



JAX

**Jacksonville
International
Airport**

Terminal Evacuation Plan April 2022

Annex-7 of the Airport Emergency Plan

Submitted by

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1 Introduction

The Jacksonville International Airport Terminal Evacuation Plan is the response guide used for emergency events that may occur on airport property that result in a planned or unplanned terminal evacuation. The Terminal Evacuation Plan has been prepared by the Airport Emergency Manager, in conjunction with all responding departments and/or agencies as stated in this plan, for use at the Jacksonville International Airport (JAX).

1.1 Point of Contact

All comments and questions relating to this document should be directed to the Senior Director of Operations, Jacksonville International Airport:

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

1.2 Purpose

This plan provides an overview of the actions that will be taken when the JAX terminal must be evacuated because of an emergency event. Examples of triggering events that may cause a terminal evacuation include, but are not limited to active assailant, suspicious device, the presence of smoke/fire or a tornado warning.

1.3 Unplanned Terminal Evacuation

An unplanned terminal evacuation is one that is sporadic and is not pre-planned. This type of evacuation could be the result of a perceived threat by a one or more individuals located inside of the terminal that causes others to panic and follow suit. In an unplanned terminal evacuation, a UIC will be established after-the-fact and managed once those decisionmakers are on scene and begin to manage the event.

During an unplanned evacuation, the following assumptions could/should be made:

- Large numbers of passengers, tenants and employees will seek escape from the immediate danger area by any exit, including ramp doors and doors leading to secure areas, regardless of whether they are “authorized” to enter/exit into these areas.
- There may not be an announcement for an evacuation, due to the immediacy and severity of the incident.
- The Sterile Area, Secured Identification Display Area (SIDA), and possibly airside ramps/tarmac/aprons, may likely be contaminated by unsecured employees, tenants, and passengers.

- Passengers, tenants, and employees may leave bags/personal belongings behind during an unplanned terminal evacuation and should be encouraged not to bring large items with them.

1.4 Planned Terminal Evacuation

A planned terminal evacuation is one that is marked by the establishment of a Unified Incident Command (UIC) structure. This type of evacuation is determined based on the nature of the threat, validity of the threat and expected impacted area(s) based on the location of the threat.

During a planned evacuation, the following assumptions could/should be made:

- A planned evacuation is directed by Airport Police, Jacksonville Fire and Rescue, Airport Operations, or a combination of these agencies through the establishment of a Unified Incident Command (UIC) team.
- A planned evacuation may be for a single work location, multiple locations/sections of the airport, or the entire airport.
- The UIC team must take care to ensure that hazards on one level or floor of the airport are evaluated to determine if the hazard extends to other floors. If so, these floors must also evacuate, and possibly have the HVAC disabled.
- When requested, airport employees, TSA, and others will provide personnel to assist in the evacuation and for perimeter security.
- When directed, airport employees, tenants and passengers will evacuate their locations and proceed to the designated area, unless directed otherwise by JFRD, Airport Police, TSA, or other authority. The evacuees will remain at the assembly area until told otherwise. At no time will airport employees, tenants, or passengers move in or around active air operations.

2 Incident Command Structure (ICS)

2.1 Incident Command (IC)

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 for the evacuation. Incident Command will be comprised of leadership from JAX and those representing outside agencies.

The Incident Commander (IC) is the person responsible for all aspects of the response to the terminal evacuation, 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)

A Unified Incident Command (UIC) team, as stipulated through NIMS, provides a common, unified platform for leading, controlling and managing a terminal evacuation. A UIC team approach is applicable to both planned and unplanned terminal evacuations. The functional areas for the initial UIC team established because of a terminal evacuation are:

- Airport Fire Department (JFRD, Station-16)
- Airport Police Department (JAA Public Safety & Security)
- Airport Operations Division (Operations)

Additional representation from other agencies may be invited to the UIC team, based on the cause (known or suspected) of the terminal evacuation. Other agencies that are asked to participate in the UIC team should be there to manage the incident. Those who have secondary responsibilities or who serve in more of a supportive role to the UIC team should be sent to the Airport Emergency Operations Center (AEOC).

Once a UIC team is established, each IC should identify him/herself both at the UIC Post, as well as over the radio to their respective agency. For those who are employed by the JAA, that information should be communicated over the radio to both the Dispatcher and the AOCC Specialist.

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 a time. It should be recognized that during a terminal evacuation, 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. For those airline station managers, tenant management and airport stakeholders who need information, an Everbridge message will be sent to those who have opted in to receive Terminal Evacuation messages with conference bridge call-in information. More detailed information will be given during this call.

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. The Emergency Preparedness Manager will also send an Everbridge message to the AEOC team for activation.
- **AOCC Specialist-** Notify employees, tenants, and airline staff of the terminal evacuation by initiating an Everbridge message.
- **AOCC Specialist or 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 the Emergency Visual Messaging software to send canned message 6- Terminal Evacuation. Activate this message in all areas of the terminal.
- **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 “Terminal Evacuation at JAX.”
- **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.

3.1 Mass Notification System- Everbridge

Once a terminal evacuation has initiated, and the AOCC Specialist has been made aware of it, he/she will send a mass notification via Everbridge to those employees, tenants and stakeholders who have elected to receive “Terminal Evacuations.” For an unplanned terminal evacuation, the information contained in the Everbridge message will be limited, especially at the onset of the evacuation and until the scene has stabilized. The purpose of the initial Everbridge notification will be to alert recipients of the event, and will include applicable evacuation procedures, if available. For a planned terminal evacuation, the Everbridge message will contain more information, as the UIC team will have time to create the message and establish the appropriate evacuation routes.

As with any type of emergency event at JAX, as more information becomes available, it will be sent through Everbridge.

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

4.1 JAA Employee 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.

4.2 Situation Reports (SITREP)

During a terminal evacuation, the AEOC will distribute Situation Reports (SITREP). A SITREP is a document that is sent via email to those who elect to receive them. The SITREP 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 SITREPS, email: aeoc@flyjacksonville.com.

Please note, once enrolled, you will receive SITREPS for all emergency events (not just terminal evacuations).

5 Response to a Terminal Evacuation

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 over the radio. The official time that the terminal is clear of all employees, passengers and tenants should be recorded by the Dispatcher.

The UIC team will facilitate the evacuation process by:

- Directing those in the terminal to the nearest suitable exits.
- Sending any available staff to the exit doors to assist with evacuation measures.
- 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.

5.1 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.

5.2 General and 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 throughout the Sterile area of the terminal. However, these routes may be modified by the UIC team if the route is deemed unsafe.

Figure-1 (General Evacuation Route)

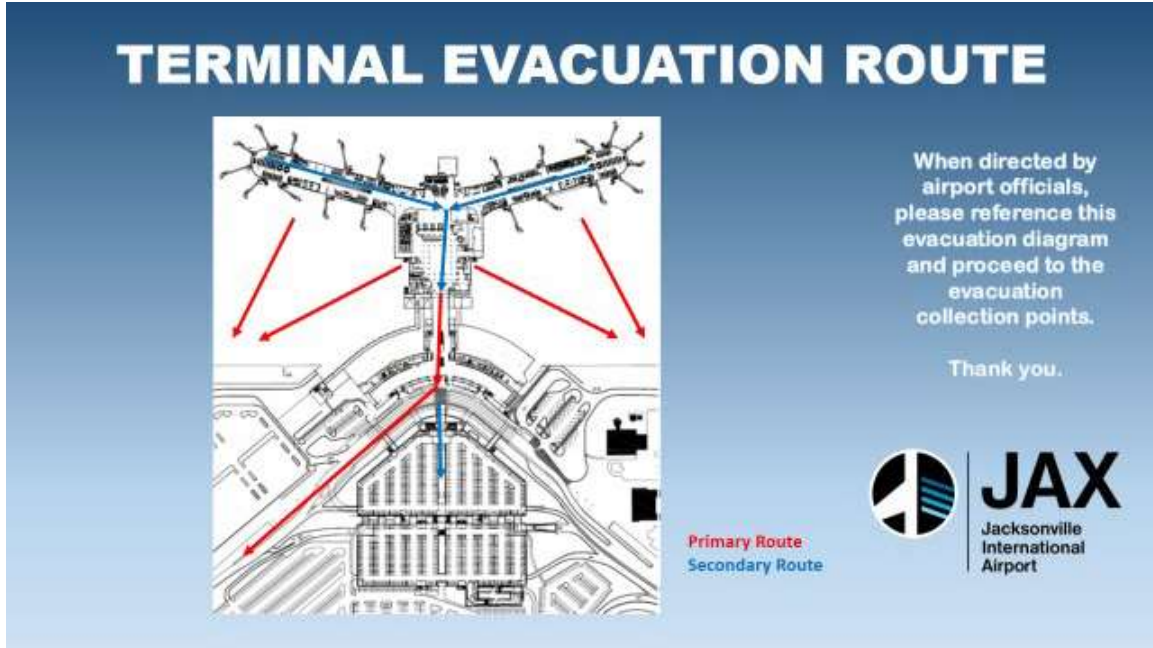
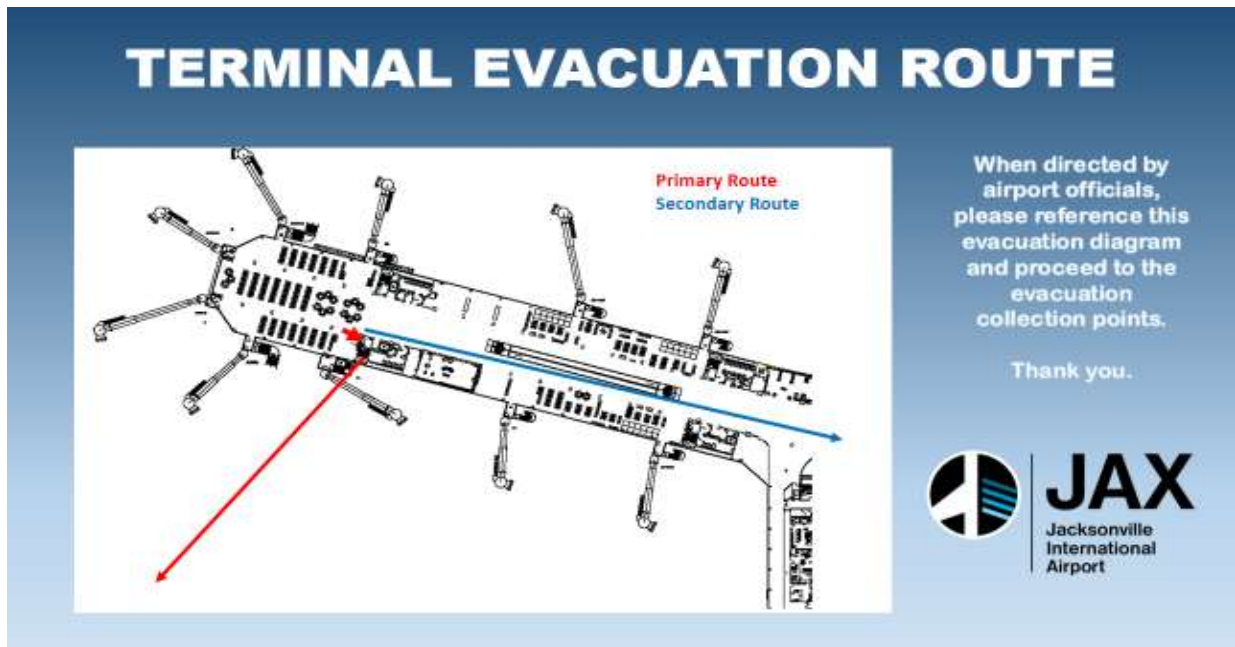


Figure-2 (Site-Specific Evacuation Route)



5.3 Evacuations Onto the Ramp

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 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 Facilities Attendant in the area should move their cart to an area out of the way from evacuees and grab their portable radio.
2. The Facilities Attendant should open the Evacuation Box and put on the orange safety vest.
3. The Facilities Attendant should grab the bullhorn and exit onto the ramp where employees and passengers are corralling.
4. The Facilities Attendant should notify the AOCC Specialist and other Facilities Attendants, via their portable radio, of their location and approximately how many people are in the area.
5. The Facilities Attendant 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.

Continuous education and training must be afforded to the Facilities Attendants to ensure that the staff remains prepared to assist with an evacuation onto the ramp. Therefore, the Emergency Preparedness Manager will facilitate quarterly training with these employees, in coordination with the Facilities Manager and Senior Manager, Landside Facilities.

5.4 Assisting Persons with Disabilities During an Evacuation

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

5.4.1 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.

5.4.2 Hearing-Impaired Persons

Look for persons 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.

5.4.3 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 travels through JAX speaks Spanish. If there is adequate time prior to an evacuation, LEP individuals will be assisted with understanding instructions and announcements using a language interpretation phone service.

5.4.4 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 vapors immediately. Some people who use wheelchairs may have electrical respirators. Give them priority assistance, as their ability to breathe may be seriously in danger.

6 Air Carrier Responsibilities and Terminal Evacuations

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 UIC will determine if this is warranted.
- Document the 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 UIC team.
- 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 redirect their ground movement accordingly. The AOCC Specialist and/or Airside Duty Officer can assist the air carrier in locating alternate area(s).
- If time and safety permits, prior to evacuating 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 the AOCC Specialist and/or Airside Duty Officer. 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, the Kilo Pad, and the FBO ramps are ideal locations to conduct ramp off-loads and transport/shelter.

7 Tenant Responsibilities and Terminal Evacuations

Tenants are responsible for the following:

- Follow the evacuation orders given by the UIC team/airport officials.
- 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 or roll down the gate).
- Enroll in Everbridge and elect to receive Terminal Evacuation notifications. This is the best way for tenants to receive the most up-to-date information regarding the evacuation. Information regarding Employee Parking, as well as repopulation, will also be sent through Everbridge.

8 TSA Responsibilities and Terminal Evacuations

The TSA is responsible for securing the checkpoint, once the UIC team determines that a terminal-wide evacuation is necessary.

8.1 TSA Checkpoint Breach

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

9 Federal Inspection Services Responsibilities and Terminal Evacuations

Due to special processing in the Federal Inspection Services (FIS) 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.

10 Extended Evacuations

10.1 Movement of Employees and Passengers Off-Property

If the UIC team determines that the terminal will be inaccessible for an extended period, arrangements will be made to move employees and passengers (who do not have access to their personal vehicles or who flew in with no way of leaving airport property) from the airport property to an offsite location. This process will require the JAA to enact their contract with a third-party chartered bus service that will provide transportation to/from the airport. It should be noted that it may take some time for the buses to arrive and that passengers may be displaced for some time between the initial evacuation and the time that they are on a bus. In the interim, the UIC team should consider the needs of the evacuees and all accommodations should be discussed to determine the best course of action for all affected.

10.2 Temporary Shelter for Evacuees

The JAA has a Memorandum of Understanding (MOU) with a local college that will temporarily house terminal evacuees until the terminal can be repopulated. Once it is determined that this MOU needs to be enacted, the Emergency Preparedness Manager will be contacted, and the proper steps will be taken. The contracted bus company will be used to move the evacuees from the airport to the college. The contracted bus company will also be charged with transporting the passengers from the college back to the terminal. While at the college, the evacuees will have access to shelter and necessities (such as toilets). For those evacuees who wish to arrange their own transportation from the college to alternate locations, those arrangements can be made.

However, the JAA will only be responsible for the movement of passengers to/from the airport property.

11 Recovery

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 damages, if any, to the terminal. When the decision is made to repopulate the terminal, this information will be shared via Everbridge and a briefing with the airline/tenant leadership group via conference call

11.1 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.

11.2 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.

11.3 The “All Clear”

The “all clear” will be made by the UIC team. For a terminal evacuation, the “all clear” will be called once the cause of the evacuation has not only been determined, but neutralized. The terminal must be rendered safe and ready for employees and passenger to reenter for the “all clear” to be called.

11.4 Airport Emergency Response Icon on Airport Badge

Once the “all clear” has been given by the UIC team, the repopulation of the terminal will commence. The repopulation of the terminal will be completed in a phased approach.

The first group of employees who will be granted access are those deemed critical to the reopening of the terminal, which will include those employees who have a red, emergency response icon printed on their JAX SIDA badge. This icon will be recognized by the JAA Police Department and the JSO at the police checkpoints established during an emergency event. Due to the privileged access that this icon grants, the JAA does limit the number of icons that are distributed to airline and Fixed-Based Operator (FBO) partners. The JAA will issue **two icons, per company**. The JAA will not dictate who the icons should be assigned to; however, the persons chosen should be a key decision-maker of their respective organization. Please note- this icon does not grant badge holders access onto airport property for any other reason during an active event.

There are other groups of employees who may concurrently be granted access through the checkpoints who do not have this icon printed on their badge. All employees who are to be granted access back into the terminal with or without the emergency response icon will be notified via Everbridge.

Once critical employees are granted access back into the terminal, all other employees will be granted access to the terminal by presenting their SIDA badge at the checkpoint. An icon will not be required once the terminal is open to all employees.

11.5 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, will process passengers by priority in their respective ticket lobbies.

The last group of individuals that will be granted access back into the terminal will be the passengers. At this point in the repopulation, the police checkpoints should no longer be active.

11.6 Abandoned Property During an Evacuation

In an unplanned evacuation, there may be instances where passengers and employees leave personal belongings inside of the terminal. The UIC team will discuss the best course of action to ensure that not only are personal belongings secured prior to the terminal being repopulated, but also that a process for employees and passengers to be reunited with their belongings is determined. The AEOC may be called upon during this process to assist with locating safe locations for the reunification process to take place.

12 Training

The Terminal Evacuation Plan will be reviewed annually to update and familiarize airport employees and stakeholders with the procedures and practices outlined in this plan.