



JAX

**Jacksonville
International
Airport**

Terminal Evacuation Plan November 2024

Annex-7 of the Airport Emergency Plan

Submitted by

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APPROVED
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MDF
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1 Overview of the Terminal Evacuation Plan at Jacksonville International Airport

1.1 Purpose

The purpose of the Terminal Evacuation Plan at the Jacksonville International Airport (JIA) is to clearly identify, for JIA employees, specific actions that must be taken to ensure public and employee safety in the event of a terminal evacuation.

1.2 Point of Contact

All comments and questions relating to this document should be directed to:

Vice President of Operations
Jacksonville International Airport
Jacksonville Aviation Authority
14201 Pecan Park Rd.
Jacksonville, FL 32218
Phone: 904-741-2000

2 General Procedures

2.1 Incident Command (IC) Structure

The airport will establish the National Incident Management System (NIMS) command and control structure during evacuations. Incident Command will vary in size and scope depending on the cause of the evacuation. Incident command will be comprised of leadership from the JIA and officials from external agencies.

The Incident Commander (IC) is the person responsible for all aspects of emergency response to include the development of objectives and priorities, operational management oversight, and the allocation of resources.

NIMS assignments will be structured according to the scale of the emergency.

2.2 Unified Incident Command (UIC) Structure

Unified Incident Command will be established for all evacuations with representation from the following entities:

Jacksonville Aviation Authority Police Department (JAAPD), Transportation Security Administration (TSA), Jacksonville Aviation Authority (JAA) Operations

Department, Jacksonville Fire Rescue Department (JFRD), Jacksonville Sheriff's Office (JSO), and the Federal Bureau of Investigation (FBI).

UIC staffing will be determined based on the scope of the incident. Not all parties listed above may be required to serve in the UIC.

2.3 Airport Operations Control Center (AOCC)

The AOCC is located underneath Concourse A. Depending on the location of the threat, the AOCC staff (Dispatchers and AOCC Specialists) may need to relocate to the Airport Emergency Operations Center (AEOC). Inside of the AEOC is a back-up Dispatcher console and a back-up AOCC Specialist console. If the AOCC is evacuated, communications will be degraded until staff arrive at the AEOC. The AOCC is typically staffed with one Dispatcher and one AOCC Specialist at any given time. It should be recognized that during an event of this magnitude, the AOCC will quickly become overwhelmed with phone calls and coordination efforts between the center and the UIC. Every effort will be made by the staff to answer calls in the order that they are received; however, wait times may be longer than usual. Airline station managers and tenant leadership will be contacted by the AEOC Airline/Tenant Liaison, once on-scene. In the interim, updates regarding the evacuation will be disseminated through Everbridge.

During a Terminal Evacuation, the AOCC will be responsible for the following:

- AOCC Specialist or Dispatcher- Immediately contact the Emergency Preparedness Manager or designee regarding the event so that additional AOCC staff can be contacted to respond, and so that the AEOC can be activated.
- AOCC Specialist- Notify employees, tenants and airline staff of the terminal evacuation by initiating an Everbridge message.
- Dispatcher- When requested by the UIC, make terminal pages advising employees, tenants, airline staff and the public of appropriate evacuation routes and rally points, when applicable.
- AOCC Specialist- Utilize ADP to send evacuation orders over all of the FIDS, BIDS and GIDS.
- AOCC Specialist- Obtain from the Duty Officer the status of the airport (open, closed). Ensure NOTAMs are issued, when appropriate. Coordinate all actions taken regarding the status of the airport with the Air Traffic Control (ATC) Tower
- AOCC Specialist- Initiate notifications, by phone, to those individuals outlined in the Emergency Flip Book under "JIA Terminal Evacuation."
- Dispatcher- Contact the JSO Communications Center and advise the Zone 6 Dispatcher that Critical Responder personnel will need access through the roadblock. These employees have a red cross on their badge.
- Dispatcher and AOCC Specialist- Obtain the location of the UIC and communicate that information to those who need it.

2.4 Airport Emergency Operations Center (AEOC)

The AEOC is in the JAA Administration Building on the third floor. When notified of the terminal evacuation, the Emergency Preparedness Manager (or designee) will activate the AEOC team through phone calls and Everbridge. Depending on the scale of the activation, the entire team or just certain sections of the team will be activated. Examples of what the AEOC will be responsible for include, but are not limited to:

- Communicating with airport stakeholders through conference calls and Situation Reports.
- Updating social media websites with information as it relates to the event.
- Activating the “dark site” for the flyjax.com website.
- Fulfilling order requests placed by the UIC.
- Coordinating with area hotels regarding available rooms for displaced passengers.
- Coordinating with the City of Jacksonville Emergency Preparedness Division for any resource requests that cannot be fulfilled by airport resources.
- The AEOC will remain activated for the duration of the evacuation, unless otherwise demobilized by the AEOC Manager.

Once activated, the AEOC can be contacted by calling the following numbers:

AEOC Manager: 904-741-3879

Logistics Section: 904-741-3870

Finance/Administration Section: 904-741-3965

Planning Section: 904-741-3877

PIO/Social Media: 904-741-3759

Airline Tenant Liaison: 904-741-3865

2.5 Emergency Hotline

For any emergency event, such as a terminal evacuation, the JAA Emergency Hotline will be activated. The number that you must dial to reach the hotline from an external number is: 904-741-2701. If you are dialing from an internal phone, simply dial 2701. This number is accessible year-round; however, the message will only be updated as information related to the event becomes available. When the AEOC is activated, this hotline will be updated periodically so that all employees (essential and non-essential) can receive the most up-to-date information regarding airport closures and when normal operations will resume.

2.6 Situation Reports

During a terminal evacuation, the AEOC will distribute Situation Reports. A Situation Report is a document that is sent via email to those who elect to receive it. The Situation Report will contain up-to-date information regarding the actions being taken as it relates to the response and recovery phases of the evacuation. To start receiving Situation Reports, email: aeoc@flyjacksonville.com. Keep in mind, once enrolled, you will receive Situation Reports for all emergency events (not just terminal evacuations).

2.6.1 Response to a Terminal Evacuation

A terminal evacuation could be the result of many things: a suspicious package, a natural hazard (tornado warning), a structural fire, a security breach or any other threat to employee and personnel safety. The decision to evacuate a portion of, or the entire terminal will be made by the Incident Commander of the JAA Public Safety and Security Department. Once it is determined that the best course of action is to evacuate the terminal, all employees and passengers must immediately evacuate through the nearest suitable exit or as directed by airport officials. TSA staff will immediately discontinue screening at the checkpoint and direct unscreened passengers out of the building. The Jacksonville Aviation Authority Police Department (JAAPD) and authorized representatives from Airport Operations will direct the evacuation and verify that the Terminal has been completely evacuated. Once the Terminal has been completely evacuated, this information should be conveyed to the AOCC for documentation purposes.

The Jacksonville Aviation Authority (JAA) staff will facilitate the process using the following measures:

- Coordinate the posting of available staff at exit doors.
- Direct employees and members of the public to the nearest suitable exits.
- Check for disabled persons and others requiring special assistance.
- Close the doors in rooms after the rooms are completely evacuated, if conditions permit.
- Turn off all escalators and elevators in the affected area.
- Manage /gathering points.
- Coordinate first aid, as necessary.

2.7 Evacuation Duties

2.7.1 Evacuation Routes

The primary exits for each evacuation zone of the airport terminal are identified on maps accompanying this plan. In addition to the main entrances and exits at the front of the terminal, other exits are designated as emergency exits because they are appropriate for emergency egress. The relevant portion of the terminal evacuation map is also posted at various locations throughout the terminal. In those instances when the primary exit is not accessible, employees and the

public should use the nearest available and suitable exit. During an evacuation, employees and the public should always use the stairs unless directed otherwise.

Exit doors must remain closed except when exiting. Do not prop doors open. If a stairwell door is hot or the stairwell is filled with smoke, seek an alternate stairwell or exit.

2.7.2 General & Site-Specific Evacuation Routes

General and site-specific terminal evacuation routes are identified with a sign (see Figure-1 below) with a primary (red) and alternate (blue) routes. However, these routes may be modified by the Incident Commander or designated airport official if the route is deemed unsafe.

Figure-1 (General Evacuation Route)

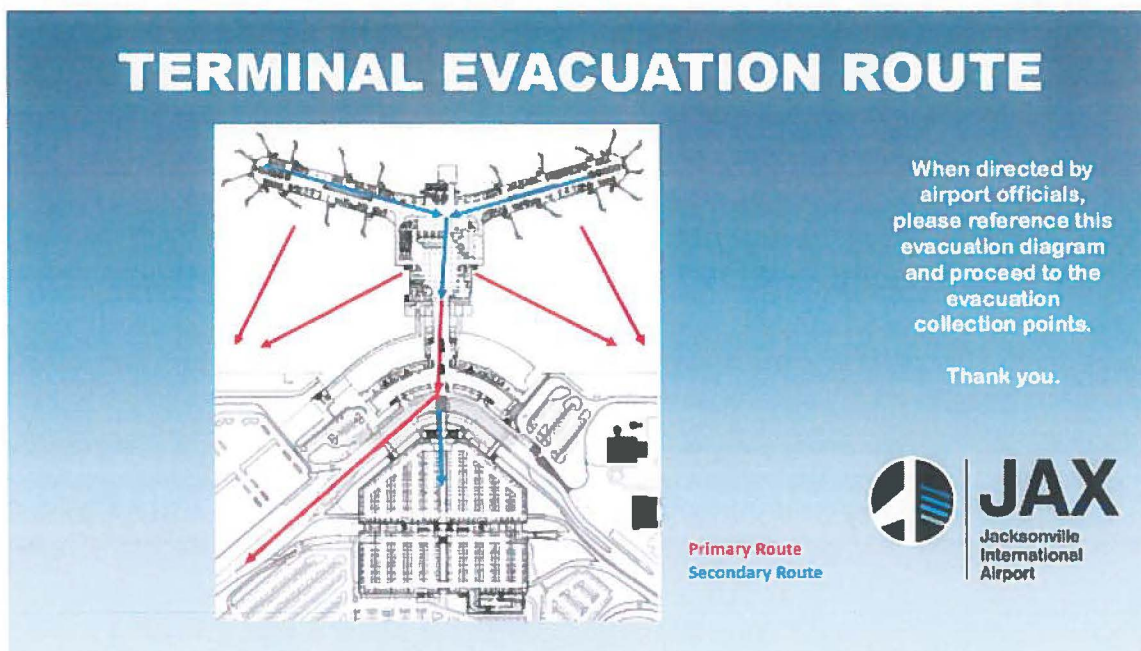
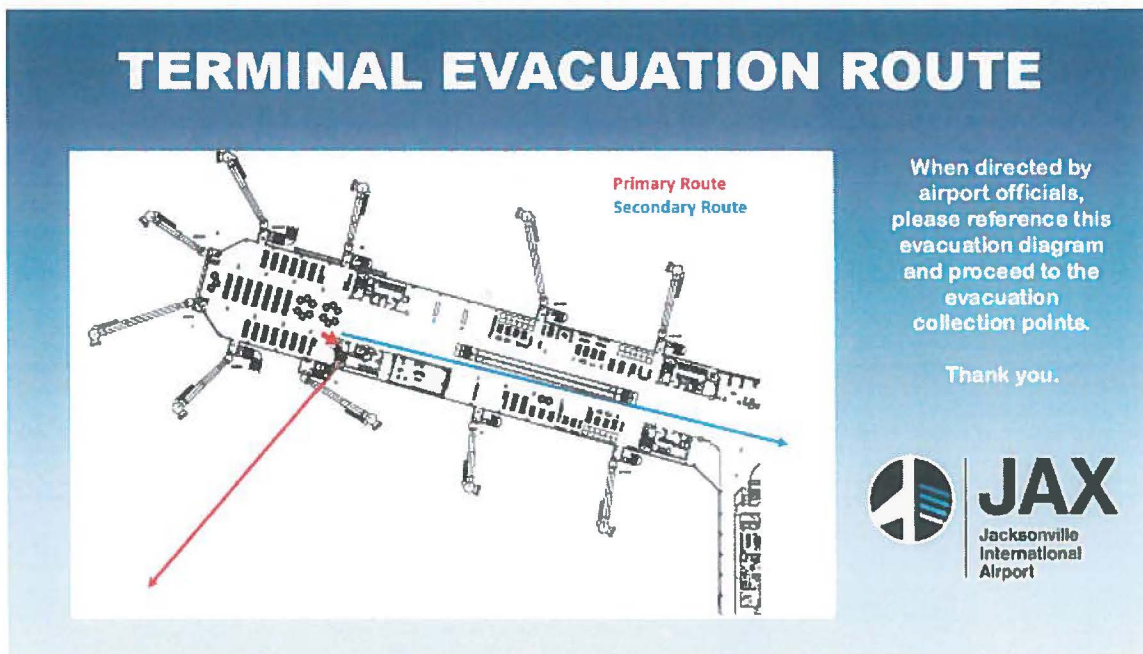


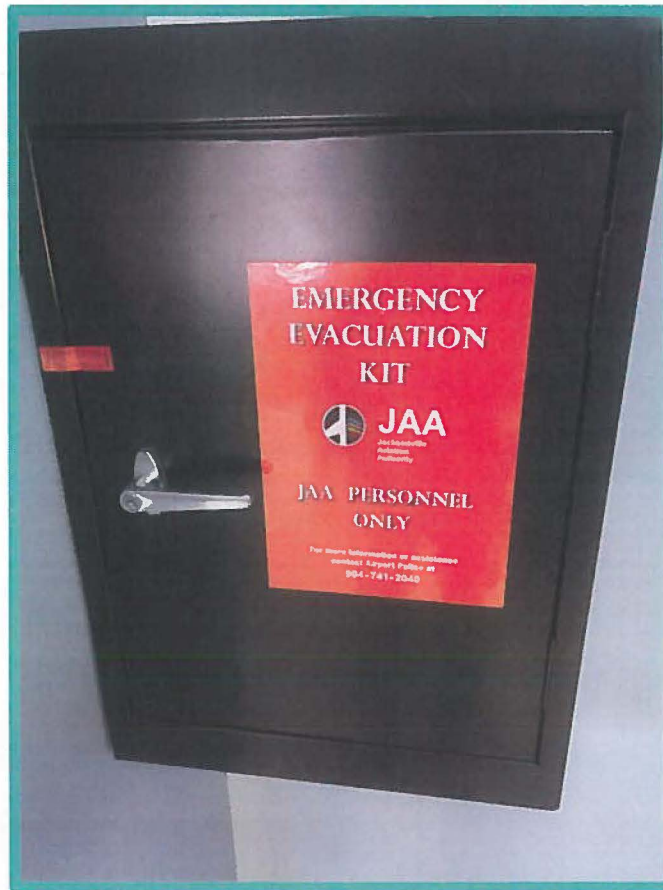
Figure-2 (Site-Specific Evacuation Route)



2.7.3 Ramp-side Evacuations

Depending on the nature of the evacuation and the location of the threat, employees and passengers may evacuate through emergency egress doors and onto the ramp. This would be considered an uncontrolled evacuation, and one that will require the assistance of trained staff. The JAA Facilities Attendants and Building Maintenance staff have been trained to assist in these unique situations.

Located in the emergency stairwells on A and C concourse (A-1, A-2, A-5 C-1, C-2, C-5 and C-6) are Emergency Evacuation Kits.



If employees and passengers start to use the emergency egress doors and access the ramp, any Facilities Attendant working in the area should attempt to assist using their portable radio and the tools available in the Evacuation Box.

1. If it is safe to do so, the JAA representatives in the area should move their work cart to an area out of the way from evacuees and grab their portable radio.
2. The JAA representative should open the Evacuation Box and put on the orange safety vest.
3. The JAA representative should grab the bullhorn and exit onto the ramp where employees and passengers are corralling.
4. The JAA representative should notify the AOCC Specialist, via portable radio, of their location and approximately how many people are in the area.
5. The JAA representative should use the bullhorn to communicate with the employees and passengers. The priority is keeping the evacuees safe and corralled until transportation can be arranged and sent to their location.

2.7.4 Assisting Persons with Disabilities

Individuals with disabilities may or may not self-identify before an emergency. Such disabilities may include arthritis, cardiac condition, chronic back problems, dementia, pregnancy, asthma, learning disability, etc. These people may need additional help during emergency situations. Specific recommendations are as follows:

2.7.4.1 Visually Impaired Persons

In the event of an emergency, inform the person of the nature of the emergency and guide him or her to a safe area.

2.7.4.2 Hearing-Impaired Persons

Look for people who appear not to have heard that an evacuation is in progress. To warn a hearing-impaired individual of an emergency, get his/her attention with a gesture or a light tap on the arm or shoulder. Write a note explaining the nature of the emergency. If time permits, help guide the person to a safe area.

2.7.4.3 Limited English Proficient (LEP)

Limited English proficient (LEP) individuals will require special attention to ensure a totally functional emergency public information system is established. The primary LEP population that uses the Airport speaks Spanish. If there is adequate time prior to an emergency LEP individuals will be assisted with understanding instructions and announcements using a language interpretation phone service.

2.7.4.4 Persons in Wheelchairs

Always consult with the person in the wheelchair regarding:

- The number of people necessary for assistance.
- Ways of being moved from the wheelchair.
- Whether to extend or bend extremities when lifting because of pain, catheter, braces, spasticity, etc.;
- Being carried forward or backward on a flight of stairs.
- The type of assistance necessary after evacuation.

Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke and vapor immediately. Some people who use wheelchairs may have electrical respirators. Give them priority assistance, as their ability to breathe may be seriously in danger.

2.8 Air Carrier Responsibilities

Air carriers are responsible for the following:

- Cease boarding activities. In some instances, disembarking the aircraft may be required either into the terminal or out on the ramp, or the aircraft may need to be relocated away from the terminal, as dictated by the respective evacuation situation. TSA and/or the IC will determine if this is warranted.
- Document aircraft tail number and flight number, time on deck (after landing or prior to take-off) and provide this information to the AOCC.
- Direct passengers to exit the terminal building as orderly and rapidly as practical, and as directed by the JAAPD, TSA, JFRD, Airport Operations or any combination thereof.
- Determine the availability of gates in the event arriving and/or departing aircraft need to enplane or deplane passengers. Arriving aircraft may be directed to other concourses or aprons to deplane, and airlines will re-direct their ground movement accordingly. Airport Operations personnel will assist the air carrier in locating alternate area(s).
- If time and safety permits, prior to leaving the assigned work area, ensure that areas such as loading bridges, boarding areas, bag rooms and Baggage Service Offices are secured.
- Move ground crew personnel and equipment to one of the evacuation staging areas on the AOA as directed by Airport Operations, IC or AOCC. Doing so will allow each airline to handle company aircraft should aircraft remain on the ground prior to departure or after landing while the evacuation is active.
 - Air Cargo or FBO locations are generally ideal locations for on-AOA evacuation sites for airline ground crews.
 - Air Cargo Ramp-3, Kilo Pad, Golf Ramp and FBO ramps are ideal locations to conduct ramp off-loads and transport/shelter.

2.9 Tenant Responsibilities

Concessionaires are responsible for the following:

- Follow internal evacuation procedures.
- Cease concession activities.
- If a cash register is inside of the tenant space, ensure that it is secured.
- If it is safe to do so, secure the leasehold space (lock the door, roll down the gate, etc.).
- Exit the terminal building, as directed by JAAPD and/or Airport Operations personnel.

2.10 Transportation Security Administration Responsibilities

The TSA is responsible for the following:

- Follow internal procedures.
- Secure the checkpoint.

2.11 Federal Inspection Services Evacuation

Due to special processing in the Federal Inspection Services area, those passengers who have not cleared immigration and/ or customs may be removed and isolated on the ramp area by FIS personnel, as conditions permit, until the emergency has been declared over and it is safe to re-enter the building.

Those passengers who have cleared the FIS process will be directed to proceed to the curbside location, as conditions permit, until the emergency has been declared over and it is safe to re-enter the building.

2.12 Checkpoint Breach

In the event of a checkpoint security breach, the TSA will immediately close the checkpoint and notify the Federal Security Director, JAAPD and Airport Operations, and follow their organization's established protocol. Upon receipt of notification of a checkpoint breach, the JAAPD, TSA Management and Airport Operations personnel will meet at an appropriate location and establish UIC. Sterile Area passengers may be evacuated to the Public Area of the airport if the Sterile Area was compromised due to a breach.

3 Recovery Plan

The process of restoring operations following an evacuation is critical to business continuity for the JAA, airlines and tenants. When the terminal can be safely entered post-evacuation will be based on the threat that caused the evacuation and the extent of damage, if any, to the terminal. When the decision is made to re-populate the terminal, this information will be shared via Everbridge and a briefing with the airline/tenant leadership group via conference call.

3.1 Restoring Essential Services

Before passengers are allowed to reenter the terminal, airport staff must be allowed in first so that they can be ready to assist passengers. The re-population of the terminal will be conducted via a phased approach, based on how the UIC determines most efficient. The first group of employees allowed back into the terminal will be those with a valid JAX airport ID that displays a red cross. These persons have been deemed critical to the successful start-up of the terminal, post-evacuation. Persons who have this red cross on their badge include Airport Operations staff, AEOC staff, airline and tenant management. The second group of employees allowed back into the terminal will be airport employees with a valid JAX airport ID badge. Airport and/or airline employees without a JAX airport ID badge may be escorted into the airport by those persons in possession of a JAX airport ID badge; however, Secured Area escort rules will not be compromised.

3.1.1 Sterile Area Integrity Inspection

The Sterile Area will be swept by the JAAPD and TSA to ensure no prohibited items have been left behind which may compromise the integrity of the areas. Once completed, the TSA FSD will approve the restoration of normal services.

3.1.2 Secured Area Integrity Inspection

All portions of the Secured Area will be inspected by JAAPD and TSA to ensure the areas are acceptable and ready for the restoration of operational services.

3.2 Re-Screening After an Evacuation

Air carrier and concession employees, who must be screened, will be given priority and screened first so that they may return to their respective area of operation and be ready to assist passengers, once cleared through the security checkpoint.

The air carriers, assisted by Airport Operations and JAAPD personnel, process passengers by priority in their respective ticket lobbies.

4 Post-Evacuation Hot-Wash

There will be an after-action review (hot wash) with key evacuation participants as soon as practical following the evacuation event for the purpose of improving this Plan.

5 Emergency Management Exercises

Annual emergency management exercises shall be undertaken by Airport Operations to update and familiarize all tenants with the procedures and practices outlined in this Plan. These exercises may be incorporated into other exercises or may take the form of a tabletop exercise or live drill.

Exhibit-1

