PRISM SOLUTIONS

Training Topic:

ERP DRILL– OVERDUE AIRCRAFT

Why your ERP needs a Drill

Drills must be periodically conducted to provide training to staff, to verify the adequacy and accuracy of emergency policies, procedures, and equipment. Familiarizing your company employees with important external emergency organizations is an added benefit.

Drills are intended to prepare employees to effectively respond to real emergencies. In addition, the lessons learned and corrective action stemming from drills will enhance accident prevention and response capabilities, and allow you to gauge the effectiveness of your existing ERP. Your Emergency Response Team will learn how to work in cohesive unison during a dynamic, high pressure situation. Your personnel need the confidence competency yields to successfully evaluate information and options, and make effective decisions based on the information and resources available.

Preparing for the Unannounced Drill

This drill format should be used for one of two purposes: as a culmination of training and previous drills, or to impress upon your operation how difficult emergency response can be. If the unannounced format is used for the former, make sure your organization will benefit. Springing this drill on a flight department will have effect, for better or worse. If used for the latter, be prepared to keep things under control because it's going to be a wild ride. Remember to obtain prior approval for this drill.

Your drill should include:
- An assigned drill observer to note progress and record actions.
- Simulation of the required phone calls with the correct, verified phone numbers.
- Assembling the Emergency Response Team.
- Coordination of support requirements.
- Completion of all actions items with as much realism as practical.
- Complete paperwork details of a fictitious flight, including information about the local area where the accident takes place.

The Drill

In this scenario the individual responsible for operational control is tracking a simulated flight from their home base to a domestic airport (for this drill, Key West International-KEYW). In this drill, use the scheduler/dispatcher (or similar employee) as the individual who has the responsibility of exercising operational control/flight following. Not only will this drill help shed light on the effectiveness of your company's operational control over a flight, but it will also reveal how adequate your overdue aircraft procedures are. Look for the scheduler/dispatcher to use all available resources to accomplish necessary tasks in an expeditious manner.

Set Up
⇒ When will the drill be conducted? Normal business hours, weekend, or evening. Each has its challenges. You may want to run the drill a few different times over several months to observe its effectiveness during night, weekend, and normal business hours.
⇒ Select a facilitator and an observer. It's too difficult to record meaningful observations while running the drill.
⇒ Determine who will have advance knowledge of the drill. Brief them appropriately regarding actions and expectations.
⇒ Create specific details for the flight scenario that apply to your operation. This drill is set up with Key West Airport (KEYW) as the destination, Marathon Key Airport (KMTH) as the alternate with some predetermined information, but should be added to and modified as required. Create a simulated flight plan with simulated weather.
⇒ Simulate the flight scenario as a actual event in the best possible way. Place it in the flight scheduling program or whatever your operation uses with appropriate takeoff and landing times, and make sure to clearly and boldly indicate it is a drill flight event. Make sure all concerned know to treat it just like any actual flight event.
⇒ Establish a single phone number for participants to call simulating calls to external numbers. The must have the correct external number in hand, but will dial the drill number for simulation.

Look for the scheduler/dispatcher to continually maintain a chronological log of each action taken throughout the scenario. This includes who they contacted, and when, and what information has been passed. You will have to decide the appropriate struc-

ture for information exchange for your flight department (i.e. are the Chief Pilot and Aviation Director/ Director of Operations going to participate using their personal cell phones or a single dedicated line for the drill?). No matter how you decide to handle communication, the scheduler/dispatcher must look up the real phone numbers for every contact for validation.

When the land time for the simulated flight approaches, observe the scheduler/ dispatcher's actions as the aircraft exceeds the simulated Estimated Time of Arrival (ETA) The scheduler/dispatcher must discover the aircraft is 15 minutes past the ETA by way of whatever SOP's you have in place. (For this drill we are using 15 minutes as a benchmark for initiating overdue aircraft procedures; your procedures may differ). The scheduler/dispatcher should continue to monitor the flight status and prepare to initiate overdue aircraft procedures.

0 HOUR: It is 15 minutes past the ETA for (Example: YOUR REGISTRATION #) and the overdue aircraft procedures should be initiated, depending on your company SOP's for overdue aircraft.
   ⇒ Action: The scheduler/dispatcher should attempt to reach the crew on their sat-phone and/or cell phones.
   Response: There is no response from the crew.

> The scheduler/dispatcher should consider some possibilities...
> a) Scenario: The aircraft may have diverted or been delayed due to weather.
>   Resolution: Consult the flight plan and find out what alternate airports were filed.
> b) Scenario: They may have been delayed due to a back-up in the ATC system.
>   Resolution: Who is the responsible ATC authority for the destination area? (i.e. Miami Center, etc)
> c) Scenario: The Satphone could be inoperative and/or the cell service intermittent.
>   Resolution: Determine the handler/FBO information and contact them at the destination and alternate airports.
> d) Scenario: The flight arrived late, the FBO was closed.
>   Resolution: Determine the hotel and air traffic control tower contact information.

In order to address the resolutions to these potential scenarios, the scheduler/ dispatcher should begin to collect the following information. This information will be helpful when contacting internal and external resources.
   ⇒ Name of pilot(s):
   ⇒ Name of passenger(s). How many?
   ⇒ Aircraft registration number "N"
   ⇒ Type of aircraft
   ⇒ Color of aircraft
   ⇒ Last known location and time.
   ⇒ Point of takeoff and time.
   ⇒ Destination and ETA.
   ⇒ Details of the flight plan filed with FAA

Double Click here for sample form

⇒ Fuel duration in hours and minutes.

0+05 HOUR: The initial phone search begins. All external calls are made to the drill phone number. Any contacts made are prefaced by stating: *"This is an emergency response drill. My name is ___."*
  ⇒ Action: The scheduler/dispatcher completes a ramp check for (YOUR REGISTRATION #), and searches the hangar and offices for the flight crew.
    Response: No sign of the aircraft or flight crew.
  ⇒ Action: The scheduler/dispatcher asks other members of the company if they know the whereabouts of the overdue aircraft.
    Response: No additional information is attained.
  ⇒ Action: The scheduler/dispatcher contacts upper management (this will depend upon your company SOPs) to ensure a change in the flight plan has not occurred or different destination assigned.
    Response: Management was not aware of any change in the flight plan.
  ⇒ Action: The scheduler/dispatcher contacts the maintenance department to see if the pilot terminated the flight due to aircraft status or malfunction, and the crew did not inform flight operations (i.e. the aircraft never took off and/or is at another location for maintenance).
    Response: The maintenance department verifies there was no known or reported malfunction with the aircraft.

0+15 HOUR: At this point management is aware of the overdue aircraft and the scheduler/dispatcher is continually updating their action log.
  ⇒ Action: The scheduler/dispatcher simulates contacting the handler and/or any FBO's at Key West International.
    Response: If using a handler, he/she states they will investigate and call back. The FBO answers the call, and states there is no sign of the aircraft.
  ⇒ Action: The scheduler/dispatcher contacts the hotel.
    Response: The flight crew has not checked in.
  ⇒ Action: A call from the handler comes in stating the aircraft has not been seen, and mentions the weather "doesn't look good at Key West."
    Response: The scheduler/dispatcher checks the weather of the surrounding area to determine the likelihood of a diversion.
  ⇒ Action: A check of the alternate airport (KMTH– Marathon Key) reveals slightly better weather, and the scheduler/dispatcher contacts the FBO on the field.
    Response: The FBO is closed

0+25 HOUR: It is over 30 minutes past the ETA and your aircraft is considered overdue. (Click here for information about overdue and missing aircraft definitions.) The sense of urgency should be picking up by now, and contact with ATC facilities is necessary. Some responses begin to filter in from various sources.
  ⇒ Action: The DO (or equivalent) calls and verifies no known change in the flight plan has occurred or different destination assigned.
  ⇒ Action: The scheduler/dispatcher contacts the control tower at the home base or

Flight Service Station (FSS) to find out flight information regarding (YOUR REGISTRATION #). (ATC has the authority to issue an Alert Notice (ALNOT) if the aircraft's status falls under those provisions, upon which time FSS will assist. If in doubt about which controlling ATC agency to contact, contact FSS at 1-800-WX-BRIEF.) The scheduler/dispatcher must be prepared to give the information described in "0 HOUR" of this drill.

⇒ Response: ATC/FSS indicates they will call back. Place a simulated call from Miami Center that reveals a diversion to the Marathon Key Airport was executed due to weather and (YOUR REGISTRATION #) the aircraft was handed off from Miami Center to the CTAF for Marathon Key Airport to continue their IFR approach. The crew has not called to close their flight plan, and they are calling to determine if anyone has heard from them.

Simulated Event Result:
The aircraft experienced a tire blow-out on landing and overran the runway into a shallow body of water. Crew and passengers evacuated safely but all communication equipment was damaged. The FBO on the field were both closed. Luckily some local residents heard the sounds of the overrun, and notified the local authorities.

ERP Drill Procedures

Now it's time to activate your ERP and bring members into the fold for ERP drill.

Distribute details for the simulated flight for (YOUR REGISTRATION #) to the appropriate departments just after the scheduler/dispatcher receives Ensure a flight itinerary and detailed manifest with 3 fictional passengers is available in the proper location. Use actual crew names and aircraft. Don't do any preparation whatsoever; this is meant to evaluate a realistic event. Because you are using actual flight crew names, make sure the information stays controlled inside the company!

At the beginning of each phone call, remember to state "This is an emergency response drill. My name is ___. This is not an actual emergency. All events are simulated. All phone calls will be made to (your number) for this simulation."

0+35 HOUR: Place an incoming phone call at the designated time to an appropriate contact inside the company. "This is the Monroe County Sheriff's Office at Marathon Key Airport. There has been an aircraft accident involving an aircraft off the end of the runway and emergency crews have responded at this time. I am calling to see if it's your aircraft"
Don't give your name and number, the receiving person should pull out the initial call sheet and ask for more information. You have no further information at this time. Provide your recall number when asked. Ask for a return call to relay the number of persons on the aircraft when it departed.

⇒ Notification should be initiated immediately. The drill observer must carefully record the ongoing actions. The individual who received the call should contact the designated party in your operation. Accurate details should be passed, and information verified.

0+40 HOUR: A return phone call for verification should be made soon. Provide the same details as in the initial call. This information will be enough for the designated individual to launch the response plan and begin gathering members of your response team. The internal notification process should be in full swing in the next few minutes, and assigned members must begin assembling to coordinate with the response director. Allow another 10 minutes for members of the response team to form.

0+50 HOUR: Place a series of incoming phone calls. Acting as a member of the media calling for information, try to extract details from anyone who will talk. Repeat these media calls periodically, and note how they are handled by the receiver.
⇒ Required notification to the NTSB should be starting now. Each member should be commencing assigned tasks as the response team stands up. In the next 20 minutes records and required paper work should be gathered.
⇒ Look for the senior member of the response team to conduct an internal briefing for employees when appropriate. The rumor mill will be running at high speed, and employees will need accurate information.

1+00 HOUR: All records and paperwork should be assembled. Further details of the accident can now be released: the accident aircraft is a total strike, and acting as a local emergency responder via phone call, explain that survivors are being transported to the hospital. If the local responders have not been passed the manifest information yet, it should be completed now. Simulated outgoing phone calls to the NTSB should be accomplished by this point. Your team must make other simulated phone calls to obtain as much info as possible. When someone does place an outgoing phone call to a specific number (have them look up anything required, like a local hospital, police, etc.), indicate the condition of everyone on the aircraft is unknown.

1+35 HOUR: Place a phone call simulating a call from a local TV station at the airport locale asking for information. Be persistent, a pain in the neck. Observe your team as they make decisions concerning the status of victims.
⇒ Place a simulated call from local police (crash site) notifying that there were four survivors.
⇒ Next of kin (NOK) notification procedures should now begin. These procedures should be defined in your ERP; simulated contact with the notifying agency (your number) is made; instruct the response team regarding your NOK notification actions as the notifying agency.
⇒ It might be a good time for the team to contact both your insurance company and any legal support that is required.
⇒ A media statement should be considered by now. The statement should be pre-drafted, vetted through appropriate company channels, and released by the desig-

nated company spokesperson.

⇒ A decision regarding dispatching someone to the site should be evaluated and the travel details need to be worked out (booking air travel, hotels, rental car, etc.)

⇒ Step back and ensure the drill is under control.

End Drill: At this point your drill has lasted approximately 95 minutes and there should be enough observations to perform an evaluation. Ensure the drill has worked through the point you have designed, then stand everyone down, and begin clean up. Hold a debriefing with involved employees after the drill to prompt analysis of the effectiveness of all aspects of the emergency action plan, and your company's response. Collect all drill paperwork and notes. Request participant feedback, and set a deadline for submission.

Wrapping It Up

There is a great deal to be learned from the drill you just conducted.

⇒ How did the operational control portion of the drill go? Were any significant weaknesses noted?

⇒ Evaluate internal communication. Are all of the appropriate personnel in your company apprised of the events? Did information flow effectively and accurately? Were significant details left out as the response progressed? The details of the accident should be consistent throughout the company.

⇒ Did someone compile a synopsis of the events, and gather all required records pertaining to the upcoming investigation?

⇒ Where are the records being stored pending NTSB requests for acquisition? They must be kept in a secure location with tightly controlled access.

⇒ Was the Go-team ready to be dispatched? Were there significant logistics problems?

⇒ Insurance company involvement should be evaluated, and a comparison of expectations to actualities accomplished.

⇒ Was the Next of Kin notification carried out satisfactorily? Was it handled with the required sensitivity?

⇒ How did the mechanics of your response plan work? Flaws should be detected and repaired.

⇒ How did the response team perform? Target training in the areas needed.

⇒ Are the employed external resources meeting expectations?

⇒ How did company employees respond? Perhaps a general briefing describing aviation accidents is in order.

Analyze company performance, and create a summary report for documentation. Drill effectiveness is measured by the weak areas that are revealed and the timeliness of the procedures carried out. Brief appropriate leadership, and define the actions and resources required for continuous improvement of the Emergency Response Program. Set goals for the next ERP drill based on lessons learned from this drill.

Overdue and Missing Aircraft Definitions

"Overdue": An aircraft is considered "Overdue" when the aircraft fails to arrive within 30 minutes past the estimated time of arrival (ETA) , or when an aircraft operating on an FAA (VFR) Flight Plan, fails to arrive within 30-minutes past ETA, and its location cannot be established.

"Missing": An aircraft may be considered missing when its fuel duration, as reported on its request for flight following or as reported on its FAA Flight Plan, has been exceeded and the aircraft's location is not known. Agencies have the option of instituting missing aircraft procedures at any time prior to fuel exhaustion time. An aircraft is considered "Missing" by the FAA when it has been reported to an FAA Flight Service Station (FSS) as being "Overdue" and FSS has completed its administrative search for the aircraft.

FAA Air Traffic Organization Policy   Order JO 711.65T

Section 3: Overdue Aircraft

10-3-1. OVERDUE AIRCRAFT
  a. Consider an aircraft to be overdue, initiate the procedures stated in this section and issue an ALNOT when neither communications nor radar contact can be established and 30 minutes have passed since:
    NOTE-
    The procedures in this section also apply to an aircraft referred to as "missing" or "unreported."
    1. Its ETA over a specified or compulsory reporting point or at a clearance limit in your area.
    2. Its clearance void time.
  b. If you have reason to believe that an aircraft is overdue prior to 30 minutes, take the appropriate action immediately.
  c. The center in whose area the aircraft is first unreported or overdue will make these determinations and takes any subsequent action required.

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FAA AND NWS
KEY AIR TRAFFIC FACILITIES

Air Traffic Control System Command Center

Main Number....................................703–904–4400

RGNL AIR TRAFFIC DIVISIONS

REGION	TELEPHONE
Alaskan	907–271–5464
Central	816–329–2500
Eastern	718–553–4502
Great Lakes	847–294–7202
New England	781–238–7500
Northwest Mountain	425–227–2500
Southern	404–305–5500
Southwest	817–222–5500
Western Pacific	310–725–6500

AIR ROUTE TRAFFIC CONTROL CENTERS (ARTCCs)

ARTCC NAME	*24 HR RGNL DUTY OFFICE TELEPHONE #	BUSINESS HOURS	BUSINESS TELEPHONE #
Albuquerque	817–222–5006	7:30 a.m.–4:00 p.m.	505–856–4300
Anchorage	907–271–5936	7:30 a.m.–4:00 p.m.	907–269–1137
Atlanta	404–305–5180	7:30 a.m.–5:00 p.m.	770–210–7601
Boston	617–238–7001	7:30 a.m.–4:00 p.m.	603–879–6633
Chicago	847–294–8400	8:00 a.m.–4:00 p.m.	630–906–8221
Cleveland	847–294–8400	8:00 a.m.–4:00 p.m.	440–774–0310
Denver	425–227–1389	7:30 a.m.–4:00 p.m.	303–651–4100
Ft. Worth	817–222–5006	7:30 a.m.–4:00 p.m.	817–858–7300
Houston	817–222–5006	7:30 a.m.–4:00 p.m.	281–230–5300
Indianapolis	847–294–8400	8:00 a.m.–4:00 p.m.	317–247–2231
Jacksonville	404–305–5180	8:00 a.m.–4:30 p.m.	904–549–1501
Kansas City	816–329–3000	7:30 a.m.–4:00 p.m.	913–254–8500
Los Angeles	661–265–8200	7:30 a.m.–4:00 p.m.	661–265–8200
Memphis	404–305–5180	7:30 a.m.–4:00 p.m.	901–368–8103
Miami	404–305–5180	7:00 a.m.–3:30 p.m.	305–716–1500
Minneapolis	847–294–8400	8:00 a.m.–4:00 p.m.	651–463–5580
New York	718–995–5426	8:00 a.m.–4:40 p.m.	516–468–1001
Oakland	310–725–3300	6:30 a.m.–3:00 p.m.	510–745–3331
Salt Lake City	425–227–1389	7:30 a.m.–4:00 p.m.	801–320–2500
Seattle	425–227–1389	7:30 a.m.–4:00 p.m.	253–351–3500
Washington	718–995–5426	8:00 a.m.–4:30 p.m.	703–771–3401

MAJOR TERMINAL RADAR APPROACH CONTROLS (TRACONs)

TRACON NAME	*24 HR RGNL DUTY OFFICE TELEPHONE #	BUSINESS HOURS	BUSINESS TELEPHONE #
Atlanta	404–305–5180	7:00 a.m.–3:30 p.m.	404–669–1200
Chicago	847–294–8400	8:00 a.m.–4:00 p.m.	847–608–5509
Dallas/Ft. Worth	817–222–5006	7:30 a.m.–4:00 p.m.	972–615–2500
Denver	425–227–1389	7:30 a.m.–4:00 p.m.	303–342–1500
Houston	817–222–5006	7:30 a.m.–4:00 p.m.	281–230–8400
New York	718–995–5426	8:00 a.m.–4:30 p.m.	516–683–2901
Northern CA	310–725–3300	7:00 a.m.–3:30 p.m.	916–366–4001
Potomac	718–995–5426	8:00 a.m.–4:30 p.m.	540–349–7500
Southern CA	310–725–3300	7:30 a.m.–4:00 p.m.	858–537–5800

*Facilities can be contacted through the Rgnl Duty Officer during non-business hours.

DAILY NAS REPORTABLE AIRPORTS

AIRPORT NAME	*24 HR RGNL DUTY OFFICE TELEPHONE #	BUSINESS HOURS	BUSINESS TELEPHONE #
Albuquerque Intl Sunport, NM	817–222–5006	8:00 a.m.–5:00 p.m.	505–842–4366
Andrews AFB, MD	718–995–5426	8:00 a.m.–4:30 p.m.	301–735–2380
Baltimore/Washington Intl Thurgood Marshall, MD	718–995–5426	8:00 a.m.–4:30 p.m.	410–962–3555
Boston Logan Intl, MA	781–238–7001	7:30 a.m.–4:00 p.m.	617–455–3100
Bradley Intl, CT	617–238–7001	7:30 a.m.–4:00 p.m.	203–627–3428
Burbank/Bob Hope, CA	310–725–3300	7:00 a.m.–5:30 p.m.	818–567–4806
Charlotte Douglas Intl, NC	404–305–5180	8:00 a.m.–4:30 p.m.	704–344–6487
Chicago Midway, IL	847–294–8400	8:00 a.m.–4:00 p.m.	773–884–3670
Chicago O'Hare Intl, IL	847–294–8400	8:00 a.m.–4:00 p.m.	773–601–7600
Cleveland Hopkins Intl, OH	847–294–8400	8:00 a.m.–4:00 p.m.	216–898–2020
Covington/Cincinnati, OH	708–294–7401	8:00 a.m.–4:30 p.m.	606–767–1006
Dallas/Ft. Worth Intl, TX	817–222–5006	8:30 a.m.–5:00 p.m.	972–615–2531
Dayton Cox Intl, OH	847–294–8400	7:30 a.m.–4:00 p.m.	937–454–7300
Denver Intl, CO	425–227–1389	7:30 a.m.–4:00 p.m.	303–342–1600
Detroit Metro, MI	847–294–8400	8:00 a.m.–4:00 p.m.	734–955–5000
Fairbanks Intl, AK	907–271–5936	7:30 a.m.–4:00 p.m.	907–474–0050
Fort Lauderdale Intl, FL	404–305–5180	7:00 a.m.–3:30 p.m.	305–356–7932
George Bush Intercontinental/Houston, TX	817–222–5006	7:30 a.m.–4:00 p.m.	713–230–8400
Hartsfield–Jackson Atlanta Intl, GA	404–305–5180	7:00 a.m.–3:30 p.m.	404–669–1200
Honolulu Intl, HI	310–643–3200	7:30 a.m.–4:00 p.m.	808–840–6100
Houston Hobby, TX	817–222–5006	8:00 a.m.–5:00 p.m.	713–847–1400
Indianapolis Intl, IN	847–294–8400	8:00 a.m.–4:00 p.m.	317–484–6600
Kahului/Maui, HI	310–643–3200	7:30 a.m.–4:00 p.m.	808–877–0725
Kansas City Intl, MO	816–329–3000	7:30 a.m.–4:00 p.m.	816–329–2700
Las Vegas McCarran, NV	310–725–3300	7:30 a.m.–4:00 p.m.	702–262–5978
Los Angeles Intl, CA	310–725–3300	7:00 a.m.–3:30 p.m.	310–342–4900
Louis Armstrong New Orleans Intl, LA	817–222–5006	7:00 a.m.–4:30 p.m.	504–471–4300
Memphis Intl, TN	404–305–5180	7:30 a.m.–4:00 p.m.	901–322–3350
Miami Intl, FL	404–305–5180	7:00 a.m.–4:00 p.m.	305–869–5400
Minneapolis/St. Paul, MN	847–294–8400	8:00 a.m.–4:00p.m.	612–713–4000
Nashville Intl, TN	404–305–5180	7:00 a.m.–3:30 p.m.	615–781–5460
New York Kennedy Intl, NY	718–995–5426	8:00 a.m.–4:30 p.m.	718–656–0335
New York La Guardia, NY	718–995–5426	8:00 a.m.–4:30 p.m.	718–335–5461
Newark Liberty Intl, NJ	718–995–5426	8:00 a.m.–4:30 p.m.	973–645–3103
Norman Y. Mineta San Jose Intl, CA	310–643–3200	7:30 a.m.–4:00 p.m.	408–982–0750
Ontario Intl, CA	310–643–3200	7:30 a.m.–4:00 p.m.	909–983–7518
Orlando Intl, FL	404–305–5180	7:30 a.m.–5:00 p.m.	407–850–7000
Philadelphia Intl, PA	718–995–5426	8:00 a.m.–4:30 p.m.	215–492–4100
Phoenix Sky Harbor Intl, AZ	310–643–3200	7:30 a.m.–4:00 p.m.	602–379–4226
Pittsburgh Intl, PA	718–995–5426	8:00 a.m.–4:30 p.m.	412–269–9237
Portland Intl, OR	425–227–1389	7:30 a.m.–4:00 p.m.	503–493–7500
Raleigh-Durham, NC	404–305–5180	8:00 a.m.–4:30 p.m.	919–840–5544
Ronald Reagan Washington National, DC	718–995–5426	8:00 a.m.–4:30 p.m.	703–413–1535
Salt Lake City, UT	425–227–1389	7:30 a.m.–4:00 p.m.	801–325–9600
San Antonio Intl, TX	817–222–5006	8:00 a.m.–4:30 p.m.	210–805–5507
San Diego Lindbergh Intl, CA	310–725–3300	8:00 a.m.–4:30 p.m.	619–299–0677
San Francisco Intl, CA	310–643–3200	7:00 a.m.–3:30 p.m.	650–876–2883
San Juan Intl, PR	404–305–5180	7:30 a.m.–5:00 p.m.	809–253–8663
Seattle–Tacoma Intl, WA	425–227–1389	7:30 a.m.–4:00 p.m.	206–768–2900
St. Louis Lambert, MO	816–329–3000	7:30 a.m.–4:00 p.m.	314–890–1000
Tampa Intl, FL	404–305–5180	7:30 a.m.–4:00 p.m.	813–371–7700
Ted Stevens Anchorage Intl, AK	907–271–5936	7:30 a.m.–4:00 p.m.	907–271–2700
Teterboro, NJ	718–995–5426	8:00 a.m.–4:30 p.m.	201–288–1889
Washington Dulles Intl, DC	718–995–5426	8:00 a.m.–4:30 p.m.	703–661–6031
West Palm Beach, FL	404–305–5180	8:00 a.m.–4:30 p.m.	561–683–1867
Westchester Co, NY	718–995–5426	8:00 a.m.–4:30 p.m.	914–948–6520

*Facilities can be contacted through the Rgnl Duty Officer during non-business hours.