces)

- Runway 04/22 between runway 17/35 – runway 12R/30L
- Taxiway K8 between taxiway K – taxiway W
- Taxiway L between taxiways L9 – L3
- Taxiway W between taxiways K – W10
- Taxiway C between taxiways C9 – C10
- Runway 17/35 full length

Procedures:

- At the onset of LEVEL 3 overflow parking, an additional conference call is initiated among the parties or face-to-face discussions conducted at ICP.
- MAC determines maximum number of LEVEL 3 overflow parking positions based on current conditions and space availability.
- MSP arrival rate to be consistent with maximum overflow capacity available.
- Overflow capacity number for “arrival cutoff” is established.
- ATCT will advise MAC Airside Operations and DL OCC if arrival traffic is stopped.
- A recovery plan will be coordinated; discussion items include identification of priority departure traffic, resumption of arrival traffic, identification of priority snow removal areas (if applicable), etc.
- MAC will close the airport if ground movement is at gridlock status.

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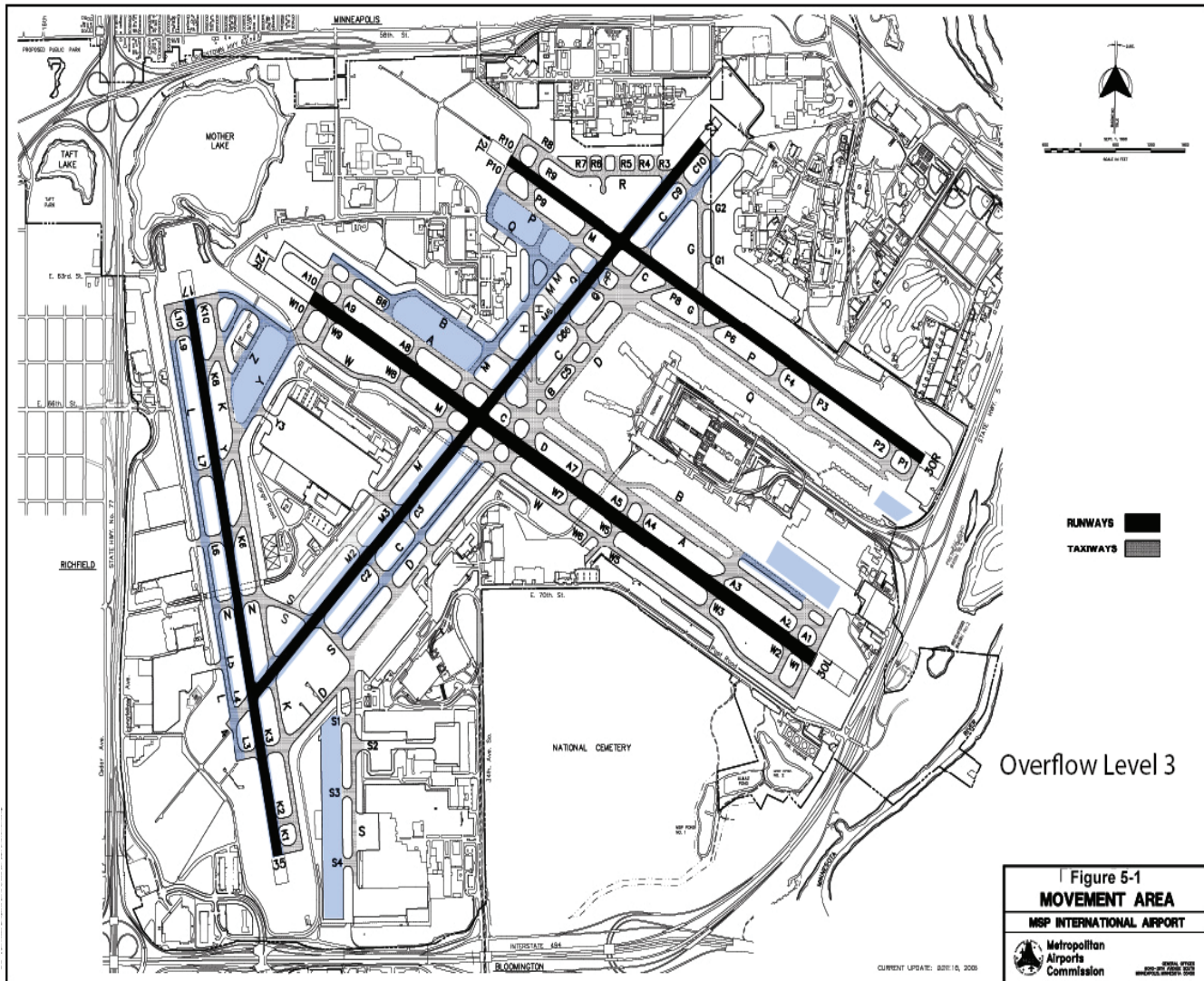
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Overflow Parking Level 3 designated parking areas



Original Date: 12/09/2004

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Revision #: 8

FAA Approval: *Ren Williams*
Date: Sep 23 2024

MSP Gate Assignments- 09-01-2018

MAC T1 Common Use Gates:

Alaska E1 (1)
 Essential Air Service carriers (1)

Preferential Leased Gates:

American E11, E12, E13, E14, E15, E16 (6)

United/Air Canada E3, E5, E6, E7, E9 E8, E10 (6)

Spirit E2, E4 (2)

Delta Air Lines/Air France/
 KLM 87 remaining gates
 G1-G6, G8-G15, G17-G22 (20)
 F1-F16, D1-D6, (22)
 C1-C17, C19-C27 (26)
 A2-A4, A6-A9, A11-A14, (11)
 B2,B4,B6,B8,B10,B12,B14,B16 (8)

104 Total Gates @ Terminal 1

Short-Term Gates (T1) = D1, D2, D3, D4, D5, D6, E1, E3, E4, E5, E7

14 Total Gates @ Terminal 2



All Common Use – Condor, Icelandair, JetBlue, Southwest,
 Sun Country, Allegiant, Frontier

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KMSP/MSP

 JEPPESEN
 25 JUL 08 (10-9C1)

 MINNEAPOLIS, MINN
 MINNEAPOLIS-ST PAUL INTL/
 WOLD-CHAMBERLAIN

OVERFLOW AIRCRAFT PARKING AREAS

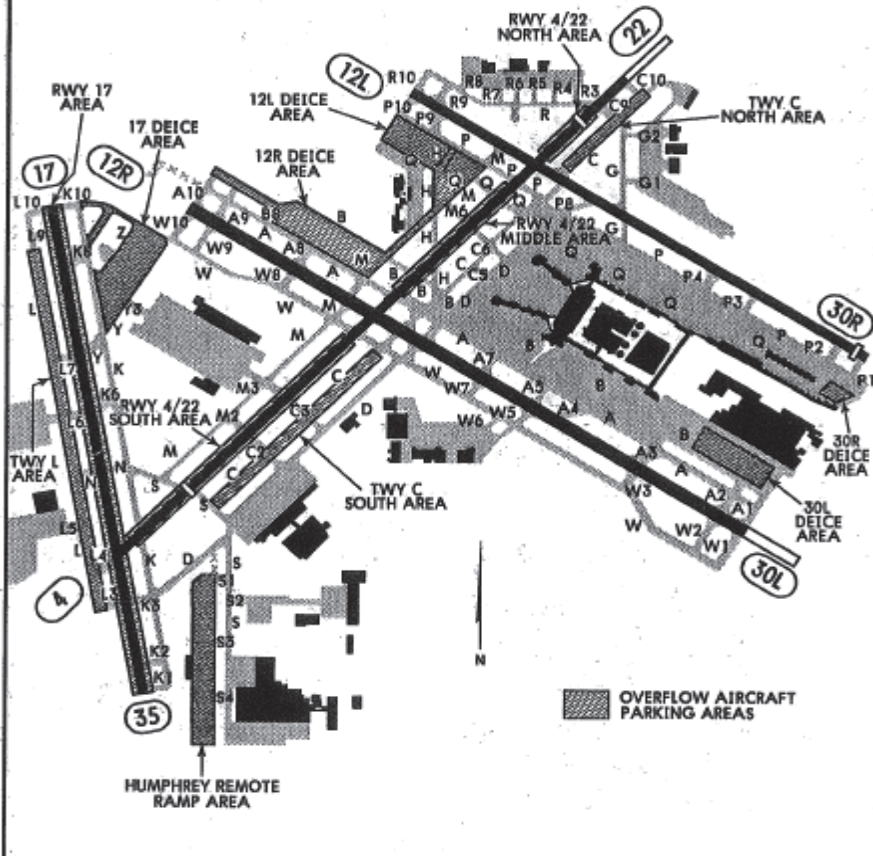
 Minneapolis-Saint Paul International/Wold-Chamberlain Airport
 Overflow Aircraft Parking Plan

Background

MAC, MSP ATCT and MSP users have entered into an agreement to identify parking areas and implement procedures which will allow accommodation of any arrival unable to proceed immediately to its assigned parking location or any departure aircraft unable to proceed immediately to a departure runway. The overflow aircraft parking plan allocates parking positions in specific areas as indicated on the airport diagram below. Parking positions are assigned so as to not impact flight operations, and to maintain taxiway access to/from runways and aircraft parking positions.

Procedures

When ATIS announcement "overflow parking procedures in effect" is made, flight crews are to anticipate assignment to an overflow parking position if necessary. Arrival aircraft report gate assignment on initial contact with Minneapolis ATCT. Upon landing, follow ATC directions to assigned overflow parking position. Monitor MSP ATCT on assigned frequency while parked in overflow aircraft parking positions.



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Delta Airlines Deplaning Plan

Situation: Delta Airlines (DL) determines it is operationally beneficial to deplane passengers from non-movement area aircraft parking positions on the runway 30L deice pad and requests approval from the MAC to conduct passenger deplaning operations. MAC approval is dependent on acceptable weather conditions and the availability of appropriate vertical and horizontal transportation equipment.

Objectives:

- Ensure passenger safety.
- Establish controlled environment for movement of passengers.
- Reduce aircraft inventory waiting for gates.

Procedures:

- MAC concurs that acceptable conditions exist for passenger deplaning.
- DL identifies passenger destination.
- MAC Airside Operations responsible for notification of MAC Public Safety.
- DL responsible for security at any open door.
- DL will use internal company bus transportation.
- DL responsible for aircraft movement on Building B ramp/runway 30L deice pad.
- DL may coordinate with MAC ARFF for use of airstairs.
- MAC may cancel passenger deplaning at any time.

Alternative:

The MAC has a separate passenger deplaning plan which may be used to augment the DL plan. Use of the MAC plan is dependent on available personnel and non-MAC physical assets. Checklist procedures of the MAC plan are on the next page.

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MAC Deplaning Plan

	MAC Airside Operations (Airside) is made aware of an inbound flight on the ground, experiencing a delay of more than sixty minutes in getting to a terminal gate.
	Airside will assess Terminal 1 and Terminal 2 gate availability. If Terminal 2 gates are to be used by a non-scheduled carrier, Airside Operations will coordinate with Terminal 2 gate control.
	Airside contacts applicable air carrier station manager or designated representative to offer assistance in finding a gate.
	If no gate is available, movement area deplaning will be reviewed. Weather conditions will be the determining factor in implementation of the plan. Inclement weather such as rain, snow or wind chill factor may prohibit movement area deplaning.
	Airside will seek permission for movement area deplaning from applicable air carrier station manager or designated representative.
	Airside will ask the air carrier to seek permission for movement area deplaning from the pilot-in-command, and to provide the number of passengers on board.

Number of passengers on board: _____

Number of buses required: _____

	Airside assumes Incident Command. Incident Command Post established and location broadcast via MAC ECC on appropriate 800MHz frequencies
	MAC Fire through MAC ECC asked to respond with MAC Fire airstairs
	Airport Police Department asked through MAC ECC to respond for airfield security.
	Metro Transit called at 612.349.7317 and asked to provide appropriate number of buses and, if available, a supervisor to act as staging officer outside of designated AOA gate (Gate 222).
	MAC Field Maintenance manager or designated representative advised of situation and asked to provide personnel for support/escort duties.
	Airside coordinates surface closures and issues Notices to Air Missions (NOTAMS) as appropriate.
	Passenger drop-off location coordinated with air carrier station manager or representative.

Passenger drop-off location: _____



	Due to safety and security concerns, handicapped passengers, flight crews and baggage will remain on board until an aircraft reaches a gate. Flights with handicapped passengers will receive a higher gate assignment priority.
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HAZARD 12 – UNMANNED AIRCRAFT SYSTEMS (UAS) OPERATIONS/ INCIDENT

INTRODUCTION

The intent of this section is to provide guidance for situations involving Unmanned Aircraft Systems (UAS) that persistently impact air traffic at the Minneapolis- Saint Paul International Airport (MSP). The geographic scope of this section is defined as the MSP Area, consistent with 14 CFR Part 139.325. Triggering events include UAS operations within the MSP Area that:

- interfere with airport operations or aircraft safety, and
- affect air traffic or cause a persistent disruption.

PURPOSE

The information contained in this hazard-specific appendix is intended to supplement the Basic Plan and Functional Annexes of the Airport Emergency Plan (AEP). It defines responsibilities and describes actions to be taken in a UAS event.

SITUATION AND ASSUMPTIONS

This section describes characteristics of a triggering event and the assumptions that are relevant to appropriate and effective response.

a. Situation:

- 1) Confirmed sighting or indication from TSA and/or FAA systems of a UAS operation within the MSP Area.

b. Assumptions:

- 1) Lines of regulatory authority and associated proprietary capabilities are determinative in establishing stakeholder/agency roles and responsibilities in the initial steps that are critical to timely and effective response to UAS operations within the MSP Area.
- 2) TSA operates a UAS detection system at MSP and is the lead federal agency for UAS mitigation/surveillance around MSP. FAA systems and processes for the safe and efficient management of aircraft operations in the airspace around MSP act as a redundant and complimentary capability.
- 3) The FAA is the lead authority in determining if a UAS operation is Low Altitude Authorization Notification Capability (LAANC) authorized and subsequently if the operation is a potential threat/hazard.
- 4) Determination if a UAS operation presents a potential threat/hazard to aircraft operations is the critical first step in establishing the appropriate response posture and associated protocols which minimize communication and coordination requirements in the delivery of effective and timely response resolution.
- 5) The MAC Emergency Communication Center (ECC) is the TSA and FAA single point of initial contact with the MAC in response to a UAS operation.
- 6) The MAC ECC is responsible for information intake and triage from TSA and/or FAA while notifying MAC Airport Police Department and Airside Operations, as appropriate, given the

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threat/hazard posed by a UAS operation and related actions needed by the airport to assist TSA and FAA in mitigation/interdiction efforts.

Note: Due to security concerns, additional details are maintained separate from this document.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

a. Transportation Security Administration (TSA)

- (1) Will serve as lead federal agency to conduct/coordinate UAS surveillance and authorize mitigation and countermeasure activities within the MSP Area.
- (2) Will communicate directly with FAA Air Traffic upon UAS detection to determine if a UAS operation poses a threat/hazard to aircraft operations.
- (3) Will contact MAC ECC to report UAS operations and depending on the threat level, request assistance from the airport.
- (4) Will receive UAS operations reports from FAA in cases when TSA's monitoring system is not detecting the operation.
- (5) Will coordinate with Law Enforcement to conduct the investigation.

b. FAA ATCT/ATCT Management

- (1) Will make the threat/hazard determination to aircraft operations for all detected UAS operations in the MSP Area.
- (2) Will contact TSA in cases when a UAS operation is observed and notification has not been received from TSA, this communication will include the associated threat/hazard level posed by the UAS to aircraft operations.
- (3) Will advise MAC Emergency Communications Center anytime that a UAS makes contact with an aircraft during any stage of flight.
- (4) Will maintain responsibility for airspace management and aircraft control.
- (5) Will coordinate with MAC Airside Operations for all flight suspensions or airspace closure due to UAS activity.

c. Emergency Communications Center

- (1) Will be the single point of initial contact for the TSA and FAA in response to a UAS operation in the MSP Area.
- (2) Responsible for information intake and triage from TSA and/or FAA while notifying MAC Airport Police Department and Airside Operations, as appropriate, given the threat/hazard posed by a UAS operation.
- (3) Will coordinate the public safety response and related actions needed by the airport to assist TSA and FAA.
- (4) Notify the appropriate personnel.

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d. **MAC Airside Operations**

- (1) Will close impacted surfaces if necessary or required and NOTAM affected areas closed.
- (2) Will coordinate with the Emergency Communications Center (ECC) to ensure emergency notifications to appropriate personnel.

e. **MAC Law Enforcement**

- (1) Will investigate incidents within its jurisdiction and assist Federal agencies.

PLANS, SOPS AND CHECKLISTS

These MAC departments maintain primary response SOPs and checklists pertinent to this hazard:

MAC Airside Operations Department Procedures
Airport Police Department Policies and Procedures
MAC Emergency Communications Center Procedures
MAC Fire Department Procedures
MAC Strategic Communications

MAC Crisis Communications Plan Before the Emergency (Prevention/Preparedness)

- (1) TSA will maintain and operate a UAS surveillance system at MSP.
- (2) FAA ATCT, LEO, or Airside Operations will report any visual sightings of a UAS to the TSA and partner on appropriate response.
- (3) FAA will report any Pilot Reports (PIREPS) in MSP Class B Airspace to TSA.
- (4) LEO will report any known or credible threats specific to UAS to TSA.
- (5) TSA will advise of local or national threats directed to aviation relevant to MSP to FAA and ECC.
- (6) TSA, FAA, and MAC will maintain appropriate UAS SOPs and checklists consistent with this plan and ensure proper agencies are familiar with the plan.

During the Emergency (Response)

- (1) Confirmed sighting within the MSP Area.
- (2) TSA in coordination with FAA and MAC will lead the emergency response and related coordination.
- (3) MAC Law Enforcement will establish a command post and MAC will activate the Emergency Operations Center if deemed necessary as part of an ongoing response. Location of command post will be established as part of Unified Command with other appropriate authorities.

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- (4) FAA will lead and/or initiate all actions related to airspace emergency protocols and engage MAC Airside Operations as needed.
- (5) MAC Airside Operations will coordinate airfield activities and related NOTAMS with FAA ATCT.

After the Emergency (Recovery)



- (1) TSA, LEO, FAA, and MAC Airside Operations will determine if it is safe to resume normal operations.
- (2) MAC Airside Operations will coordinate with FAA ATCT to resume normal operations.
- (3) MAC Airside Operations will cancel appropriate NOTAMS.
- (4) MAC Strategic Communications will coordinate external communication regarding resumption of normal operations in conjunction with Unified Command.

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ATTACHMENT 1 – TRAINING AND EXERCISES

Airport Emergency Plan Review

The Metropolitan Airports Commission (MAC) will review the Airport Emergency Plan with all parties to the plan at least once every twelve (12) consecutive calendar months per 14 CFR Part 139 requirements. The MAC Emergency Manager will be responsible for scheduling and conducting the annual AEP review.

Training

MAC department managers are responsible for ensuring that their personnel receive training for all applicable Airport Emergency Plan (AEP) Annexes. Training documentation is maintained by the individual MAC departments. This includes individual and department training as well as cross-departmental training. Schedules are established for initial training as well as recurrent training. The MAC Emergency Manager will assist in establishing new, or identifying existing, training resources.

MAC will train with Mutual Aid Partners in the key areas of site Incident Command (IC), Emergency Operations Center (EOC), Fatality Management, and Friends and Relatives Center operations.

Exercises

Individual MAC departments will conduct internal emergency response exercises per departmental procedures. The Emergency Manager will schedule cross-departmental and multi-agency emergency drills/exercises on a regular basis. The exercises will focus on one or more aspects of the elements contained in the Airport Emergency Plan Annexes. Exercises will be both small-scale and large-scale in scope, and they will be field exercises and/or tabletop exercises. Some exercises will provide warning to participants, and some will be unannounced. Actual emergency events and ensuing reviews may be considered the same as an annual drill/exercise.

The MAC will conduct a full-scale exercise of the Airport Emergency Plan at least once every thirty-six (36) consecutive calendar months per 14 CFR Part 139 requirements. The MAC Emergency Manager will be responsible for coordinating elements of the full-scale exercise.

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ATTACHMENT 2 – AIRPORT EMERGENCY SERVICES LETTER OF AGREEMENT

FEDERAL AVIATION ADMINISTRATION, MINNEAPOLIS AIRPORT TRAFFIC CONTROL TOWER (MSP) AND METROPOLITAN AIRPORTS COMMISSION (MAC)

LETTER OF AGREEMENT

EFFECTIVE: May 20, 2022

SUBJECT: Airport Emergency Services at Minneapolis-Saint Paul International Airport (MSP)

1. PURPOSE: Defines responsibilities of Minneapolis Airport Traffic Control Tower (MSP) and the Metropolitan Airports Commission (MAC) concerning fire and aircraft emergency procedures.

2. CANCELLATION: The Federal Aviation Administration, Minneapolis Airport Traffic Control Tower and Metropolitan Airports Commission, Airport Emergency Services at Minneapolis-Saint Paul International Airport Letter of Agreement dated February 15, 2021 is cancelled.

3. RESPONSIBILITIES:

a. MSP must:

(1) Notify the MAC Emergency Communications Center of impending or actual aircraft emergencies via MSP red emergency phone and provide the following data:

- (a) Alert category;
- (b) Aircraft identification or flight number;
- (c) Aircraft type;
- (d) Landing runway and estimated time of arrival in minutes;
- (e) Nature of problem.

(2) Provide the following information as soon as practicable either on the initial red emergency phone call or via the appropriate tower frequency:

- (a) Number of persons on board
- (b) Amount of fuel on board.

(3) Provide priority handling of responding emergency vehicles.

(4) Notify “emergency vehicles” when the alert aircraft is “next-to-land” via the appropriate tower frequency.

(5) Control air and ground traffic to avoid conflicts in the area of the emergency when the emergency occurs on the airport proper.

(6) Inform all aircraft to remain clear of the emergency area when the accident has occurred off the airport proper.

(7) Notify the FAA Regional Operational Center (ROC) of any aircraft accidents at MSP. The ROC is responsible for notifying the National Transportation Safety Board (NTSB).

b. MAC must:

(1) Receive MSP clearance via the appropriate tower frequency (see below) for all vehicles responding to an alert prior to entering or crossing a runway or entering a protected Instrument Landing System (ILS) Critical Area. This applies to Aircraft Rescue and Fire Fighting (ARFF) vehicles only.

- | | |
|----------------------------|--------|
| (a) Runway 30L/12R or 4/22 | 126.7 |
| (b) Runway 30R/12L | 123.95 |
| (c) Runway 35/17 | 123.67 |

(2) Require emergency vehicles responding to on-airport, non-aircraft emergencies to inform MSP of their destination whenever the movement area is used as a route to the emergency.

(3) Require emergency vehicles responding to routine calls for service to use the perimeter roads whenever possible while proceeding to and from the scene.

(4) Advise MSP when permanent changes occur for radio call signs or station assignments for ARFF equipment, or when ARFF equipment is added or removed.

c. Procedures:

(1) Any information received by MSP pertaining to an impending aircraft emergency must be made available to the MAC Emergency Communications Center. The emergency will not be considered in "alert" status until MSP notifies the MAC via red emergency phone.

(2) The red emergency phone must be tested daily at 8:00 a.m. local time. The test must be initiated by MSP.

(3) The following alert categories must be used by MSP and MAC:

(a) **Alert 1** – The emergency vehicles and crews should stand-by at the station house for a possible emergency and expect further instructions.

(b) **Alert 2** – Stand-by at predetermined locations at a runway for an incoming aircraft with a problem.

(c) Alert 3 – Proceed to the location of an incident/damaged aircraft, i.e., hot brakes, collapsed gear, an aircraft off the paved surface or reports of fire on an aircraft.

(d) Crash – Proceed to the location of an aircraft crash with serious injury and/or death.

(4) MSP will notify emergency vehicles upon cancellation of an alert via the appropriate tower frequency or the Discreet Emergency Frequency (DEF).

(5) In addition to the preceding instructions and in the event of a vehicle or aircraft accident involving potentially radioactive materials, MSP must be responsible for the following:

(a) Notify the MAC Emergency Communications Center via red emergency phone that there is a possible radiation hazard accident, the condition and location of the accident, and current surface wind readings.

(b) Inform all air traffic on the field and in the vicinity of the airport that an accident has occurred, and a radiation hazard exists.

(c) Provide updated surface wind readings to responding emergency vehicles.

(d) If the accident occurs on the airport, the runway(s) or other surfaces involved must not be used until the MAC has determined that a hazard no longer exists.

(e) Inform all aircraft in the vicinity of the accident to remain clear of the area.

(f) If a control aircraft is used, MSP must relay information as is necessary between emergency vehicles and the control aircraft.

(6) In the event of an accident involving a United States military aircraft with nuclear cargo or nuclear weapons on board, the term "BROKEN ARROW" must be used in lieu of 'radiation hazard accident' in all communications.

4. DISCRETE EMERGENCY FREQUENCY RESPONSIBILITIES:

a. MSP must:

(1) Assign an available ATCT frequency and issue instructions for MAC ARFF and the emergency aircraft to switch to the DEF when determined to be operationally advantageous. The preferred DEF will be 123.875.

(2) Issue instructions to aircraft and vehicles not involved in the emergency to switch to another frequency.

(3) Monitor the DEF at all times and not transmit on the frequency, except for emergency related communications.

(4) If a situation arises other than an aircraft emergency where the use of a DEF would be beneficial, i.e., bomb threat, disabled aircraft, etc., consider a request by MAC to assign a DEF.

(5) When notified by MAC that the status of the emergency allows the release of the DEF, issue instructions to the emergency aircraft and all responding vehicles to return to the normal ground control frequency.

b. MAC must:

(1) Utilize appropriate Tower frequency until MSP assigns a DEF.

(2) Once directed to switch to the DEF, may initiate direct contact with the emergency aircraft and vice-versa.

(3) Normally limit communication on the DEF to MAC ARFF, the emergency aircraft and MSP.

(4) Initiate a request to MSP for use of a DEF for situations other than an aircraft emergency. Under these conditions, MAC ARFF may authorize MAC Airport Police, MAC Airside Operations or MAC Field Maintenance to use the DEF.

(5) Notify MSP when use of the DEF is no longer required.

5. ATC-0 Event:

a. MSP must:

(1) Notify MAC Airside Operations that ATC services are unavailable.

(2) Issue NOTAM that ATC is closed, and MSP CTAF 126.70 is in effect.

(3) Notify MAC Airside Operations when ATC services resume.

(4) Cancel NOTAM.

b. MAC must:

(1) Issue NOTAM that ARFF is monitoring CTAF 126.70 for ARFF response.

(2) Airside Operations will monitor CTAF 126.70 for ARFF response.

(3) Airside Operations will notify ARFF and the MAC Emergency Communications Center of the ATC-0 event.

(4) Airside Operations will notify the MAC Emergency Communications Center of any request for ARFF response including:

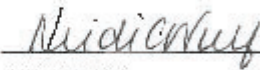
(a) Aircraft call sign.

(b) Aircraft location.

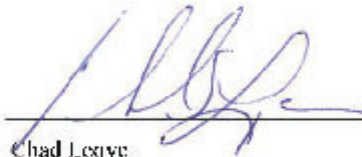
(c) Aircraft problem.

(5) Must cancel NOTAM upon notification by MSP that ATC services have resumed.

6. DEVIATIONS. Deviations from the procedures contained herein must be approved only after coordination between the Minneapolis Airport Traffic Control Tower and the Metropolitan Airports Commission.



Heidi Wulf
Air Traffic Manager
Minneapolis Airport Traffic Control Tower



Chad Leque
Vice President, Management and Operations
Metropolitan Airports Commission

ATTACHMENT 3 – DEFINITIONS

There are many different terms which may be specific to emergencies, particularly airport emergencies. The following is intended to provide information relative to the terminology used in this emergency plan.

Aircraft Accident – Any occurrence associated with the operation of an aircraft that takes place between the time a person boards the aircraft with the intention of flight and the time such person has disembarked, in which a person suffers death or serious injury as a result of the occurrence or in which the aircraft receives substantial damage.

Aircraft Incident – Any occurrence associated with the operation of an aircraft that is not considered an “aircraft accident”.

Aircraft Operator – A person, organization, or enterprise engaged in, or offering to engage in, aircraft operations.

Airport Emergency Plan (AEP) – A concise planning document developed by the airport operator that establishes airport operational procedures and responsibilities during various contingencies.

Air Operations Area (AOA) – The area of an airport, including adjacent terrain and facilities and their accesses, where movement takes place and access is controlled.

Airside – The movement area of an airport, adjacent terrain, and buildings or portions thereof, access to which is controlled.

Alert 1 – An aircraft that is known or suspected to have an operational defect that should not normally cause serious difficulty in achieving a safe landing. The emergency equipment and crews should stand-by at the station house for a possible emergency and expect further instructions.

Alert 2 – An aircraft that is known or is suspected to have an operational defect that affects normal flight operations to the extent that there is danger of an accident. The emergency equipment and crews should stand-by at predetermined locations.

Alert 3 – An aircraft incident/accident has occurred on or in the vicinity of the airport (e.g., hot brakes, collapsed gear, aircraft off of the paved surface or reports of fire on an aircraft). All designated emergency response units should proceed to the location of an incident/accident.

Alert Crash – (Crash Alert) An aircraft crash has occurred with serious injury and/or fatalities.

American Red Cross (ARC) – A humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Community – A political entity which has the authority to adopt and enforce laws and ordinances for the area under its jurisdiction. In most cases, the community is an incorporated town, city, township, village or unincorporated area of a county. However, each state defines its own political subdivisions and forms of government.

Contamination – The undesirable deposition of a chemical, biological, or radiological material on the surface of structures, areas, objects or people.

Damage Assessment – The process used to appraise or determine the number of injuries and deaths, damage to public and private property, and the status of key facilities and services such as runways, taxiways, navigational aids, control tower, water and sanitation systems, communications networks, utilities, and other infrastructure networks resulting from a man-made or natural disaster.

Decontamination – The reduction or removal of a chemical, biological or radiological material from the surface of a structure, area, object or person.

Disaster – An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries.

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Emergency – Any occasion or instance – such as tornado, storm, flood, snowstorm, fire, nuclear accident, or any other natural or man-made catastrophe – that warrants action to save lives, protect property and protect the environment.

Emergency Operations Center (EOC) – A protected site from which emergency officials coordinate, monitor and direct emergency response activities during an emergency.

Evacuation – Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

First responder awareness level – Individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying proper authorities of the release.

First responder operations level – Individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release.

Flood – A general and temporary condition of partial or complete inundation of normally dry land areas from overflow or inland water, unusual or rapid accumulation or runoff of surface waters, or mudslides, mudflows caused by accumulation of water.

Hazard – Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazard Mitigation – Any action taken to reduce or eliminate the long-term risk to human life and property from hazards. The term is sometimes used in a stricter sense to mean cost-effective measures to reduce the potential for damage to a facility or facilities from a disaster event.

Hazardous Material – Any substance or material that when involved in an accident and released in sufficient quantities, poses a risk to people's health, safety, and/or property. These substances and materials include explosives, radioactive materials, flammable liquids or solids, combustible liquids or solids, poisons, oxidizers, toxins and corrosive materials.

Incident: An occurrence or event, natural or man-made, which requires a response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, tornadoes, war related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Command Post (ICP) - A point where responding personnel are briefed on the situation as they arrive to report and assume control of the individual aspects of the operation.

Incident Command System (ICS) – A standardized organizational structure used to command, control and coordinate the use of resources and personnel that have responded to the scene or an emergency. The concepts and principles for ICS include common terminology, modular organization, integrated communication, unified command structure, consolidated action plan, manageable span of control, designated incident facilities, and comprehensive resource management.

Joint Information Center (JIC) – A central point of contact for all news media near the scene of a large-scale disaster. News media representatives are kept informed of activities and events by public information officials who represent all participating agencies that are collected at the JIC.

Letter of Agreement – A written agreement between parties.

Mutual Aid – Reciprocal assistance by emergency services under a predetermined plan.

National Incident Management System (NIMS): Provides a systematic, proactive approach guiding government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

Recovery – The long-term activities beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems at the airport to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

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Resource Management – Those actions taken by an organization to: identify sources and obtain resources needed to support disaster response activities; coordinate the supply, allocation, distribution and delivery of resources so that they arrive where and when most needed; and maintain accountability for the resources used.

Significant Body of Water – A body of water or marshland is significant if the area exceeds one-quarter square mile and cannot be traversed by conventional land rescue vehicles.

Staging Area – A pre-arranged, strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

Standard Operating Procedure (SOP) – A set of instructions constituting a directive, covering those features of operations which lend themselves to a definite, step-by-step process of accomplishment. SOPs supplement AEPs by detailing and specifying how tasks assigned in the AEP are to be carried out.

Terrorism – The use of or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation, rather than direct confrontation. Emergency management is typically concerned with the consequences of terrorist acts directed against large numbers of people (as opposed to political assassination or hijacking, which may also be considered “terrorism”).

Tornado – A local atmospheric storm, generally of short duration, formed by winds rotating at very high speeds, usually in a counter-clockwise direction. The vortex, up to several hundred yards wide, is visible to the observer as a whirlpool-like column of winds rotating about a hollow cavity or funnel. Winds may reach 300 miles per hour or higher.

Triage – Sorting and classification of casualties to determine the order of priority for treatment and transportation.

Warning – The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. A warning issued by the National Weather Service (e.g. severe storm warning, tornado warning) for a defined area indicated that the particular type of severe weather is imminent in that area.

Watch – Indication by the National Weather Service that, in a defined area, conditions are favorable for the specific type of severe weather (e.g. flash floods watch, severe thunderstorm watch, tornado watch).

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ATTACHMENT 4 – ACRONYMS

AC	Advisory Circular
ADA	Americans with Disabilities Act
ADFAA	Aviation Disaster Family Assistance Act of 1996
AEP	Airport Emergency Plan
ALS	Advanced Life Support
ANG	Army/Air National Guard
AOA	Air Operations Area
ARC	American Red Cross
ARFF	Aircraft Rescue and Fire Fighting
ARMER	Allied Radio Matrix for Emergency Response
ASP	Airport Security Plan
ATCT	Air Traffic Control Tower
BLS	Basic Life Support
CAD	Computer Aided Dispatch
CBP	United States Customs and Border Protection
CDC	Center for Disease Control
CDERP	Communicable Disease Emergency Response Plan
CFR	Code of Federal Regulations
CISM	Critical Incident Stress Management
CPG101	FEMA Comprehensive Preparedness Guide
DHS	United States Department of Homeland Security
DL	Delta Airlines
DOT	United States Department of Transportation
ECC	MAC Emergency Communications Center
ECRT	Emergency Communications Response Team
EHS	Extremely Hazardous Substance
EMC	MAC Energy Management Center
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
EOC	Emergency Operations Center
EOD	Explosive Ordnance Team
EPA	Environmental Protection Agency
FAA	Federal Aviation Administration
FAR	Federal Aviation Regulation
FBI	Federal Bureau of Investigation
FBO	Fixed Base Operator
FEMA	Federal Emergency Management Agency
FIS	Federal Inspection Station
FRC	Friends and Relatives Center
GIS	Geographic Information System
GSC	Ground Security Coordinator
HCMO	Hennepin County Sheriff's Office
HAZMAT	Hazardous Material
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IS	MAC Information Services
JIC	Joint Information Center
LEMS	Law Enforcement Message System
LOA	Letter of Agreement
MAC	Metropolitan Airports Commission
MARC	Mobile Amateur Radio Corps
MDH	Minnesota Department of Health
MEMA	Minnesota Emergency Managers Association

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MESB	Metro Emergency Services Board
MSDS	Material Safety Data Sheet
MOA	Memorandum of Agreement
MOCC	MAC Maintenance Operations Control Center
MQS	CDC Minneapolis Quarantine Station
NFPA	National Fire Protection Association
NRF	National Response Framework
MRCC	Medical Resource Communication Center
MSP	Minneapolis-Saint Paul International Airport
MSP ATCT	FAA MSP Air Traffic Control Tower
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NOTAM	Notice to Air Missions
NTSB	National Transportation Safety Board
NWS	National Weather Service
OSHA	Occupational Safety and Health Administration
PAM	MAC Public Affairs and Marketing
PIO	Public Information Officer
PSAP	Public Safety Answering Point
RBBS	CBP Risk-based Border Strategy
RVR	Runway Visual Range
SAACS	Secured Area Access Control System
SARA	Superfund Amendments and Reauthorization Act
SIDA	Security Identification Display Area
SMGCS	Surface Movement Guidance Control System
SOP	Standard Operating Procedure
SSI	Sensitive Security Information
TFR	Temporary Flight Restriction
TPQ	Threshold Planning Quantity
TSA	Transportation Security Administration
UC	Unified Command
USCG	United States Coast Guard
USDA-WS	United States Department of Agriculture – Wildlife Services

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MAPS

Map A – MSP Movement Area

Map B – MSP Fences, Gates, and Roads

Map C – Terminal 1

Map D – Terminal 2

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Map F – Hazardous Materials Routes

Map G – Evacuation Routes

Map H – Water Main Layout Plan

Map I – Bodies of Water

Map J – Emergency Boat Launch Locations

Map K – Outdoor Warning Siren Locations

Original Date: 12/09/2004

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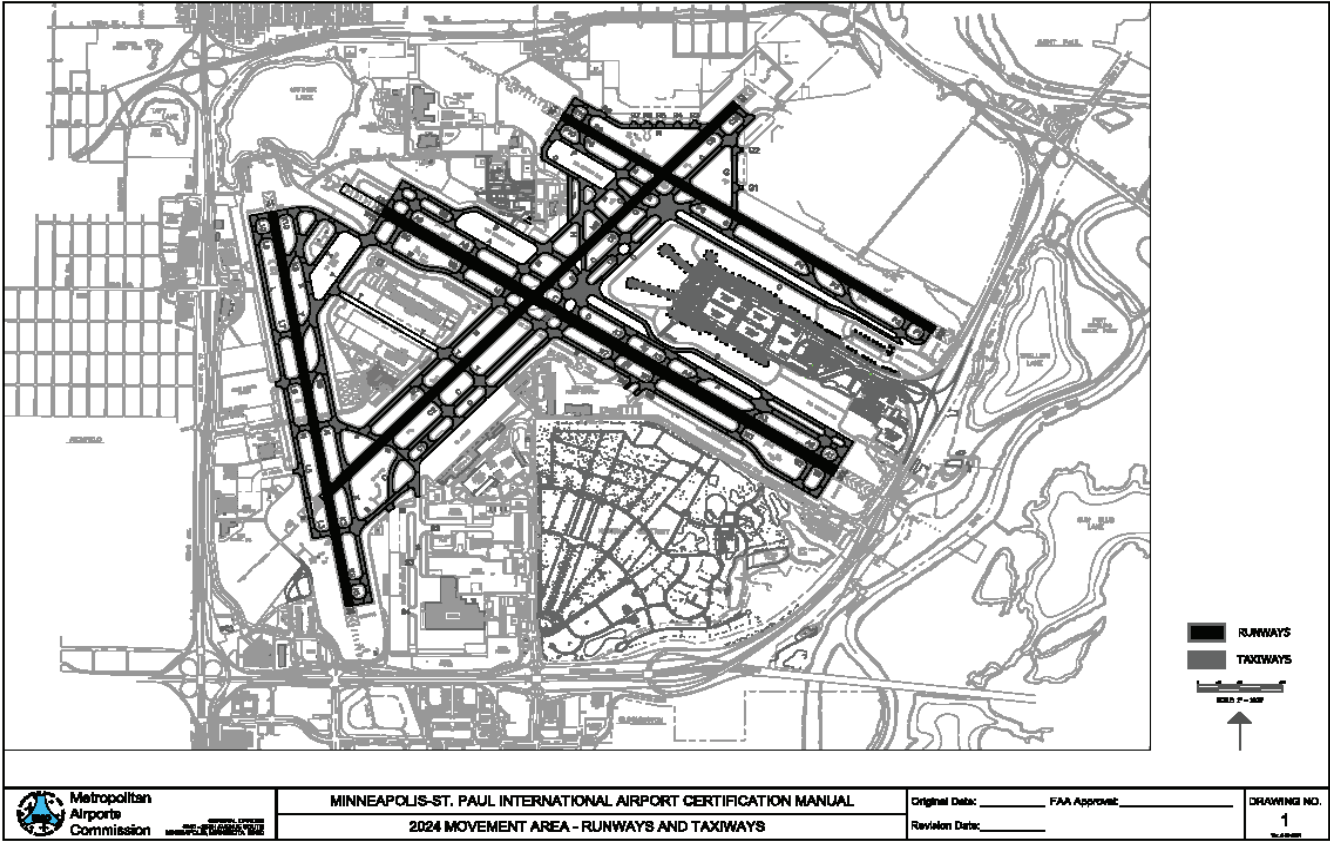


Date:

Ren Williams

Sep 23 2024

MAP A – MSP MOVEMENT AREA MAP



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Original Date: 12/09/2004

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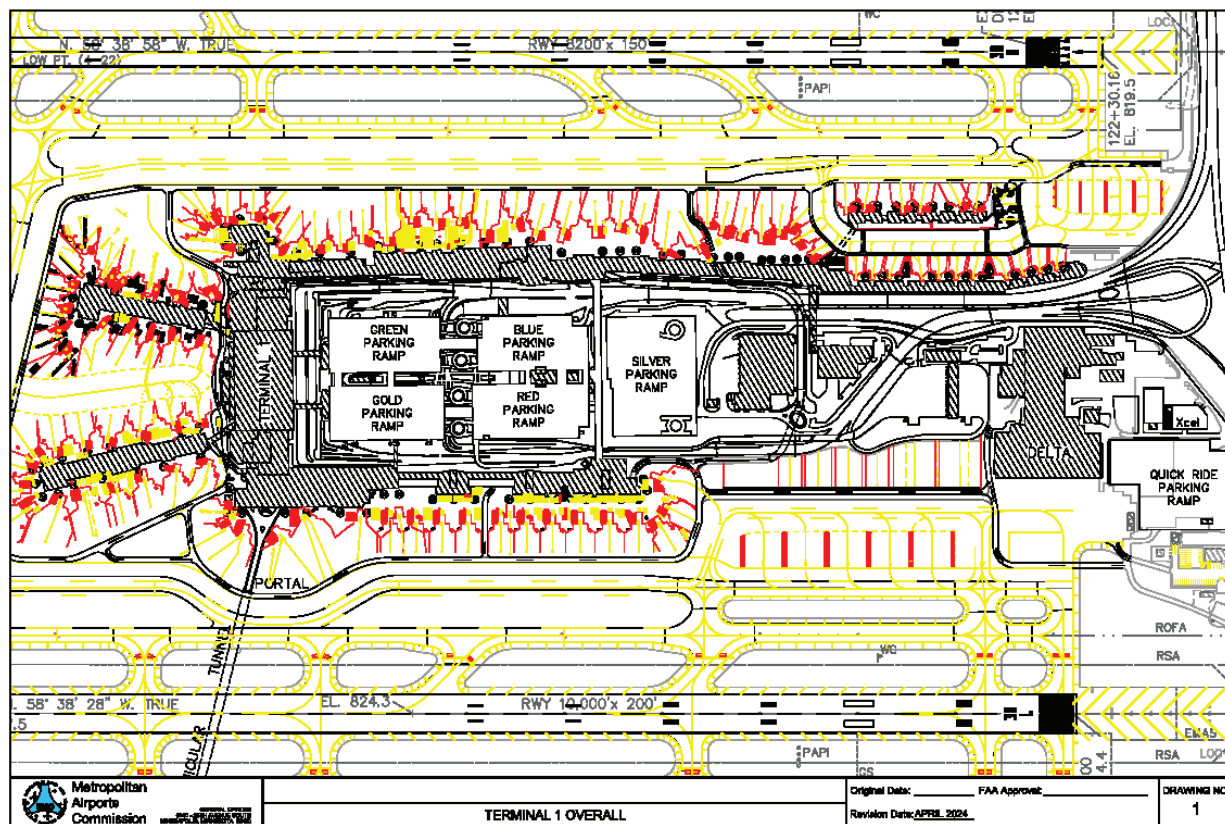
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FAA Approval: [Signature]

FAA Airports Date: Sep 23 2024

MAP C – TERMINAL 1



Updated: July 2024

Original Date: 12/09/2004

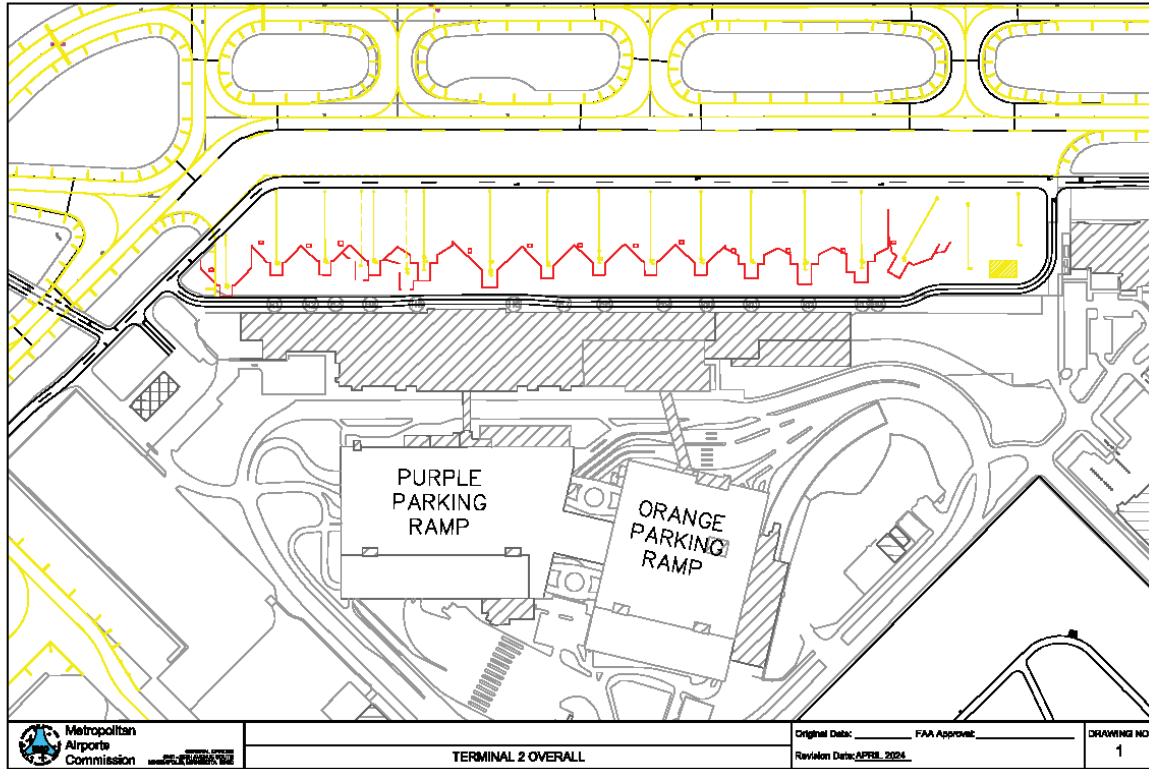
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MAP D – TERMINAL 2



Updated: July 2024

Original Date: 12/09/2004

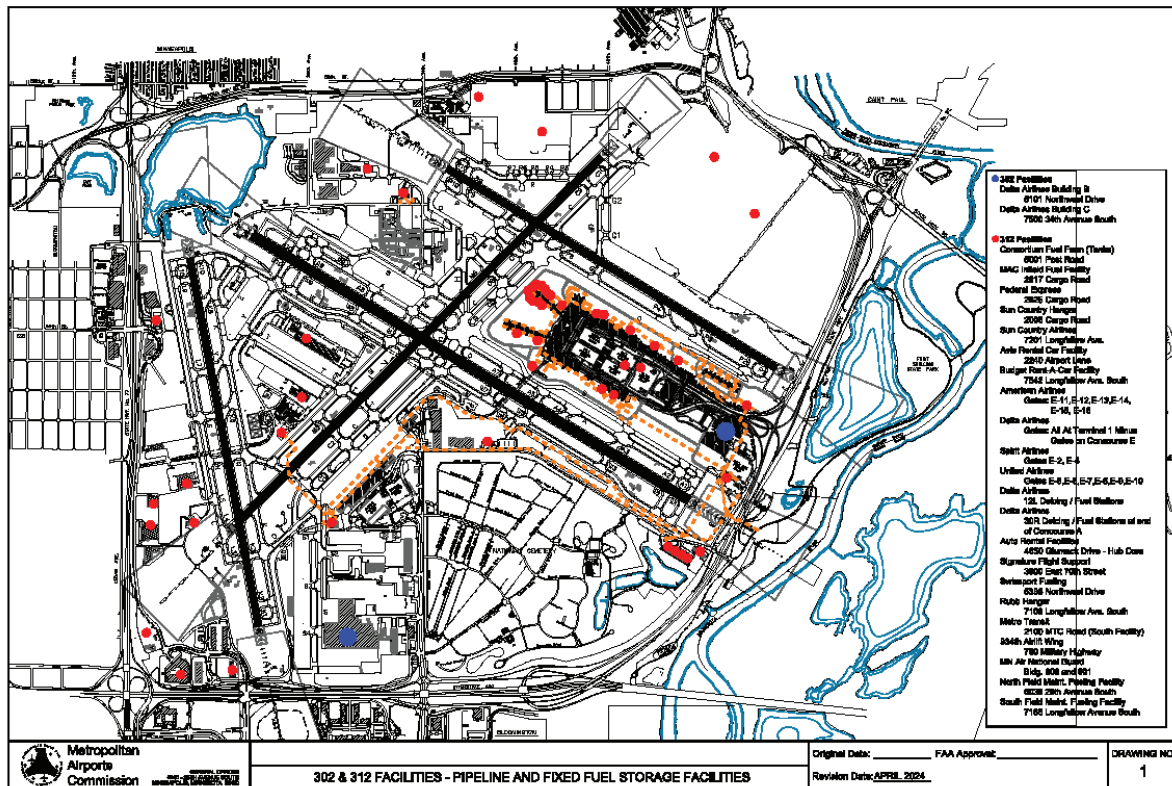
Maps, page 5

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 Date: **Sep 23 2024**

MAP E – PIPELINE AND FIXED FUEL STORAGE FACILITIES



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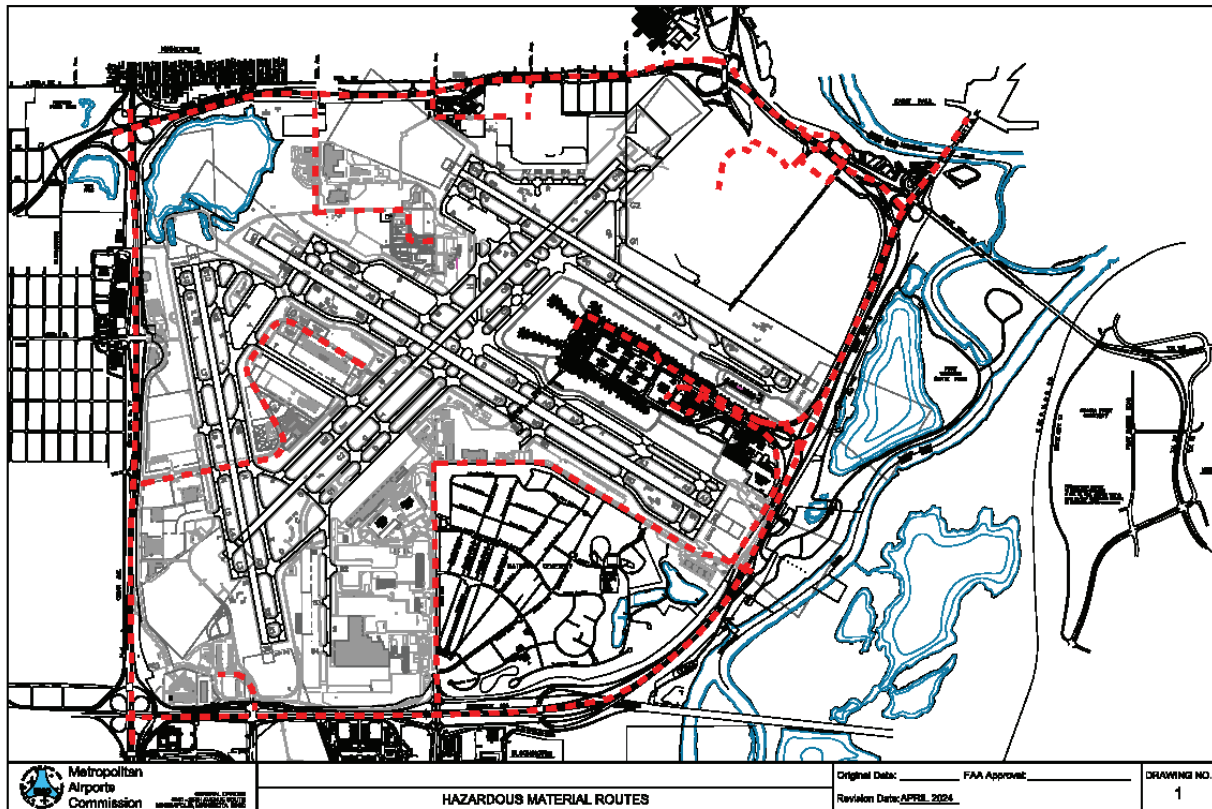
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MAP F – HAZARDOUS MATERIALS ROUTE MAP




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Original Date: 12/09/2004

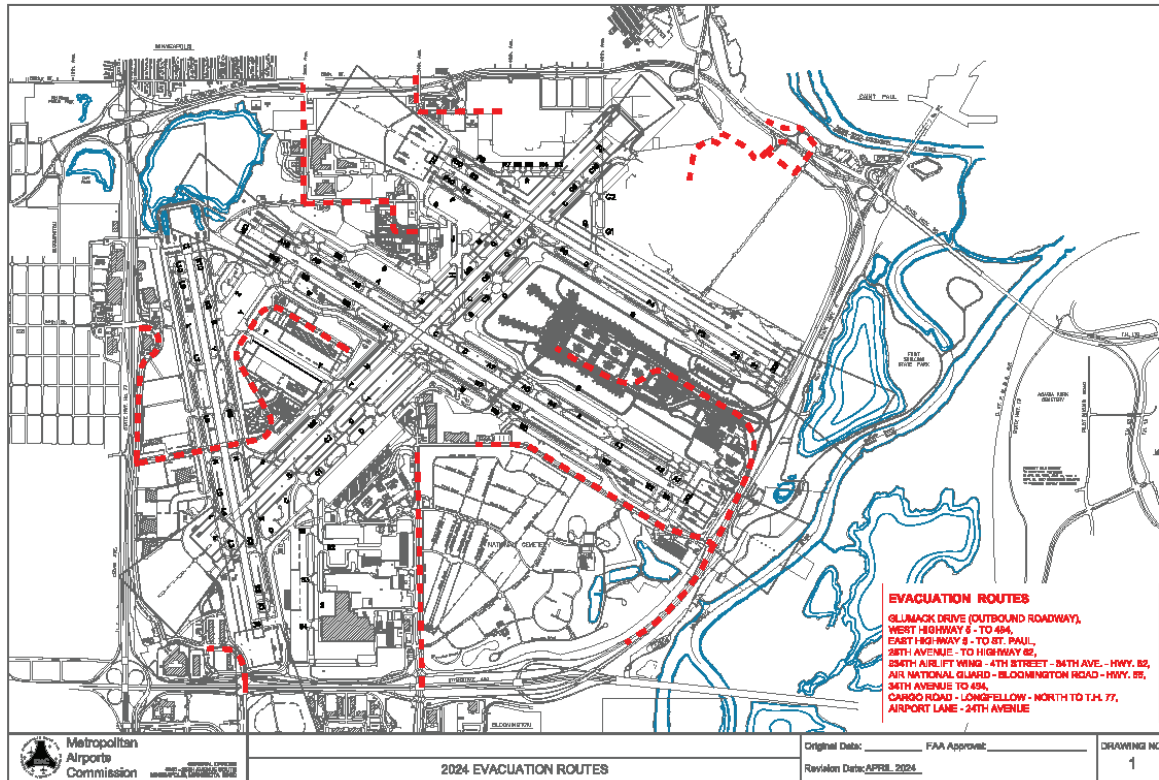
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MAP G – EVACUATION ROUTES



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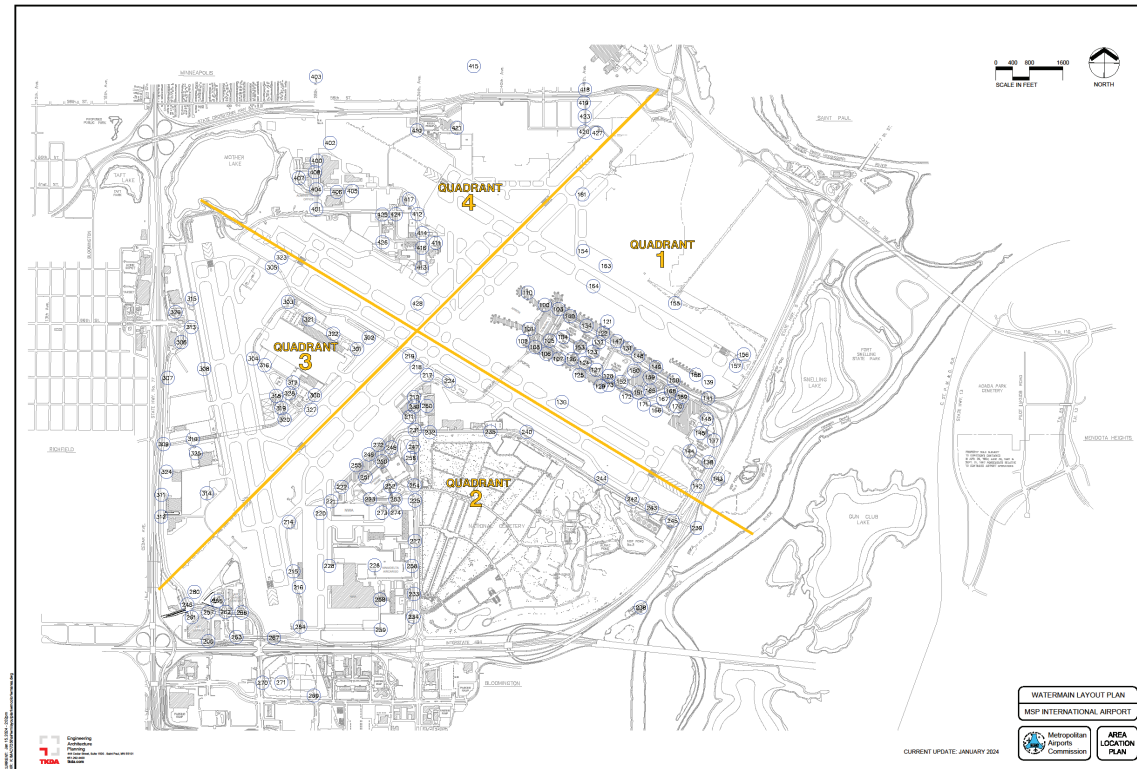
Maps, page 8

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MAP H – WATER MAIN LAYOUT PLAN



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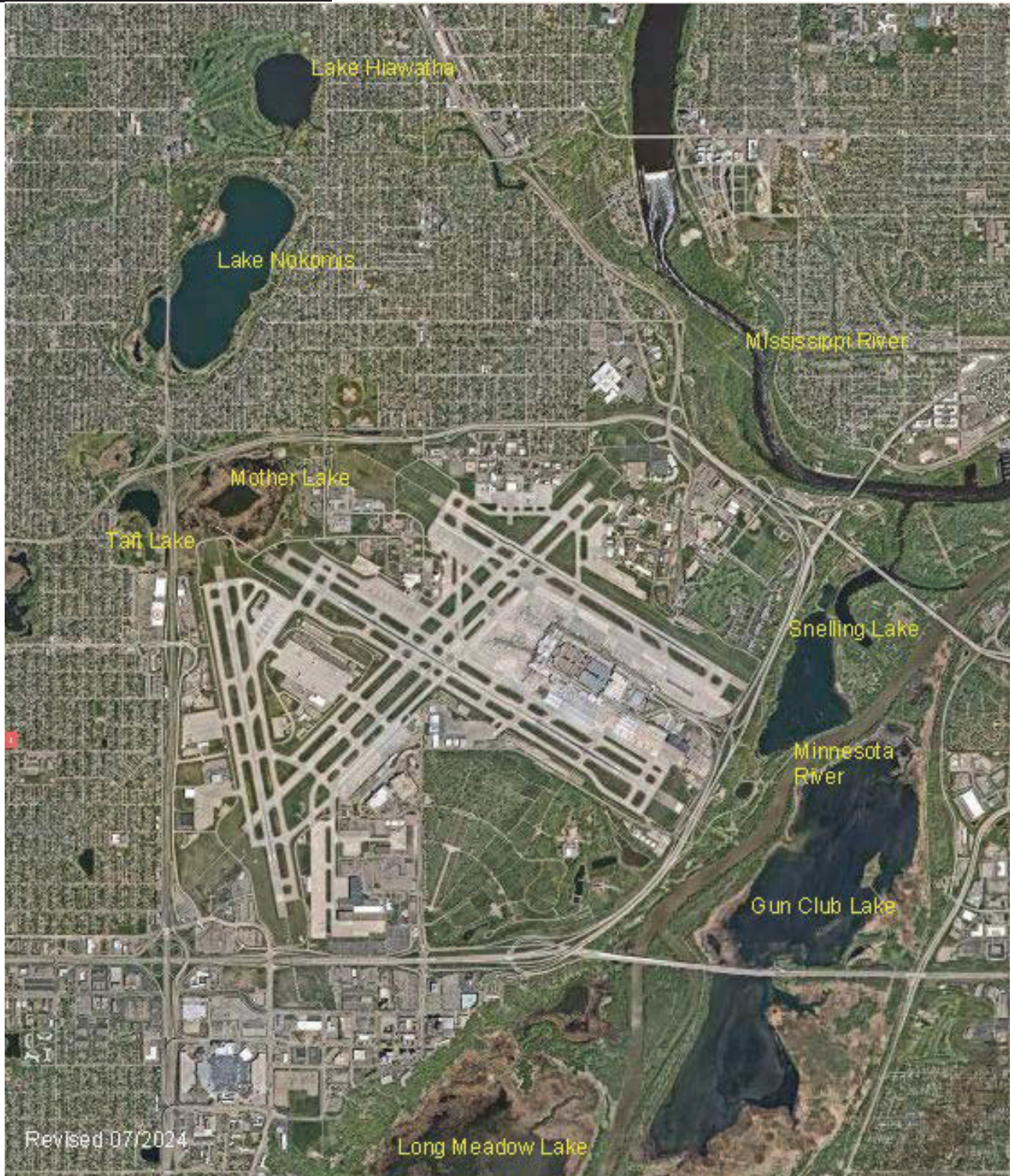
Maps, page 9

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 Date: Sep 23 2024

MAP I – BODIES OF WATER



Updated: July 2024

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Sep 23 2024

MAP J – EMERGENCY BOAT LAUNCH LOCATIONS



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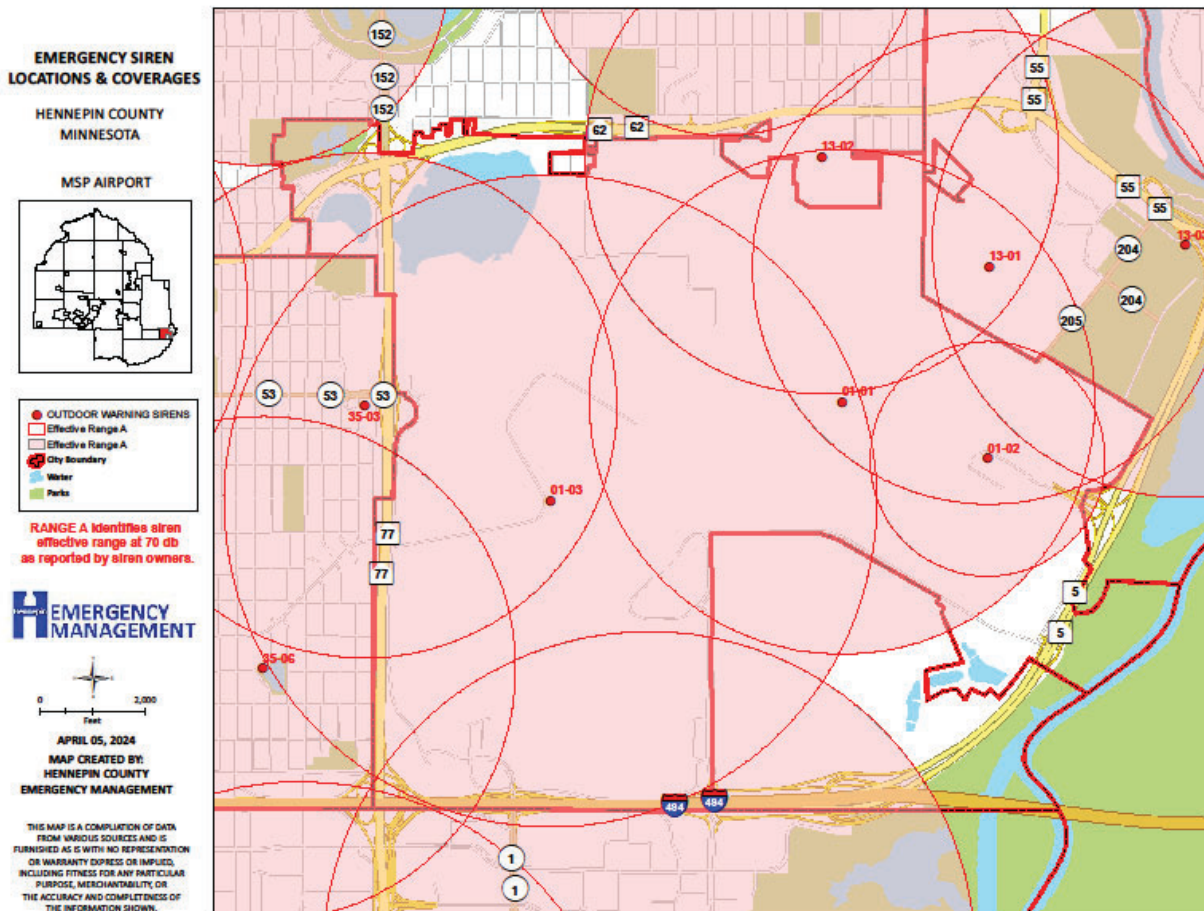


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MAP K – OUTDOOR WARNING SIREN LOCATIONS AND COVERAGE




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Original Date: 12/09/2004

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ARCHITECTURAL ALLIANCE
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BLOOMINGTON FIRE DEPARTMENT
BLOOMINGTON POLICE DEPARTMENT
BRADFORD AIRPORT LOGISTICS
CENTER FOR DISEASE CONTROL (CDC) MINNEAPOLIS QUARANTINE
STATION
CLEAR CHANNEL AIRPORTS
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DELTA AIR LINES CARGO
DELTA AIR LINES EMERGENCY MANAGEMENT
DELTA AIR LINES MAINTENANCE
DELTA AIR LINES MSP STATION OPERATIONS
DELTA GLOBAL SERVICES
DHL/AIRBORNE EXPRESS
EAST METRO MRCC
EMERGENCY COMMUNICATIONS RESPONSE TEAM (ECRT-1)
EMERGENCY COMMUNICATIONS RESPONSE TEAM (ECRT-2)
EXECUTIVE EXPRESS AIRPORT SHUTTLE
FEDERAL AVIATION ADMINISTRATION – AIR TRAFFIC CONTROL
TOWER (MSP)
FEDERAL AVIATION ADMINISTRATION – AIRPORTS DISTRICT OFFICE
FEDERAL AVIATION ADMINISTRATION – CERTIFICATE MANAGEMENT
OFFICE
FEDERAL AVIATION ADMINISTRATION – FLIGHT STANDARDS
DISTRICT OFFICE
FEDERAL AVIATION ADMINISTRATION – TECHNICAL OPERATIONS
FEDERAL BUREAU OF INVESTIGATION – MINNEAPOLIS OFFICE
FEDERAL EXPRESS (FEDEX)
FLINT HILLS RESOURCES (KOCH REFINERY)
G2 SECURE STAFF
GENERAL MILLS FLIGHT OPERATIONS
M HEALTH FAIRVIEW EMERGENCY MEDICAL SERVICES
HENNEPIN COUNTY EMERGENCY PREPAREDNESS

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HENNEPIN COUNTY MEDICAL CENTER
HENNEPIN COUNTY MEDICAL EXAMINER
HENNEPIN COUNTY SHERIFF'S DEPARTMENT
HMS HOST
INNOVATIVE HANDLING SOLUTIONS
JCDECAUX NORTH AMERICA
JEFFERSON/GREYHOUND BUS LINES
KRAUS ANDERSON CONSTRUCTION COMPANY
LAND TO AIR EXPRESS, INC.
LOCKHEED MARTIN
LSG/SKY CHEFS
MARK'S TOWING, INC.
MENDOTA HEIGHTS FIRE DEPARTMENT
MENDOTA HEIGHTS POLICE DEPARTMENT
MENZIES AVIATION
METRO TRANSIT
MINNEAPOLIS EMERGENCY MANAGEMENT DEPARTMENT
MINNEAPOLIS FIRE DEPARTMENT
MINNEAPOLIS POLICE DEPARTMENT
MINNESOTA AIR NATIONAL GUARD – 133rd MEDICAL SQUADRON
MINNESOTA DEPARTMENT OF HEALTH
MINNESOTA DEPARTMENT OF NATURAL RESOURCES (DNR)
MINNESOTA DEPARTMENT OF PUBLIC SAFETY DIVISION OF
HOMELAND SECURITY AND EMERGENCY MANAGEMENT
MINNESOTA DEPARTMENT OF TRANSPORTATION EMERGENCY
MANAGEMENT
MINNESOTA DEPARTMENT OF TRANSPORTATION OFFICE OF
AERONAUTICS
MINNESOTA FUNERAL DIRECTORS ASSOCIATION
MINNESOTA NATIONAL GUARD JOINT FORCES HEADQUARTERS
MINNESOTA STATE PATROL
MN-1 DMAT
NATIONAL TRANSPORTATION SAFETY BOARD (CHICAGO)
NATIONAL WEATHER SERVICE
NORTH MEMORIAL MEDICAL CENTER
PRIMEFLIGHT AVIATION SERVICES
RAMSEY COUNTY EMERGENCY MANAGEMENT
RICHFIELD DEPARTMENT OF PUBLIC SAFETY
RICHFIELD FIRE DEPARTMENT
SALVATION ARMY
SAINT PAUL EMERGENCY MANAGEMENT
SAINT PAUL FIRE DEPARTMENT

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SAINT PAUL POLICE DEPARTMENT
SCHENKER, INC. (dba GAX GLOBAL)
SCHINDLER ELEVATOR SERVICE COMPANY
SCHWAGER-DAVIS, INC.
SERVICE TEC INTERNATIONAL, INC.
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SIGNATURE FLIGHT SUPPORT
SPACE CENTER AIR CARGO
SUPERIOR FREIGHT SERVICES
SUPERSHUTTLE
THUNDERBIRD AVIATION
TRANSPORTATION SECURITY ADMINISTRATION
TRAVELER'S ASSISTANCE
UNITED PARCEL SERVICE (UPS)
UNITED STATES AIR FORCE RESERVE – 934th AIRLIFT WING
UNITED STATES ARMY NATIONAL GUARD – 55th CIVIL SUPPORT
TEAM
UNITED STATES CUSTOMS AND BORDER PROTECTION
UNITED STATES DEPARTMENT OF AGRICULTURE – WILDLIFE
SERVICES
UNITED STATES FISH & WILDLIFE SERVICE
UNITED STATES NAVY OPERATIONAL SUPPORT CENTER
UNITED STATES POSTAL SERVICE – TWIN CITIES AIRPORT MAIL CENT
WEST METRO MRCC

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Director / Integrated Operations
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Director / Strategic Marketing and Communications
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Assistant Director / Risk/Insurance
Assistant Director / Integrated Operations
Emergency Communications Center Manager
Emergency Manager
Energy Management Center Manager
Field Maintenance Manager / Planning
Trades Manager
Friends and Relatives Center Coordinator
EOC Administrative Coordinators

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