

AIRPORT Incident Specific Annex

TO THE CITY OF ROANOKE

EMERGENCY OPERATIONS PLAN

Aircraft Related Disasters and Emergencies
At or Near the Roanoke Regional Airport

This page intentionally left blank

RECORD OF CHANGES

Revision Date: 6/11/07

(Note: summary of revision will be included, along with form to track changes until next revision)

- 3. Roanoke County 23
 - Roanoke County Emergency Communications Center.....23
 - Roanoke County Fire-Rescue Department.....23
 - Roanoke County Police Department.....23
- 4. City of Salem 24
 - Salem Emergency Communications Center.....24
 - Salem Fire-EMS Department.....24
- 5. Support Agencies 25
 - Amateur Radio Operators.....25
 - Roanoke Valley Chapter American Red Cross.....25
 - Salvation Army.....25
 - Roanoke Valley Minister’s Conference.....25
 - Blue Ridge Community Services.....25
- III. Post Accident Procedures..... 26**
- IV. Aircraft Emergency Off Of Airport Property 28**
- V. Other Airport Emergencies.....29**
 - Bomb Incidents.....29
 - Hijacking.....32
 - Sabotage.....33
 - Structural Fires.....33
 - Natural Disasters.....34
 - Radiological or Nuclear Incident.....34
 - Flammable Liquid Spills.....34
 - Civil Disturbance.....34
- VI. Attachments:.....36**
 - Map of Airport Runway Layout
 - Map of Airport Building Locations

FOREWORD

The primary emphasis of this Appendix is on aircraft-related emergencies and disaster operations at Roanoke Regional Airport. The concepts presented with modifications are applicable to other manmade or natural disasters, as the situation may warrant.

Comments and suggestions from users may be addressed to the Coordinator of Emergency Management, Fire-EMS Administration, City of Roanoke, 713 3rd Street, Roanoke, Virginia 24016

HAZARD SPECIFIC APPENDIX 3: AIRCRAFT EMERGENCY RESPONSE

I. GENERAL

A. MISSION

To provide information, procedures and guidelines to be used by responding personnel at the scene of an aircraft related emergency. General guidelines are provided for other emergencies that can occur on airport property such as bomb incidents, hijacking, structural fires, natural disasters, etc.

B. SCOPE

This appendix is flexible enough to utilize for many types of aircraft-related emergencies. These procedures are not intended to cover all situations which might arise, but to serve as a guideline for achieving control of emergency and disaster situations, and to restore such situations to normalcy as rapidly and efficiently as possible.

C. COMMAND AND COORDINATION

This appendix shows work relationships and commits a particular person or group to a specific responsibility. In an emergency, it may be necessary to initially omit or modify procedural steps that are not immediately applicable.

- Airport disasters will be managed using the Incident Command System.
- Incident Command will be assumed by the Roanoke Fire-EMS officer-in-charge until fire suppression and rescue operations are complete.
- Medical care of surviving patients will be directed by Roanoke Fire-EMS.

- The medical examiner will be in charge of processing fatalities.
- The crash site will be considered a crime scene. The Virginia State Police will have investigative authority.
- Airport administration will determine re-opening of airport facilities.
- Upon their arrival, the National Transportation Safety Board (NTSB) will assume full control of the scene. Patient rescue and treatment will remain the responsibility of Roanoke Fire-EMS.

D. EMERGENCY OPERATIONS SUCCESSION LIST

Lines of succession for emergency operations occurring at Roanoke Regional Airport are outlined below.

Roanoke Fire-EMS

1. Fire-EMS Chief
2. Deputy Chief
3. Assistant Chief
4. Battalion Chief of Airport Operations - Battalion 4
5. Battalion Chief, Battalion 2 or 1
6. Captain or Officer on Scene

Roanoke Emergency Management

1. Coordinator of Emergency Management
2. Deputy Coordinator of Emergency Management

Crowd/Traffic Control and Site Security

1. Patrol Bureau Captain, Roanoke City Police
2. Shift Lieutenant, Roanoke City Police
3. Zone Supervisor, Roanoke City Police

Airport Administration

1. Executive Director
2. Department Director of Operations
3. Operations Manager
4. Airport Security

Within each department or agency, a line of succession will be clearly established to eliminate confusion in an emergency. However, in all emergency situations, the first person at the scene is in control and remains in control unless properly relieved by a higher ranking individual.

E. SITUATIONS AND ASSUMPTIONS

1. It is the responsibility of City of Roanoke government to protect life and property from the effects of any emergency/disaster situation within its boundaries.
2. Roanoke Regional Airport is located on 935 acres between Aviation/Thirlane Roads and Peters Creek/Hershberger Roads in northwest Roanoke City.
3. The possibility exists that an aircraft accident could occur in our area. Aircraft accidents may become mass casualty incidents, requiring a coordinated response by public safety and other agencies. Response guidelines serve to minimize confusion and enhance effectiveness.
4. The duties and responsibilities of each department or agency are outlined herein and are used to respond to on-field aircraft emergencies, off-field aircraft emergencies, effect fire and damage control, provide care for injured passengers and needed services for uninjured passengers.
5. This plan is established with the following priorities in mind:
 - a. RESCUE of all living victims.
 - b. Sorting of victims (triage) and administering first aid/emergency medical care.
 - c. Removal of fatalities if further damage is likely.
 - d. Rescue of all animals and livestock.
 - e. Minimize damage to aircraft and contents, i.e., U. S. mail, cargo, and other personal property.
 - f. Re-open airport runways as quickly as possible minimizing effects on airlines and planned travel of passengers.
6. Aircraft accidents may occur off of airport property. The City of Roanoke and surrounding jurisdictions must be prepared for this occurrence. Aircraft Rescue and Fire Fighting (ARFF) equipment may respond to off-airport crashes with permission of airport operations. However, the required index level of apparatus and personnel will be maintained in order to keep the airport open.
7. Surrounding jurisdictions will have primary responsibility for aircraft accidents occurring in their locality. Mutual aid will be provided by City of Roanoke as requested, and in accordance with established mutual aid agreements.

8. Military aircraft landing at or around the airport may have ordinance which will necessitate special precautions.
9. Staffing at Roanoke Fire-EMS Station #10, located at the Roanoke Regional Airport, normally includes nine (9) ARFF Firefighter / Emergency Medical Technicians and one Battalion Chief. Coverage is provided 24 hours per day, seven days per week. Minimum staffing on duty at any time will be two (2) ARFF employees.
10. There are three major medical facilities and one Veterans' Administration Medical Center serving the Roanoke Area. Contact information for these facilities is contained in the Resource and Telephone Directory
11. Roanoke Regional Airport maintains its own police security with thirteen full-time members and one temporary member. Two security officers are on duty seven days a week, 24 hours a day. The security office is located on the second floor east.
12. This plan is complemented by the Roanoke Regional Airport's Airport Emergency Plan which details specific activities and responsibilities of the Airport staff and airline companies. The Airport Emergency Plan is maintained by the Airport's Director of Operations and Maintenance.

F. MEDIA RELATIONS AND PRESS RELEASES: In order to accommodate the press, Roanoke Regional Airport has designated the Second Floor West End Training Room of the Airport Terminal Building as the official press room. The Airport will coordinate all press releases and related activities through this facility. Likewise, all members of the press should be instructed to meet in the designated facility for briefings by public information officers from the following agencies.

- Roanoke Regional Airport management staff
- Air Carrier
- Federal Aviation Administration, National Transportation Safety Board, and other governmental agencies
- All responding agencies (Virginia State Police, Roanoke City Fire-EMS, Roanoke City Emergency Management, Roanoke City Police, and any other responding mutual aid).
- All other applicable involved agencies

Every effort will be made to accommodate the press. Once all victims are removed from the site and safety permits, press may be taken by bus to

the disaster site for photographs under controlled conditions. They will not be allowed to exit the bus. This will be done only with the permission of the Incident Commander.

- . Failure of the press to comply with requests of airport officials, Roanoke City Police Department, Virginia State Police, Emergency Management officials, will result in removal from the site and possible arrest.
- G. OPERATIONS BRIEFINGS:** In an event requiring extended operations, daily briefings will be held by the incident commander or designee to inform emergency workers as to the scope of daily operations for each department/agency.
- H. MAPS:** The following maps are attached to the end of this plan to facilitate response to aircraft and other emergencies:
 - Airport Layout
 - Location of Buildings
- I. RESOURCE AND TELEPHONE DIRECTORY:** See separately published Resource and Telephone Directory for list of emergency numbers.
- J. MUTUAL AID:** Roanoke Regional Airport is located within the environs of the City of Roanoke and will receive support from all City departments. In addition, mutual aid assistance will be provided as follows:
 - Roanoke County Fire and Rescue
 - City of Salem Fire and Rescue
 - Town of Vinton Fire and Rescue
 - State Police
 - Other surrounding jurisdictions
- K. AIRPORT TENANTS:** An up-to-date list of all airport tenants to include General Aviation Aircraft is available in the Airport Operations Office.
- L. CRITIQUE:** As soon as possible following an aircraft emergency, airport operations, Roanoke Fire-EMS, Roanoke Police Department, Roanoke Emergency Communications Center and Roanoke Emergency Management shall conduct a critique to review the response and recommend appropriate changes to this appendix.
- M. CRISIS COUNSELING:** will be offered for all emergency responders following exposure to a crash site. Critical Incident Stress Management will be offered immediately following exposure and professional counseling will be provided as deemed necessary.

- N. TRAINING AND EXERCISES:** Training is essential for responding effectively to emergencies. Training will be held for on and off-site personnel on a regular basis. Departments and agencies will ensure that personnel are familiar with operating plans and procedures. All departments and agencies with responsibilities associated with airport emergencies will participate in training programs and exercises. Planning sessions, tabletop and/or full-scale exercises will be held at least annually.

- O. PLAN MAINTENANCE:** The Airport Emergency Response Appendix will be reviewed at least annually and revisions will be made as appropriate. All departments/agencies with responsibilities under this appendix will provide changes/information to the City of Roanoke Coordinator of Emergency Management who will update and distribute accordingly.

II. RESPONSE TO AIRCRAFT EMERGENCIES

A. DECLARATION OF AIRCRAFT EMERGENCY

1. An aircraft emergency is normally declared by:

- The pilot of the involved aircraft
- Air Traffic Controller
- The aircraft owner or operator
- The Airport Executive Director or designee

When FAA or Tower personnel receive notification of an in-flight emergency by the pilot, tower personnel will immediately activate Alert I, II or III. This, in turn, will initiate the response of additional departments/agencies with responsibilities at emergency scenes.

Based on information received from the Tower, Roanoke City Communications Center personnel will transmit all pertinent information regarding the aircraft emergency to all responding fire, emergency medical and police agencies.

2. Alert Descriptions:

The following signals will be used in conjunction with airport alerts:

Alert I: Aircraft approaching airport in minor difficulty. ARFF emergency equipment/crews respond to runway and wait for further instructions. Other responders report to Fire Station #10 on Aviation Dr. and await instructions.

Alert II: Aircraft approaching airport in major difficulty. ARFF equipment will respond to runway as assigned for emergency use to await development of potential emergency. Other responders report to Station #10 and await instructions.

Alert III: Aircraft is involved in an accident on or near the airport. If aircraft is involved in an accident **on airport property**, ARFF equipment will respond immediately to the scene. Other responders report to designated staging areas and await instructions. If aircraft is involved in an accident **near airport property**, Fire/EMS equipment should respond immediately to the scene. Other responders report to designated staging area and await instructions. ARFF equipment may respond to off airport crashes if the index criteria is met.

B. GENERAL RESPONSE GUIDELINES: ALL FIRE -EMS AGENCIES

Upon receiving an Airport Alert or being dispatched:

1. ARFF personnel will immediately respond and Fire-EMS officer in charge will establish radio contact with the Tower for proper clearance and general information concerning the aircraft or situation.
2. Depending upon which runway will be used to handle the emergency, ARFF vehicles will stage at predetermined positions.
3. Responding Fire and EMS units will report to designated staging areas. Units assigned to stage at Roanoke Fire Station #10 will be backed into position for response in either direction:

Fire	South side of front pool
EMS	North side of front pool
4. Units will not block fire station doors.
5. Overflow parking of emergency vehicles will be in Aviation Drive in front of Roanoke Fire Station #10. Units will park in the lane closest to the curb, keeping other lane open for traffic. Additional overflow parking will be across the street at Averitt Express Trucking.
6. Each responding Fire-EMS unit will acknowledge communications. No more arrival signals will be given except for the status report from first arriving units for the purpose of keeping the channel clear for emergency transmissions.
7. All Fire and EMS apparatus will respond by way of Fire-EMS Station #10 when emergency is on airport property; otherwise, report directly to the scene. Units will stage per General Response Guideline #3 above, and will await further instructions.

C. SPECIFIC RESPONSE GUIDELINES BY DEPARTMENT OR AGENCY:

AIR TRAFFIC CONTROL TOWER

I. Upon determination that an emergency exists, the Tower will notify the following:

- A. City of Roanoke Emergency Communications Center
 - 1. Ring down line
 - 2. 9-1-1 (If emergency ring down line does not work)
- B. Airport Supervisor on Duty via Telephone Monitor Speaker

"THIS IS THE CONTROL TOWER. I HAVE AN ALERT (I, II OR III)"

Control Tower will provide the following information as soon as possible:

- Aircraft identification, including type of aircraft
- Nature of emergency
- Number of minutes to arrival if in air
- Location of aircraft if on ground
- Number of souls on board (passengers, crew)
- Quantity of fuel on board
- Presence of hazardous cargo or explosives
- Any additional pertinent information as available.

II. If crash occurs after an Alert I or II has been given, Tower will ring down Fire-EMS thru the communication center to indicate change to Alert III and give location if possible.

CITY OF ROANOKE

I. ROANOKE EMERGENCY COMMUNICATIONS CENTER

Upon receipt of an Alert I, II or III:

1. The Designated Communications Officer(s) will:

- A. Dispatch appropriate Fire-EMS units based on CAD recommendations:
- B. On Alert III, notify Carilion Medical Control indicating number of potential patients. Do not use term "Alert III" when communicating with Carilion Medical Control, use plain English.
- C. Dispatch a police officer to the following locations (**ALERT III only**):
 - Intersection of Aviation Drive and Thirlane Road.
 - Intersection of Airport and Municipal Road
 - Hershberger Road and Exit Ramp from Aviation Drive
 - Hershberger Road and Exit Ramp I-581
- D. Dispatch police to following locations if 15 or more patients to be transported:
 - Franklin and Wonju if between 07:00 and 22:00 hours.
 - Jefferson Street and McClanahan Street if between 07:00 and 22:00 hours.
 - Elm Avenue and I-581 Exit during peak traffic hours or as needed.
 - Elm at entrance to Community Hospital.

2. **Communications Supervisor** or designated communications officer(s) will notify:

- Roanoke County Emergency Communications Center (Alert I, II, and III).
- City of Salem Communications Center to request assistance. (**Alert III only**) No assistance requested on Alert I or II.
- Roanoke's Coordinator of Emergency Management (Alert I, II, III)
- Airport Security (Alert I, II, III)
- On-Duty Police Watch Commander (Alert I, II, III)
- State Police (Alert I, II, III)
- Medical Examiner (**Alert III only**)
- Others as requested by Incident Command or Emergency Management

3. Dispatch additional units/personnel as directed by incident commander.

4. On **ALERT III**, simulcast that an ALERT III is in process at Roanoke Regional Airport (or other site) with information as directed by command post.
5. General Information
 - A. Communications will get acknowledgment from each responding company. *No arrival signals will be given except for the status report from first arriving units for the purpose of keeping the channel clear for emergency transmissions.*
 - B. As soon as Tower (and/or ARFF Captain) gives details regarding plane status, the incident commander should transmit the information responding units.
 - C. Subsequent to the receipt of an airport alert signal, the Fire-EMS officer in charge of emergency is the only person authorized to turn back equipment.

II. ROANOKE FIRE-EMS

Upon being dispatched to an airport alert:

1. Roanoke Fire-EMS apparatus and personnel will respond as dispatched. Units will proceed to Roanoke Fire-EMS Station #10 and stage per the General Response Guidelines.
2. Incident command will be assumed by the highest ranking Roanoke Fire-EMS Officer or designee at the rear of Fire Station #10. Command post will be identified by signage. Command post will consist of EMS Captain, Airport Security or Airport Operations Representative. Once Coordinator of Emergency Management and Fire-EMS command staff arrive on the scene, they will report to the command post.

A triage/extrication officer will be assigned. This team, consisting of the triage officer, one ambulance, one squad and one engine will respond to the crash scene, perform an incident size-up and give report to the medical sector.

- A. **COMMAND POST:** The command post will remain at Roanoke Fire Station #10. Operations Sector will establish a forward post closer to the crash site.
- B. **STAGING:** A minimum of three Staging Officers will be assigned by Incident Command. Staging officers will remain at Fire-EMS Station #10 and perform the following functions:
 1. Wear a staging vest for recognition.
 2. Maintain list of all responding units upon their arrival at Fire Station #10 and determine line of succession for all mutual aid responses.
 3. Use the Accountability Passport to track the location of units and people that are dispatched from the command post.
 4. Ensure appropriate staging of fire and emergency medical vehicles per the General Response Guidelines listed above.
 5. Ensure that all personnel in staging mode remain with apparatus at all times for immediate response
 6. Notify Command at the arrival of city and state police and all other incoming agencies pertinent to the incident.

7. Ensure that all vehicles responding to the active controlled area of the airport complex from the staging area are escorted by airport security or other designated airport representative with proper clearance from the tower.
8. The parking lot for the old airport terminal will serve as a secondary staging area in the event of a large crash, and at the discretion of the Incident Commander.
9. All incoming agencies must be screened at staging for clearance to enter the scene.

C. GENERAL INFORMATION

1. The Roanoke Fire-EMS officer-in-charge will be in command of all responding Fire-EMS units.
2. The Roanoke Fire-EMS officer in charge will be the only one authorized to turn back equipment subsequent to receipt of an airport signal.
3. Fire-EMS personnel shall be responsible for rescuing passengers and crew from aircraft, protecting exposures, extinguishing fires and installing safety measures at the scene.
4. Fire-EMS personnel will assist in the tasks of the Federal Aviation Administration, the National Transportation Safety Board and the airline involved, as deemed appropriate and necessary by officer-in-charge.

III. ROANOKE POLICE DEPARTMENT

Upon being dispatched to an airport alert:

1. POLICE COMMANDER is the first Roanoke Police Supervisor arriving at the scene, unless relieved by the highest ranking police officer on duty at the time of the incident. This Commander will oversee the operations of the Roanoke Police Department as they:
 - A Expedite the flow of emergency traffic and prevent congestion.
 - B. Ensure proper crowd control.
 - C. Ensure that participants screened through the designated Staging Area are permitted into the crash site area.
 - D. Direct unassigned participants to the Staging Area for assignment.

- E. Prohibit all unauthorized personnel from entering any established perimeter.
 - F. Escort and/or transport emergency workers as needed.
 - G. Man assigned post until relieved, maintaining firm and courteous contact with emergency workers, the media and the public.
 - H. Ensure law enforcement personnel are relieved for personal welfare needs.
 - I. Ensure all law enforcement personnel (and support units) exposed to crash site are offered mental health counseling as outlined in this appendix.
2. CROWD CONTROL - If necessary for crowd control and site security for extended periods of time, assistance from other agencies may be requested and utilized under the direction of the Roanoke City Police Department. These agencies include:
- A. Roanoke City Sheriff's Department
 - B. State Police
 - C. National Guard (Requested through Coordinator of Emergency Management)
 - D. Supervision for use of armed forces to suppress disorder remains with the civil authority.
3. RESPONSE
- A. All law enforcement vehicles parking at Roanoke Fire Station #10 must park in the side parking lot, or in the grassy areas at front. Vehicles will not block fire station doors.
 - B. Signal 411: The Zone Sergeant will be dispatched to the Airport. A district unit will be dispatched to Aviation Drive and Municipal Road and will get in position to set up a road block. The sergeant will advise if the unit should set up the road block. The sergeant will ascertain the need for additional units and will advise the control Center. Additional units, if needed, will be assigned to the locations listed below.
 - C. Alert III
 - 1. Command officer will report to Command Post

2. Zone Sergeant will be dispatched to the Airport and units will be dispatched to the check point locations to set up road blocks as indicated in Section 4 below.

4. INTERSECTION CONTROL

- A. Aviation Drive and Thirlane Road
Control traffic entering Airport. Turn unauthorized vehicles onto Thirlane Road.
- B. Airport and Municipal Road. Control traffic entering airport.
- C. Hershberger Road and Exit Ramp from Aviation Drive
Control traffic on Hershberger Road to assist emergency vehicles out of Airport.
- D. Hershberger Road and Exit Ramp 581
Control traffic and assist emergency vehicles onto Hershberger Road going to Airport.

5. HOSPITAL CHECK POINTS - One officer will be dispatched to each of the following locations when there are 15 or more people to be taken to the hospital as follows:

- A. Franklin and Wonju between 07:00 hours and 22:00 hours to assist ambulances going to Roanoke Memorial Hospital.
- B. Jefferson Street and McClanahan Street between 07:00 hours and 22:00 hours to assist ambulances going to Roanoke Memorial Hospital.
- C. Elm Avenue at 581 Exit blocking westbound traffic on Elm. During the peak traffic hours or as needed. This officer will call dispatcher for additional assistance as needed.
- D. Elm at entrance to Community Hospital Emergency Room to block eastbound traffic.

6 IDENTIFICATION FOR ADMISSION

- A. During an Alert III, Police will restrict access to Roanoke Fire Station #10 to agencies and officials having responsibilities under this appendix. All others must receive approval from Incident Commander or Coordinator of Emergency Management. The public, including family members of

potential victims, will have no access to Roanoke Fire Station #10 during an Alert III.

- B. Police will direct the press to go directly to 2nd floor West End Training Room, Airport Terminal Building.
- C. Family members of potential victims will be directed to (TBA)

IV. ROANOKE EMERGENCY MANAGEMENT

Upon being notified of an airport alert, The Coordinator of Emergency Management or designee will:

1. Respond to the Command Post (Alert II or III)
2. Make – or direct communications to make - the following notifications:

Alert II:

- City of Roanoke Director of Emergency Management (City Manager)
- City of Roanoke Public Information officer
- City of Roanoke Environmental Administrator

Alert III:

- All notifications for Alert II
 - State EOC
 - City of Roanoke Director of Public Works (barricades and heavy equipment)
 - American Red Cross
 - Health Department
 - Any other support agencies deemed necessary.
3. Secure needed resources as requested by the Incident Commander
 4. Request a declaration of local emergency if warranted.

ROANOKE COUNTY

A. ROANOKE COUNTY EMERGENCY COMMUNICATIONS CENTER

Upon receipt of an Airport Alert, Dispatch the following:

1. One engine, one ambulance, one squad, one Battalion Chief, One EMS Lieutenant.
2. **ALERT III only** - Police Officer to be dispatched to these locations:
 - A. Airport Road and Dent Road
 - B. Thirlane and Peters Creek Roads
 - C. Other locations as requested
3. Staff Duty Officer
4. Other units, personnel or resources as requested and available.

B. ROANOKE COUNTY FIRE RESCUE DEPARTMENT

Upon being dispatched to an airport alert:

Respond as dispatched. Roanoke County apparatus will stage at the Intersection of Valleypoint Parkway and Peter's Creek Road, unless instructed otherwise. Roanoke County Battalion Chief and EMS Lieutenant will respond to City Station #10

C. ROANOKE COUNTY POLICE DEPARTMENT

Upon being dispatched to an airport alert:

Respond to dispatched locations and secure those intersections. Roanoke County Police are dispatched only on Alert III.

CITY OF SALEM

A. SALEM EMERGENCY COMMUNICATIONS CENTER

Upon notification of an airport alert, dispatch units as indicated below:

1. Alert III
 - One engine
 - One ambulance
2. Additional units as requested and available.

B. SALEM FIRE - EMS

Upon being dispatched to an airport alert:

Respond as dispatched. All Salem Fire-EMS units will stage at Roanoke Fire Station #10 per the General Response Guidelines, unless instructed otherwise.

SUPPORT AGENCIES

Support agencies will respond as requested by Coordinator of Emergency Management or Incident Commander.

- A. **AMATEUR RADIO OPERATORS** will provide if requested:
1. Auxiliary communications will be provided between the disaster site and support sites such as primary and secondary staging areas, Red Cross center, temporary morgue and other sites as designated by the Coordinator of Emergency Management.
 2. Amateur radio personnel will report to Fire Station #10 staging officers. The staging officers will contact the Coordinator of Emergency Management for further instructions.
- B. **ROANOKE VALLEY CHAPTER AMERICAN RED CROSS** will provide:
1. Canteen services for emergency workers/family;
 2. Registration at staging areas of emergency workers;
 3. Lodging - short term for families and emergency workers;
 4. Supplemental mental health;
 5. Assist staging officers as requested
 6. Other duties as assigned by the Coordinator of Emergency Management
- C. **SALVATION ARMY** will provide:
1. Canteen services for emergency workers/family;
 2. On-site feeding;
 3. Clergy (Protestant); and,
 4. Other duties as assigned by the Coordinator of Emergency Management
- D. **ROANOKE VALLEY MINISTER'S CONFERENCE** will provide Clergy to assist victims and family members
- E. **BLUE RIDGE COMMUNITY SERVICES** will provide mental health workers.

III. POST ACCIDENT PROCEDURES

1. After fire suppression and survivor rescue have been completed, the following procedures should be observed:
 - A. Ensure that all ignition sources and fuel spills are neutralized.
 - B. Place appropriate police/security forces around the area.
 - C. Do not move ANYTHING (except persons to hospitals) without explicit approval and instructions from the Senior Fire-EMS Officer-in-Charge and/or the on-site National Transportation Safety Board representative.
 - D. (Airport Commission Actions) Open up unaffected runways as soon as possible.
 - E. Re-supply fire fighting supplies and other supplies as necessary.
 - F. Check all rescue personnel for injury. Those having fuel spilled on them should wash down with strong soap to prevent skin irritation.
 - G. If hazardous cargo is present, handle in accordance with approved procedures.
 - H. (Airport Commission Actions) Ensure that the following agencies have been notified:
 1. National Transportation Safety Board
 2. Postal Inspector
 3. Environmental Agencies
2. Removal of Wreckage (Airport Commission Actions)
 - A. Do not remove wreckage without clearance from NTSB, FAA, FBI and the aircraft owner. However, if aircraft or parts must be moved prior to completion of full investigation (because they represent a hazard to life or property), a record will be made of the locations of all parts, and care exercised to preserve any evidence that might help determine the cause of the accident.
 - B. **THE OWNER OR OPERATOR OF AN AIRCRAFT SHALL BE RESPONSIBLE FOR THE PROMPT REMOVAL AND DISPOSAL OF AN AIRCRAFT WRECKED, DISABLED OR OTHERWISE ABANDONED ON THE AIRPORT.** Failure of the operator to comply with this ruling will constitute authority for the Airport Commission to have the aircraft removed at the operator's expense and without liability to the Commission, employees and representatives for damages which may result in the course of such removal.

- C. As soon as practical following an incident, the owner or operator shall be advised that the aircraft must be removed. THE SPEED REQUIRED FOR REMOVAL SHALL DEPEND UPON THE POSITION OF THE DISABLED AIRCRAFT.
- D. The aircraft operator may select whomever he chooses to remove the aircraft providing that this selection will not require excessive time. BECAUSE THE AIRPORT CANNOT TOLERATE A DELAYED OPENING OR AN EXTENDED CLOSING OF ITS MAIN INSTRUMENT OR CROSS-WIND RUNWAY, THE OPERATOR WILL GENERALLY ASSUME THE RESPONSIBILITY FOR REMOVAL OF DISABLED GENERAL AVIATION AIRCRAFT FROM THE FIELD.
- E. See separately published Resource and Telephone Directory for a listing of resources for removal of aircraft.

IV. AIRCRAFT EMERGENCY OFF OF AIRPORT PROPERTY

1. When an aircraft accident occurs beyond the adjacent bordering areas of the airport, dispatch of Roanoke Fire-EMS and airport security emergency units will be dependent upon the distance and access to the accident scene and the ability of fire departments in the vicinity to respond. Other equipment and personnel must be kept at the airport for protection of continuing flight operations.
2. City of Roanoke Communications Center will dispatch engine companies that are located nearest to the accident site and airport foam and dry powder units if needed. An adequate airport response must be maintained; however, all resources would be utilized to enable an ARFF unit to respond to an off-field incident if possible. Roanoke City Police Department patrols will secure the site and control traffic so that emergency equipment will have access to and from the area. Roanoke City Police will assist State Police and other law enforcement agencies as necessary when crash occurs outside of city limits.
3. Response by city units will be dependent upon the territory in which the accident occurs and the number of County units responding.
4. Once the location of the accident site is identified, all responding mutual-aid will operate in accordance with the same procedures as established for on-field emergencies.
5. In the event of an off-field aircraft accident occurring in the vicinity of Roanoke Regional Airport, Airport Fire-EMS Station #10 will respond as directed by the Airport Battalion Chief. The Airport is required to maintain adequate fire protection in order to remain open for air operations. This necessitates having ARFF vehicles on the field, available for emergency response at all times during which flight operations are underway.
6. Off airport incidents will be dispatched by entering Sequence B411 and modifying the address as appropriate. As soon as possible, fire command officer should place ARFF equipment back in service.

V. OTHER AIRPORT EMERGENCIES

1. BOMB INCIDENTS

A. General

1. Whenever there is reason to suspect that an explosive device has been placed aboard an aircraft or in an airport building, the matter must be thoroughly investigated.
2. Bomb incidents including warning, threats or detonations: The placement of an explosive device on a civil aircraft is a federal offense. This includes any statements, remarks, or comments regarding a bomb or an explosive aboard a civil aircraft.

B. Responsibility

1. The FBI has investigative jurisdiction in cases involving airline sabotage, attempted sabotage or bomb threats.
 - a. The affected airline has responsibility for the safety and convenience of passengers.
 - b. Upon notification of a bomb threat to an aircraft at or arriving at the airport, the Fire-EMS Dispatcher will initiate Sequence B411 procedures.
 - c. During the search procedure, AR-1, AR-2 and AR-3 will remain at a safe distance from the involved aircraft as directed by the Fire Officer in Charge.
 - d. The following will be immediately notified for bomb threats involving aircraft:
 - . Fire-EMS Department
 - . Police Department (on-duty shift commander)
 - . Coordinator of Emergency Management
 - . Airport Operations Representative
 - . Executive Director/ Designee
 - . Federal Bureau of Investigation
 - . Private Owner
 - . Federal Aviation Administration

C. Procedures for Taking Bomb Threat Calls

Public Safety and Communications Agencies with responsibilities under this plan should follow their standard procedure for taking a bomb threat call. The following are general guidelines:

1. Keep the caller talking if possible.

2. Notify Co-worker to attempt trace if possible.
3. Attempt to determine:
 - a. Time of detonation
 - b. Location of device
 - c. Type of device
 - d. Why bomb was placed.
 - e. Identity of caller: race, sex, age, accent
 - f. Any background noise: aircraft, music, traffic, etc.

D. Isolation and Evacuation of Aircraft

1. Suspect aircraft, regardless of location on the airport is to be towed or taxied to Taxiway Echo. Taxiway Echo is to be closed while aircraft is at this location.
 - a. Passengers will be off-loaded with carry on luggage and personal possessions and are to proceed to a designated area away from aircraft for a luggage search.
 - b. At the direction of law enforcement personnel only, airline personnel will remove all stored luggage and freight. Air freight to be taken to stowage area away from air side operations area.
 - c. Passengers and luggage escorted to a location directed by police on completion of luggage inspection and held isolated from other passengers.
2. If the aircraft commander elects to evacuate aircraft in other than designated area, appropriate action by tower and airline personnel will be immediately taken to assure safety of all passengers.

E. Bomb Threats Involving Buildings

1. It shall be the responsibility of airport management to make the decision whether or not to evacuate the building and initiate search procedures.
2. Normal search procedures of all areas will be made by airport personnel in general public area. Tenants will search their areas and secure upon completion.

F. Evacuation

1. It is the responsibility of the police department to control evacuation activities.
 - a. The hazard area should be isolated and the area to be evacuated will depend upon:

- (1) Type of material
- (2) Amount of material liberated
- (3) Atmospheric conditions
- (4) Adjust evacuation area according to wind changes and observed effects on population

b. Until the extent of the hazard can be determined, all persons are to be kept the greatest practical distance away.

G. Bomb Threats involving Aircraft Not in Flight (already on Ground)

1. Aircraft will be towed to Taxiway "Echo" where it will be searched by the owner.
2. Firefighters are not to search aircraft and are to park at least 300 feet away from the nose and be in a "ready" condition once response from fire station occurs.
3. Bomb threats will receive an incident number.

2. HIJACKING

- A. The Federal Bureau of Investigation has complete jurisdiction in cases of attempted or actual hijacking of aircraft.
- B. All units are to be notified to stand by but are not to leave their stations until further instructions are received.
- C. The FBI will notify the control tower when units are to respond and give instructions as to location, etc. All units will be under the direct control of the FBI in case of this nature.
- D. If aircraft is in the air:
 - 1. All Fire-EMS apparatus will remain in the station until further instructions from the Tower.
 - 2. AR-1, AR-2, AR-3, Roanoke City Police and State Police will be notified by Roanoke Emergency Communications Center of all hijacked aircraft potentially arriving at the airport.
 - a. To be alerted and standing by in station until called for by FBI.
 - b. Battalion 4 is to proceed to take position with AR-1, AR-2 and AR-3
 - 3. Executive Director/ Designee's Office will be the Fixed Command Post in the event of a hijacking incident.
 - 4. One police officer will be assigned to the Airport Security Office for coordination with other agencies
 - 5. Control Tower will designate aircraft parking area during hijacking incidents, if possible and in coordination with the FBI.
- E. The Control Tower will:
 - 1. Notify Fire-EMS communications via ring-down line and request fire units to standby for further instructions
 - 2. Notify Executive Director/ Designee
- F. The Executive Director/ Designee will:
 - 1. Notify the airline management
 - 2. Notify the Federal Aviation Administration
- G. The Fire-EMS Communications will:

1. Notify all units to stand by until further instructions are received as to response.
- H. The Police Department On-Duty Watch Commander:
1. Notify Roanoke City Police Department Command staff as deemed appropriate.
- I. All units will assist the FBI as directed.
1. If aircraft is on the ground, emergency units will standby fully manned for direction.
 2. No attempt will be made to stop aircraft or to apprehend hijacker without authorization and direction from the FBI.
 3. Until the FBI is on the scene or in the event of the FBI is not available, the Police Chief will be in full command.
 4. If aircraft is in the air and should land for service or refueling, emergency units will standby fully manned for direction.

IMPORTANT: When aircraft is loaded with passengers and the airline captain is aboard, the FAA and FBI will give full consideration of the pilot-in-command and responsible official for the airlines. Any individual action by law enforcement personnel may endanger lives of passengers and personnel.

3. SABOTAGE

- A. The sabotage of civil aircraft engaged in interstate operation is also a federal offense. Notification and action will be same as indicated for hijacking.
- B. Sabotage of aircraft other than that described above will be handled by local investigating.

4. STRUCTURAL FIRES

- A. While ARFF will respond to any structural fires at airport initially; unless aircraft are involved, it is the responsibility of Roanoke Fire-EMS in confinement of these fires. ARFF is responsible for aircraft and lives and content on board, while structural unit responds to structure fire.
- B. Response to a structural fire per CAD recommendations.
- C. If aircraft is exposed to the fire, emergency units will concentrate efforts toward protecting the aircraft to assume its first priority readiness to respond to aircraft incidents.

- D. Police will keep unauthorized persons clear of the emergency and emergency equipment.
- E. Police are to be dispatched to assist in crowd and traffic control as the emergency warrants.

5. NATURAL DISASTERS

- A. In the event of a natural disaster, Emergency Management will coordinate all emergency agencies including police, fire and EMS.

6. RADIOLOGICAL OR NUCLEAR INCIDENT

- A. In the event of either incident, Emergency Management will coordinate all emergency service agencies including police, fire and EMS. The Haz-Mat team will monitor radiation levels.

7. FLAMMABLE LIQUID SPILLS

- A. In the event of a spill involving refueling trucks, tanker transport, fuel depots, etc. The first ARFF unit will give, if possible, the following information:
 - 1. Type and quantity of material
 - 2. Quantity spilled
 - 3. Rate of spillage
- B. Communications will dispatch Fire-EMS per CAD recommendations.
- C. If the Fire-EMS Hazardous Materials team responds, Communications will notify the City's Environmental Administrator.

8. CIVIL DISTURBANCE/CROWD CONTROL

- A. Civil disturbance or crowd control is necessary to protect the airport facilities and patrons that use the airport against actions of dissent forces and/or individuals engaged in demonstrations or more violent actions.
 - 1. Executive Director/ Designee
 - (a) Notify Roanoke City Communications Center
 - (b) Notify FAA personnel and airport tenants
 - 2. Police
 - (a) The police dispatcher will notify the supervisors-on-duty and dispatch police personnel as instructed by the supervisor.
 - (b) Take control of the civil disturbance operation and determine the means and severity of application of force. If force is used, it must be the minimum necessary to bring about the desired control or dispersal of the group and must be applied impartially and objectively.

- (c) Request assistance from other agencies as required; i.e., State Police, National Guard

3. Fire-EMS

- (a) Fire-EMS will be prepared to assist police as requested by the senior police official..
- (b) Units should stand by to provide medical care as required.

VI. ATTACHMENTS

Maps containing the Airport Layout, and the Location of Airport Buildings are available for participating agencies.