

Norman Y. Mineta San José International Airport



Emergency Evacuation Plan



Do You Know Where To Go?

Table of Contents

Purpose

Assumptions

Concept of Operations

 Spontaneous Evacuations

 Deliberate Evacuations

Communication

Organization and Assignment of Responsibilities

 Plan Development and Maintenance

 Staff Responsibilities

Assembly Areas

Repopulation

Shelter-in-Place

Dependent Populations

Designed Areas of Rescue Assistance

Emergency Preparedness

Evacuation of Individuals with Access and/or Functional Needs

Authorities and References

Glossary

Purpose

The purpose of this document is to provide direction for the orderly and coordinated evacuation of employees, passengers and customers of the Norman Y. Mineta San José International Airport (SJC). This evacuation plan was created in support of the Airport Emergency Plan and is necessary to ensure the safety of both employees and the traveling public during an Airport evacuation event. Events of this nature include, but are not limited to, an act of terrorism, earthquake, fire, bomb threat, power outage, or plane crash. An evacuation may be for a single work area or for the entire Airport. Once the airport has been evacuated, neither personnel, nor passengers will be permitted to return without the authorization of the Incident Commander or other authorized personnel. This document combines reference material provided by SJC, the City of San Jose, Transportation Security Administration (TSA), Customs and Border Protection (CBP), Occupational Safety Health Administration (OSHA), CalOSHA, and other airport entities.

Assumptions

- In the event of an evacuation incident the San José Fire Department (Fire) and/or San José Police Department (Police) will respond depending on the specifics of the incident to address issues of safety and security.
- TSA or other Federal Enforcement Agencies, in response to a security breach or other threat to commercial aviation, may direct the complete or partial evacuation of the main terminal or other secure portions of the airport.
- Evacuations of the airport may be partial or complete, and may be planned or occur as a result of a “no notice” life-threatening event, such as an earthquake or explosion. The location that needs to be evacuated will be determined on a case-by-case basis.
- Pre-designated evacuation areas may not be suitable in all instances. When this occurs alternate safe locations will be announced.
- Evacuees should be assembled at least 500 feet from the incident site and should not hinder emergency vehicle access.
- Self-evacuation may result in persons moving to non-designated areas during a catastrophic event
- Special attention will be given by responders to dependent populations
- Some will ignore the order to evacuate

Concept of Operations

We will use the Incident Command System to manage evacuations. Employees, tenants and passengers must evacuate any location that is found to be hazardous, or is projected to be unsafe, and move to the nearest assembly area. Fire and Police, assisted by other workgroups and agencies, will aid others in evacuation or may provide perimeter security to prevent unauthorized entry to the hazardous area.

There will be two types of evacuation: Spontaneous and Deliberate

Spontaneous Evacuations

Spontaneous evacuations will occur when immediate life threatening incidents occur without warning, such as natural disasters, fires, explosions, actual or perceived acts of terrorism, or other “no-notice” hazardous events.

- SJC employees, tenants, and passengers will immediately evacuate their location to the nearest assembly area.
- SJC employees and TSA will assist with both directing passengers to assembly areas as well as containment of passengers as needed.
- SJC employees and TSA will assist passengers with special needs, including those who may need additional assistance in evacuating.
- SJC employees and tenants will alert others at their work station to evacuate.
- Incident Command (IC) or Unified Command (UC) will be established within a safe distance of the incident location, and the Emergency Operations Center (EOC) will be stood up in support of the IC/UC, if needed. The EOC will notify appropriate local governmental bodies.
- SJC employees, tenants, and passengers will remain at the assembly area until directed by Police, Fire, TSA, or other authority.

Assumptions during Spontaneous Evacuations

- Large numbers of people 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 people in a spontaneous evacuation.

- Passengers may leave bags/belongings behind during life safety events and should be encouraged not to bring large items with them.

Deliberate Evacuations

Deliberate evacuations will be in response to hazardous or potentially hazardous conditions that are not recognized by the occupants of the airport as immediately life threatening but requires an evacuation to ensure their safety and security. Examples of this are bomb threats, suspected Improvised Explosive Device's (IED), small fires, hazardous chemical spills, and airplane crashes on the ramp.

- Evacuations are directed by the Fire, Police, Airport Operations, or the IC organization responsible for the event.
- Evacuations may be for a single work location, multiple locations/sections of the airport, or the entire airport.
- IC's 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.

Deliberate evacuations will be coordinated by IC or UC. The IC/UC will determine the area(s) to be evacuated, the perimeter of the evacuated area, and the location to which evacuees will assemble.

- When requested, SJC employees, TSA, and others will provide personnel to assist in the evacuation and for perimeter security.
- When directed, SJC employees, tenants and passengers will evacuate their locations and proceed to the designated area, unless directed otherwise by Fire, Police, TSA, or other authority. The evacuees will remain at the assembly area until directed to by Fire, Police or other authority. At no time will SJC employees, tenants, or passengers move in or around active air operations.

Communication

IC will direct the content and delivery method of all communications. Airport Staff and customers may receive information through one or more of the following notification methods:

- Fire Alarm Emergency Strobes and Audible Signals
- Public Address Announcement in the terminal – controlled by the Airport

Operations

- Hand-held bullhorns
- Written notices on the Flight Information Display monitors
- Text messages alerts on cell phones
- Face-to-Face contact

Note: Airlines will refrain from making any announcements through the public address system at the boarding gates or ticket counters unless instructed to.

Organization and Assignment of Responsibilities

Plan Development and Maintenance

SJC will use the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) formats whenever possible when developing new or updating existing plans. This plan will be revisited annually by Emergency Management to ensure it is kept current.

Staff Responsibilities

Airport staff will assist when possible in the evacuation process. It is important to assist the traveling public in finding exit routes and avoiding hazards. Staff should be familiar with the building layout and exit routes from their area to the nearest assembly area locations. Staff should also ensure they are familiar with the location of the closest fire alarm pull stations, Evacu-Trac Evacuation Chairs and telephones.

Assembly Areas

Several assembly areas inside and outside the secure area of the airport have been designated for gathering of evacuees. Signs mark directions to an assembly area.

Example of assembly a sign:



Once at an assembly area, SJC employees, tenants, and passengers will not depart the location without direction from IC.

The IC/UC will coordinate for the return of employees from the assembly areas.

Airside Ramps/Aprons Evacuation Requirements

Evacuation onto the airside ramps should be avoided whenever possible, but may be necessary. IC or other authority should move people from the airside ramps as soon as possible and all evacuees kept under positive control while on the airside ramps to prevent injury, interference with aircraft movement and security violations.

Repopulation

- Repopulation of the evacuated area(s) will not begin until directed by IC.
- TSA will occupy and secure security checkpoints and workstations, exits, and other locations as determined by IC/UC
- TSA or SJC will confirm all doors leading from the sterile areas are secured properly prior to repopulation
- Police, with the assistance of TSA, will ensure the Sterile Area has been cleared
- SJC employees, tenants, and passengers that were evacuated to the secure side of the airport will be security screened prior to entering the Airport in order for TSA to re-

secure the Sterile Area

- Security screening operations will not commence until the Federal Security Director or designee authorizes the resumption of security screening activities
- Airline, concession, and other tenant employees will be screened occur prior to passengers

Shelter-in-Place

"Shelter-in-place" means to take immediate shelter where you are usually for not more than a few hours. Additionally, a situation may require individuals to be relocated within a building but not evacuated from the structure. This is also considered shelter-in-place.

If it has been deemed that it is unsafe for SJC employees and tenants to exit their workplace, a shelter- in-place order will be issued. All window coverings should be drawn and shut as the situation requires. Doors should be shut, locked, and secured. All unnecessary lights should be shut off. At this time, you are not expected to proceed in your daily operations.

Dependent Populations

Considerations must be given to passengers and employees with restricted capabilities, as they may need assistance in the event of an emergency evacuation. Be reminded that elevators and escalators may not be available.

Passengers with restricted capabilities should contact their airline.

Solely for the purpose of ensuring safe evacuation, employees working at the Airport should determine for him/herself whether or not he/she will need evacuation assistance. If emergency evacuation assistance is needed, please inform your supervisor in advance of your request.

Designated Areas of Rescue Assistance

A designated area of rescue assistance is defined as “a location in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible.” Occupants that need special assistance, because they cannot safely evacuate on their own, can shelter in these predetermined areas there until rescued.

Emergency Preparedness

All employees and tenants at the Airport are encouraged to:

- Review the emergency procedures for the Airport, including your internal company procedures
- Know their closest emergency exit
- Identify their evacuation location
- Have emergency phone numbers readily available to communicate any incidents to Airport Operations, Police, and/or Fire
- Have 3 days of medication, supplies, food, toiletries, and warm clothing at their work stations at all times

Evacuation of Individuals with Access and/or Functional Needs

In the event of an evacuation, those with access and/or functional needs may require additional consideration. The Airport has identified the following additional elements to further assist those with needs:

- Mobility Impaired
 - In emergency evacuation situations designated Airport emergency staircases are equipped with special evacuation chairs (Evacu-Trac Evacuation Chairs).
- Hearing Impaired
 - The Airport's flight information display monitors will display any emergency evacuation instructions.
 - In the event of an emergency, Airport operations may send a mass text to all cell phones in a specific geographic region alerting people about the emergency and providing instructions.
 - All terminals have flashing strobe lights as a component of the fire alarm system.
- Visually Impaired
 - The Airport uses auditory announcements to alert and provide instructions to passengers and the public in the event of an emergency.
- Other
 - Airport staff, TSA, Police, and/or Fire will provide additional assistance in the event of an emergency, including the assistance and directing of individuals. When feasible and allowed by IC, emergency personnel will sweep impacted areas to check that individuals evacuated as required.

Authorities and References

Mineta San Jose International Airport Emergency Plan
Airport Emergency Plan Advisory Circulars
Airport Security Plan (ASP, Sensitive Security Information - SSI)

Other Airport Evacuation Plans

Transportation Security Administration (TSA)
Customs and Border Protection (CBP)

Glossary

Assembly Area – A designated area where evacuees may assemble until provided direction by responsible authorities. Multiple assembly areas are designated to reduce travel distance for evacuees

Emergency Evacuation – The departure of occupants from a portion or all of the building due to an emergency situation posing immediate danger to life safety

FIS – Federal Inspection Station

Incident Commander (IC) - The Incident Commander is the person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved

Public Address System – A system of speakers for general public announcements to the traveling public, staff and other building occupants

SIDA – Secured Identification Display Area – this area includes both the Secured Area and the AOA.

Staff – Any persons employed within the buildings covered by this Plan