

# Cheyenne Regional Airport



Irregular Operations (IROPS) Plan

May 2014

**Distribution List**

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### Introduction & Airport Overview

**Overview:** The purpose of this document is to provide a list of resources available in the event domestic or international diversion(s) are directed to the Cheyenne Regional Airport (CYS). Lists of responsibilities for the various airport departments, tenant businesses, and outside mutual aid agencies are included in this plan, as well as how the airport intends to handle the events of an irregular operation such as diverted aircraft, international flights and flights with potential pandemic infection onboard. This plan adheres to the National Incident Management System (NIMS) and Incident Command Structure (ICS) guidelines.

Cheyenne Regional Airport is a Class I, Part 139-certified airport that supports a total of 45,000 aircraft operations and approximately 13,000 passenger enplanements annually. The airport is served by the regional airline Great Lakes Aviation (GLA) with daily non-stop flights to Denver International Airport (DIA).

The closest regional hub airport in reference to CYS is Colorado Springs Airport, located approximately 150 miles to the south of CYS. While considered an all-weather airport, DIA is susceptible to closures ranging from occasional severe winter storms to the frequent microburst activity which is more prevalent during the summer months.

Cheyenne has been considered a diversion airport of choice by DIA' s largest tenant, United Airlines, due to the size of the runway, which is 9,270 ft. take off distance available (TODA). While CYS has the infrastructure to land, park and depart large commercial aircraft, the airport does not have some of the more common equipment available at larger regional and hubbed airports. For example, CYS does not use jetways - only one singular air stair truck and three wheeled air stairs are available. The size of this equipment is limited to only smaller, narrow-bodied aircraft such as A320s and B737s.

The passenger terminal at CYS was designed in the 1950s and is grossly undersized for the current operations at the airport, even with upgrades and modifications to meet existing security and passenger needs.

Even though CYS is centrally located in the city of Cheyenne, access to restaurants, convenience stores and other shopping areas are extremely limited since the commercial service ramp areas are abutted next to a residential area. The closest business district is at least one mile or more from the Terminal. Even though the Terminal does have vending machines and a small cafe, a diversion may overwhelm these services. Food availability can be a major issue to large volumes of diverted passengers in the airport terminal.

CYS is not a customs port and therefore cannot handle the processing of international passengers even though international aircraft have diverted to CYS in the past. The need for the airport to designate facilities to allow for processing of these passengers and the ability to notify CBP to allow for a timely response to process these passengers is essential. International trash cannot be collected or processed in Cheyenne, therefore it must remain onboard the aircraft until the aircraft reaches its final destination.

CYS does not have its own busses or ground transportation on the airside of the airport. Therefore to best meet the demand of diverted aircraft passengers the airport must treat each large scale diversion event as if it were a local emergency and activate the Laramie County Emergency Management Agency (LEMA). LEMA has the ability to activate local, regional and State agencies to support the airport with services such as busses, food and shelter for diverted/stranded passengers. Coordination with LEMA is essential to the success of all large scale diversion events. The airport cannot activate or obtain these resources without first coordinating with LEMA.

Finally, communication with stranded passengers is a priority at CYS. The airport will work with the affected airline(s) to ensure passengers are kept informed as to the status of the flight delays and plans for getting them to their destination. The airport acts as a central focal point for diversion operations and ensures the comfort, safety and proper disposition of the passengers and their needs while on the airport.

## Section 1- Domestic Diversions

**Overview:** An aircraft diversion is a change from their scheduled landing airport to an alternate airport. This can be due to reasons ranging from poor weather at the destination airport to an onboard in-flight emergency. Domestic diversions are those which do not require Customs clearance because they originated within the United States or its territories.

### Responsibilities

#### a) Air Traffic Control Tower (ATCT)

- 1) **Notifies ARFF of the inbound aircraft if an emergency exists onboard the aircraft.**
- 2) Notifies the Airport Operations Agent on Duty (AOD) by calling the 24-hour duty phone number (307-638-3872) of any inbound diverted aircraft.
- 3) Coordinates with the AOD and the FBO regarding parking of diverted aircraft (Note: The AOD is responsible for verification of pavement strengths, safety area dimensions, pavement closures, etc. **Therefore no aircraft shall be parked without coordination with the AOD**).
- 4) Provides updates to the FBO and AOD regarding number and size of inbound aircraft and estimated lifting of flow restrictions.
- 5) Coordinates with the AOD for closing and opening of pavement surfaces as needed.

#### b) Airport Operations Agent on Duty (AOD)

1. Assumes the role of Incident Commander (IC) exclusively for the diversion incident.
  - a. Inbound aircraft with an inflight or medical emergency will be the responsibility of ARFF, whom will assume IC for that particular incident. A unified command may be used in such incidents.
2. Notifies the Airport Security Coordinator (ASC) or alternate about the event. The ASC must be notified if ANY passengers are to deboard any diverted aircraft and should be present throughout the activation of the diversion plan.
3. Notifies the Director of Aviation regarding all diverted traffic. The Director of Aviation assumes the role of the Public Information Officer (PIO) and therefore shall be frequently briefed about the event as it unfolds.
4. Maintains a running log of diverted aircraft with the aircraft type, tail # and arrival times. Continuously monitors this log to coordinate with flight crews regarding deboarding times.
5. Coordinate all activities between airline/airport personnel and other airport tenants.
6. Requests assistance from mutual aid agencies, providing sufficient notification time to prepare and mobilize. All requests must be made through the Laramie County

Combined Communications Center (Dispatch) with the approval of the Airport Director or his designee.

7. Assist in selecting a parking location for the aircraft, but will most likely leave that to the discretion of the aircraft ground handler depending on the nature of the diversion. The ground handler will also be responsible for parking the aircraft as Airport Operations personnel will not perform this function.
8. Ensure diverted aircraft do not obstruct loading gates for scheduled incoming flights or 'trap' other aircraft already parked at a gate. Coordinate with responsible ground handler if parked aircraft need to be moved.
9. If necessary, provide for cleanup upon completion of the diversion or make necessary arrangements for cleanup.
10. Coordinate plans with the each airline dispatch regarding deboarding, reboarding, hotel and transportation arrangements. If passengers are deplaned, communicate these plans to the passengers frequently using status boards and verbal announcements.
11. Coordinate with the airline representatives regarding passenger needs such as food, water, medical needs, etc. and notifies mutual aid agencies of these requests and need for assistance.
12. Arrange for escorting passenger busses to and from aircraft.

**c) Airport Security Coordinator (ASC)**

- 1) Upon notification of impending diverted traffic coordinates with the AOD to ensure all security measures are appropriately followed.
- 2) Provides assistance to the AOD, typically responding to the airport if off-duty to assist with diverted passengers.
- 3) Notifies the Transportation Security Administration Coordination Center of the events along with any requests for assistance.
- 4) Observes passengers deboarding and boarding operations in accordance with the Airport's Security Plan.

**d) Local or Contracted Ground Handling Providers and Station Personnel**

- 1) Notifies the AOD as soon as they know they are expecting the arrival of any diverted aircraft by calling the Airport Operations Duty Cell at **(307) 638-3872**.
- 2) Provide ground handling and parking of their own company or contracted aircraft.
- 3) Coordinate passenger needs (food, water, medicine, etc.) with their company and the AOD as soon as possible if the airline cannot provide for these items.
- 4) Whenever possible, assist with ground handling support to accommodate other diverted aircraft.

**e) Airline Dispatch**

- 1) Notifies Local or Contract Ground Handling Providers of their intentions for the flight.
- 2) Responsible for coordinating with the AOD, through the ground handlers and flight crew, of their company's intentions.

**f) Flight Crew Members**

- 1) Flight Crew Members are ultimately responsible for their passengers and their aircraft. Therefore one flight crew member will be assigned as the Passenger Advocate. This person is directly responsible for coordinating and communicating their passengers' needs with their ground handlers and the AOD.
- 2) **The flight crew is responsible for requesting the coordination of deboarding passengers in accordance with the time requirements stipulated by DOT's rules regarding treatment of passengers. Any delays to deboarding passengers due to poor communication or a lack of advance notice by the flight crew to the airport is the sole responsibility of the airline and not the airport.**
- 3) If the flight crew must leave for crew rest requirements, the Aircraft Commander will provide the AOD with a direct line to their Dispatch Office. The aircraft commander or dispatch must provide for a passenger advocate at the airport. NO EXCEPTIONS. In the event the airline cannot provide for an advocate, the airport will provide this service and bill the cost of the service to the airline.
- 4) Flight crew members will ensure passengers remaining with aircraft conducting fueling operations provided that all FARs, NFPA, and company guidelines are followed.
- 5) Aircraft passengers must be advised of their circumstances and the airline's plan(s) for their care and accommodations. This advisory comes from the crew in coordination with station management and the AOD. **This communication must occur prior to the passengers deplaning the aircraft.**
  - i. Flight Crew will advise deplaning passengers they may remove their carry-on luggage, blankets, and pillows if they will later return to the aircraft they arrived on and subsequently depart on it.
- 6) Deplaning passengers may be de-boarded into the Terminal in accordance with airline policies. Airline supervisory staff must notify the TSA as soon as possible prior to reboarding when passengers have deplaned into the terminal. Should the diversion



occur during hours that TSA personnel are not present, it may be necessary to call the Coordination Center for TSA-Wyoming.

- 7) If passenger transportation is needed from a remote parking location to the terminal or other areas, airline supervisory personnel must coordinate this request through the Incident Commander (IC), and/or Airport Operations, and the appropriate organization.

**g) Passenger Advocate**

- 1) The passenger advocate is directly responsible for the well-being of the passengers and ensures coordination of their basic needs as well as comforts are communicated to the local station/ground handling entities as well as the airport.
- 2) Shall be responsible for tracking and maintaining a passenger manifest and generally knowing where passengers are located at all times.
- 3) The passenger advocate must notify the AOD of any medical needs including passengers whom have been separated from their medications in their checked luggage or when passengers need medical attention. The AOD will coordinate with mutual aid agencies to ensure these needs are met.

**h) Fixed Base Operator – Legend AeroServe**

- 1) Park aircraft in locations approved or closed by the AOD.
- 2) Provide fueling operations as requested by each aircraft dispatch.
- 3) Provide personnel to operate airport-owned equipment such as air-stairs, baggage carts and belt, etc.
- 4) Assist with offloading passenger bags when requested.
- 5) Coordinate with each aircraft operator regarding services as requested including lavatory service and deicing.
- 6) Provide personnel and equipment to move diverted aircraft whenever possible or needed.

**i) Great Lakes Headquarters**

- 1) Provide personnel and equipment to move diverted aircraft whenever possible or needed.
- 2) On rare occasions, and with the coordination between GLA and the diverted aircraft operator, provide contract maintenance services.

**j) Wyoming Air National Guard Security Forces Squadron (SFS)**

- 1) Provide security for passengers in the Sterile Area as necessary.
- 2) If necessary, request mutual aid support. Advise the airport of this request.

**k) Cheyenne Police Department**

- 1) If any Non-Sterile Area is to be used for holding diverted passengers, assist in providing security for passengers.

**l) Wyoming Air National Guard Aircraft Rescue and Fire Fighting (ARFF)**

- 1) In addition to fire and rescue responsibilities, provide emergency first aid to passengers as necessary.
- 2) If necessary, request mutual aid support. Advise the airport of this request.

**m) Airport Public Information Officer (PIO)**

- 1) The Airport's Public Information Officer, the Director of Aviation, will coordinate with news media to ensure proper release of public information as necessary. Information shall include:
  - i. Status of destination airport;
  - ii. Plans for stranded passengers;
  - iii. Location and phone number(s) to contact family members if stranded.

**n) Local Hotels/Restaurants/Transportation**

- 1) Included in Appendices D and F are current lists of hotels and ground transportation in Cheyenne. In the event diverted passengers require these facilities the airport may coordinate with the airline to make arrangements for their passengers.
- 2) The airport is solely responsible for coordinating payment for all accommodations.

**o) American Red Cross (ARC)**

- 1) In the event hotel accommodations cannot be made the airport may request the ARC, through LEMA, to open a shelter for the displaced passengers.

**p) Salvation Army**

- 1) Providing food, water and snacks are essential for diverted passengers especially those whom are young, seniors, or those with health problems requiring nutrition after only a few hours.

**q) Cheyenne Regional Medical Center (CRMC)**

- 1) The Cheyenne Regional Medical Center is a Trauma II facility providing healthcare for Cheyenne and Laramie County.
- 2) Diverted passengers may require medications or treatments which they either did not bring with them or had to leave onboard the aircraft in checked luggage such as insulin or nitro pills. CRMC emergency room physicians may be used to call in prescriptions to get diverted passengers through their stay in Cheyenne.

**r) American Medical Response**

- 1) At the request of ARFF AMR may provide a medical unit for diverted passengers whom require basic or advanced medical treatment or some procedures not requiring transport to the hospital.
- 2) Provides medical treatment and transport when needed for sick or injured passengers.

**s) Laramie County Emergency Management Agency (LEMA)**

- 1) Primary responsibility is to assist the airport with obtaining mutual aid support including:
  - i. Busses for transporting passengers from aircraft to the Terminal
  - ii. Dispatching Salvation Army for food services
  - iii. Deploying the American Red Cross for shelter operations
  - iv. Deploying a mobile command post
  - v. Obtaining other essential equipment, materials and manpower when needed.

**t) Laramie County Animal Control**

- 1) Provides care for any animals traveling which are unclaimed or where their owners do not have the ability to care for them while in Cheyenne.

## Section 2- International Diversions

**Overview:** An aircraft diversion is a change from a scheduled air carrier's destination due to reasons ranging from poor weather at the destination airport to an onboard in-flight emergency. International diversions are those which may require Customs clearance because they originated outside the United States and its territories.

### Responsibilities

#### a) Air Traffic Control Tower (ATCT)

- 1) **Notifies ARFF of the inbound aircraft if an emergency exists onboard the aircraft.**
- 2) Notifies the Airport Operations Agent on Duty (AOD) by calling the 24-hour duty phone number (307-638-3872) of any inbound diverted aircraft.
- 3) Coordinates with the AOD and the FBO regarding parking of diverted aircraft (Note: The AOD is responsible for verification of pavement strengths, safety area dimensions, pavement closures, etc. **Therefore no aircraft shall be parked without coordination with the AOD**).
- 4) Provides updates to the FBO and AOD regarding number and size of inbound aircraft and estimated lifting of flow restrictions.
- 5) Coordinates with the AOD for closing and opening of pavement surfaces.

#### b) Airport Operations Agent on Duty (AOD)

1. Assumes the role of Incident Commander (IC) exclusively for the diversion incident.
  - a. Inbound aircraft with an inflight or medical emergency will be the responsibility of ARFF, whom will assume IC for that particular incident. A unified command may be used in such incidents.
2. Notifies the Airport Security Coordinator (ASC) or alternate about the event. The ASC must be notified if ANY passengers are to deboard any diverted aircraft and should be present throughout the activation of the diversion plan.
3. Notifies the local Customs and Border Protection (CBP) Port of the diversion and for recommendations for handling the flight and passengers.
4. Notifies the Director of Aviation regarding all diverted traffic. The Director of Aviation assumes the role of the Public Information Officer (PIO) and therefore shall be frequently briefed about the event as it unfolds.
5. Maintains a running log of diverted aircraft with the aircraft type, tail # and arrival times. Continuously monitors this log to coordinate with flight crews regarding deboarding times.
6. Coordinate all activities between airline/airport personnel and other airport tenants.

7. Ensures adequate holding area facilities and security for passengers deplaned and awaiting clearance from CBP.
8. Requests assistance from mutual aid agencies providing sufficient notification time to prepare and mobilize. All requests must be made through the Laramie County Combined Communications Center (Dispatch) with the approval of the Airport Director or his designee.
9. Assigns a specific parking location for the aircraft, which will be in relative proximity to the location to hold passengers until cleared through CBP.
10. If necessary, provide for cleanup upon completion of the diversion or make necessary arrangements for cleanup.
  - a. **International trash shall not be handled by any entity that has not undergone the appropriate training and approval by CBP.**
11. Coordinate plans with the airline dispatch regarding deboarding, reboarding, hotel and transportation arrangements. If passengers are deplaned, communicate these plans to the passengers frequently using status boards and verbal announcements.
12. Coordinates with the airline representatives regarding passenger needs such as food, water, medical needs, etc. and notifies mutual aid agencies of these requests and need for assistance.

**c) Airport Security Coordinator (ASC)**

- 1) Upon notification of impending diverted traffic coordinates with the AOD to ensure all security measures are appropriately followed.
- 2) Provides assistance to the AOD, typically responding to the airport if off-duty to assist with diverted passengers.
- 3) Notifies the Transportation Security Administration Coordination Center of the events along with any requests for assistance.
- 4) Observes passengers deboarding and boarding operations in accordance with the airport's Security Plan.

**d) Local or Contracted Ground Handling Providers and Station Personnel**

- 1) Notifies the AOD as soon as they know they are expecting the arrival of any diverted aircraft by calling the Airport Operations Duty Cell at **(307) 638-3872**.
- 2) Provide ground handling and parking of their own company or contracted aircraft.
- 3) Coordinate passenger needs (food, water, medicine, etc.) with their company and the AOD as soon as possible if the airline cannot provide for these items.
- 4) Whenever possible, assist with ground handling support to accommodate other diverted aircraft.

**e) Airline Dispatch**

- 1) Notifies Local or Contract Ground Handling Providers of their intentions for the flight.
- 2) Responsible for coordinating with the AOD, through the ground handlers and flight crew, of their company's intentions.

**f) Flight Crew Members**

- 1) Flight Crew Members are ultimately responsible for their passengers and their aircraft. Therefore one flight crew member will be assigned as the Passenger Advocate. This person is directly responsible for coordinating and communicating their passengers' needs with their ground handlers and the AOD.
- 2) **The flight crew is responsible for requesting the coordination of deboarding passengers in accordance with the time requirements stipulated by DOT's rules regarding treatment of passengers. Any delays to deboarding passengers due to poor communication or a lack of advance notice by the flight crew to the airport is the sole responsibility of the airline and not the airport.**
- 3) If the flight crew must leave for crew rest requirements, the Aircraft Commander will provide the AOD with a direct line to their Dispatch Office. The aircraft commander or dispatch must provide for a passenger advocate at the airport. NO EXCEPTIONS. In the event the airline cannot provide for an advocate, the airport will provide this service and bill the cost of the service to the airline.
- 4) Flight crew members will ensure passengers remaining with aircraft during fueling operations provided that all FARs, NFPA, and company guidelines are followed.
- 5) Aircraft passengers must be advised of their circumstances and the airline's plan(s) for their care and accommodations. This advisory comes from the crew in coordination with station management and the AOD. **This communication must occur prior to the passengers deplaning the aircraft.**
  - i. Flight Crew will advise deplaning passengers they may remove their carry-on luggage, blankets, and pillows if they will later return to the aircraft they arrived on and subsequently depart on it.
- 6) Deplaning passengers may be de-boarded into a secured holding area in accordance with CBP instructions. Passengers are not to have contact with any other personnel unless those personnel are performing duties directly related to the deboarding operations and must have the appropriate security background clearances. Access to passengers will be extremely limited to those with a need to interact with them as to prevent passage of restricted or unauthorized materials prior to the arrival of CBP to process the flight.

- 7) If passenger transportation is needed from a remote parking location to the terminal or other areas, airline supervisory personnel must coordinate this request through the Incident Commander (IC), and/or Airport Operations, and the appropriate organization.
- 8) Use of passenger busses will require coordination with CBP.

**g) Passenger Advocate**

- 1) The passenger advocate is directly responsible for the well-being of the passengers and ensures their basic needs and comforts are communicated to the local station/ground handling entities as well as the airport.
- 2) They are responsible for tracking and maintaining a passenger manifest and generally knowing where passengers are located at all times.
- 3) The passenger advocate must notify the AOD of any medical needs including passengers whom have been separated from their medications in their checked luggage or when passengers need medical attention. The AOD will coordinate with mutual aid agencies to ensure these needs are met.

**h) Fixed Base Operator – Legend AeroServe**

- 1) Park aircraft in locations approved or closed by the AOD.
- 2) Provide fueling operations as requested by each aircraft dispatch.
- 3) Provide personnel to operate airport-owned equipment such as air-stairs, baggage carts and belt, etc. ONLY when cleared by CBP through the IC.
- 4) Coordinate with each aircraft operator regarding services as requested including lavatory service and deicing.
- 5) Provide personnel and equipment to move diverted aircraft whenever possible or needed.
- 6) Clean aircraft interiors when requested. Note: To prevent cross contamination and introduction of animals/bugs/plants not indigenous to North America, ground handlers are not to take or remove any food materials, containers, animals or any items which may contain materials which may cause cross contamination. CBP has very explicit rules regarding the removal of international trash and its proper disposal. These materials may not be removed by any ground handlers unless those handlers successfully prove to CBP their ability to properly dispose of the materials in accordance with the methods described by CBP. Failure to do so may result in fines levied by the CBP.

**i) Great Lakes Headquarters**

- 1) Provide personnel and equipment to move diverted aircraft whenever possible or needed.
- 2) On rare occasions, and with the coordination between GLA and the diverted aircraft operator, provide contract maintenance services.

**j) Wyoming Air National Guard Security Forces Squadron (SFS)**

- 1) Provide security for international passengers and ensure they are appropriately detained in the facilities provided.
- 2) If necessary, request mutual aid support. Advise the airport of this request.
- 3) SFS is authorized to remove international trash as a last resort. SFS has made clear this is a very expensive venture and should only be considered as a last resort.

**k) Cheyenne Police Department**

- 1) If any Non-Sterile Area is to be used for holding diverted passengers, assist in providing security for passengers to ensure cross contamination does not occur.

**l) Wyoming Air National Guard Aircraft Rescue and Fire Fighting (ARFF)**

- 1) In addition to fire and rescue responsibilities, provide emergency first aid to passengers as necessary.
- 2) If necessary, request mutual aid support. Advise the airport of this request.

**m) Airport Public Information Officer (PIO)**

- 1) The Airport's Public Information Officer, the Director of Aviation, will coordinate with news media to ensure proper release of public information as necessary. Information shall include:

- i. Status of destination airport.
- ii. Plans for stranded passengers.
- iii. Location and phone number(s) to contact family members if stranded.

**n) Local Hotels/Restaurants/Transportation**

- 1) Included in **Exhibits D and F** are current lists of hotels and ground transportation in Cheyenne. In the event diverted passengers require these facilities the airport may coordinate with the airline to make arrangements for their passengers.



- 2) The airline is solely responsible for coordinating payment for all accommodations.

**o) American Red Cross (ARC)**

- 1) In the event hotel accommodations cannot be made the airport may request the ARC, through LEMA, to open a shelter for the displaced passengers.

**p) Salvation Army**

- 1) Providing food, water and snacks are essential for diverted passengers especially those whom are young, seniors, or those with health problems requiring nutrition after only a few hours.

**q) Cheyenne Regional Medical Center (CRMC)**

- 1) The Cheyenne Regional Medical Center is a Trauma II facility providing healthcare for Cheyenne and Laramie County.
- 2) Diverted passengers may require medications or treatments which they either did not bring with them or had to leave onboard the aircraft in checked luggage such as insulin or nitro pills. CRMC emergency room physicians may be used to call in prescriptions to get diverted passengers through their stay in Cheyenne. **Exhibit E has a listing of medical facilities and pharmacies.**

**r) American Medical Response**

- 1) At the request of ARFF AMR may provide a medical unit for diverted passengers whom require basic or advanced medical treatment or some procedures not requiring transport to the hospital.
- 2) Provides medical treatment and transport when needed for sick or injured passengers. **In the event an international passenger requires emergency medical treatment prior to the arrival of CBP, the passenger and only one (1) family member may be allowed to exit the aircraft under the care of AMR. Both parties must provide their Name, Date of Birth and passport information.**

**s) U.S. Customs and Border Protection (CBP)**

- 1) Customs and Border Protection will authorize any aircraft servicing or crew movement on international flights. This authorization can be given telephonically if the servicing/crew preflight inspection is critical and a CBP representative are not present at the diverted aircraft.

- 2) **Any international aircraft deplaning must be approved by the CBP and coordinated with the IC.** Passengers will be deplaned and moved to an area designated by the IC. The location will be determined by the number of passengers on the diverted aircraft and availability of adequate space. Every effort will be made to keep the passengers in the Sterile Holding Area for ease of future departure. Security for the segregation of passengers and crew will be a coordinated effort between the IC, CBP, and TSA.
  - 3) Due to personnel, equipment, and regulatory issues, clearing passengers for entry into the United States will be done as a last resort. Every effort will be made to move passengers to their original destination for clearance purposes. Any processing of passengers for entry at CYS must be coordinated with the Duty Supervisor at the Port of Denver. If authority to clear passengers is granted they must be processed for entry with all carry-on and checked baggage.
    - i. Contact Port of Denver Duty Supervisor.
    - ii. After contacting the Port of Denver, it may be necessary to contact the CBP Sector.
  - 4) Questions about handling animals on international flights should be directed to the CBP. Contact Dr. Mike McDole, USDA veterinary services.
- t) Laramie County Emergency Management Agency (LEMA)**
- 1) Primary responsibility is to assist the airport with obtaining mutual aid support including:
    - i. Busses for transporting passengers from aircraft to the Terminal
    - ii. Dispatching Salvation Army for food services
    - iii. Deploying the American Red Cross for shelter operations
    - iv. Deploying a mobile command post
    - v. Obtaining other essential equipment, materials and manpower when needed.
- u) Laramie County Animal Control**
- 1) Provides care for any animals traveling which are unclaimed or where their owners do not have the ability to care for them while in Cheyenne. Request for Animal Control will be made through Dispatch.
- v) US Department of Agriculture (USDA) Veterinary Services**

- 1) Provides recommendations for handling animals on international flights. The IC will contact USDA Veterinary Services' local representative once notified of animals onboard the aircraft.

## Section 3-Pandemic Outbreaks and Quarantine Procedures

### Responsibilities

#### a) Air Traffic Control Tower (ATCT)

- 1) **Notifies ARFF of the inbound aircraft if an emergency exists onboard the aircraft.**
- 2) Notifies the Airport Operations Agent on Duty (AOD) by calling the 24-hour duty phone number (307-638-3872) of any inbound diverted aircraft.
- 3) Coordinates with the AOD and the FBO regarding parking of diverted aircraft (Note: The AOD is responsible for verification of pavement strengths, safety area dimensions, pavement closures, etc. **Therefore no aircraft shall be parked without coordination with the AOD.**)
- 4) Provides updates to the FBO and AOD regarding number and size of inbound aircraft and estimated lifting of flow restrictions.
- 5) Coordinates with the AOD for closing and opening of pavement surfaces.
- 6) Gives progressive taxi instructions to inbound aircraft on where to park.

**\*\*NOTE – All Aircraft Requiring Quarantine Will Be Parked at the Designated Isolation Area at the intersection of Alpha and Alpha 1 Taxiways or at an Area Designated by the AOD\*\***

#### b) Airport Operations Agent on Duty (AOD)

- 1) Assumes the role of Incident Commander exclusively for the diversion incident; however ARFF is responsible for IC of all inbound flights requiring quarantine.
  - i. The AOD reports to the Incident Command Post (ICP) and coordinates with the IC.
- 2) Notifies the Airport Security Coordinator (ASC) or alternate about the event. The ASC must be notified if ANY passengers are to deboard any diverted aircraft and should be present throughout the activation of the diversion plan.
- 3) Notifies the local Customs and Border Protection (CBP) Port of the diversion and for recommendations for handling the flight and passengers.
- 4) Notifies the Director of Aviation regarding all diverted traffic. The Director of Aviation assumes the role of the Public Information Officer (PIO) and therefore shall be frequently briefed about the event as it unfolds.
- 5) Maintains a running log of diverted aircraft with the aircraft type, tail # and arrival times. Continuously monitors this log to coordinate with flight crews regarding deboarding times.

- 6) Coordinate all activities between airline/airport personnel and other airport tenants.
- 7) Ensures adequate holding area facilities and security for passengers deplaned and awaiting clearance from CBP if the flight is categorized as an international flight.
- 8) Requests assistance from mutual aid agencies giving them sufficient notification time to prepare and mobilize. All requests must be made through the Laramie County Combined Communications Center (Dispatch) with the approval of the Airport Director or his designee.
- 9) Assigns a specific parking location such as the Isolation Parking Area at the **intersection of Alpha and Alpha 1 Taxiways.**
- 10) If necessary, provide for cleanup upon completion of the diversion or make necessary arrangements for cleanup.
  - i. **International trash shall not be handled by any entity that has not undergone the appropriate training and approval by CBP.**
- 11) Coordinate plans with the airline dispatch regarding deboarding, reboarding, hotel and transportation arrangements. If passengers are deplaned, communicate these plans to the passengers frequently using status boards and verbal announcements.
- 12) Coordinate with the airline representatives regarding passenger needs such as food, water, medical needs, etc. and notify mutual aid agencies of these requests and need for assistance.
- 13) Arrange and provide escorts for responding mutual aid agencies.

**c) Airport Security Coordinator (ASC)**

- 1) Upon notification of impending diverted traffic coordinates with the AOD to ensure all security measures are appropriately followed.
- 2) Provides assistance to the AOD, typically responding to the airport if off-duty to assist with diverted passengers.
- 3) Notifies the Transportation Security Administration Coordination Center of the events along with any requests for assistance.
- 4) Observes passengers deboarding and boarding operations in accordance with the airport's Security Plan.

**d) Local or Contracted Ground Handling Providers and Station Personnel**

- 1) Notifies the AOD as soon as they know they are expecting the arrival of any diverted aircraft by calling the Airport Operations Duty Cell at **(307) 638-3872.**
- 2) Provide ground handling and parking of their company or contracted aircraft.
- 3) Coordinate passenger needs (food, water, medicine, etc.) with their company and the AOD as soon as possible if the airline cannot provide for these items.

- 4) Whenever possible, assist with ground handling support to accommodate other diverted aircraft.

**e) Airline Dispatch**

- 1) Notifies Local or Contract Ground Handling Providers of their intentions for the flight.
- 2) Responsible for coordinating with the AOD, through the ground handlers and flight crew, of their company's intentions.

**f) Flight Crew Members**

- 1) Flight Crew Members are ultimately responsible for their passengers and their aircraft. Therefore one flight crew member will be assigned as the Passenger Advocate. This person is directly responsible for coordinating and communicating their passengers' needs with their ground handlers and the AOD.
- 2) **The flight crew is responsible for requesting the coordination of deboarding passengers in accordance with the time requirements stipulated by DOT's rules regarding treatment of passengers. Any delays to deboarding passengers due to poor communication or a lack of advance notice by the flight crew to the airport is the sole responsibility of the airline and not the airport.**
- 3) If the flight crew must leave for crew rest requirements, the Aircraft Commander will provide the AOD with a direct line to their Dispatch Office. The aircraft commander or dispatch must provide for a passenger advocate at the airport. NO EXCEPTIONS. In the event the airline cannot provide for an advocate, the airport will provide this service and bill the cost of the service to the airline.
- 4) Flight crew members will ensure passengers remaining with aircraft during fueling operations provided that all FARs, NFPA, and company guidelines are followed.
- 5) Aircraft passengers must be advised of their circumstances and the airline's plan(s) for their care and accommodations. This advisory comes from the crew in coordination with station management and the AOD. **This communication must occur prior to the passengers deplaning the aircraft.**
  - i. Flight Crew will advise deplaning passengers they may remove their carry-on luggage, blankets, and pillows if they will later return to the aircraft they arrived on and subsequently depart on it.
- 6) Deplaning passengers may be de-boarded into a secured holding area in accordance with CBP instructions. Passengers are not to have contact with any other personnel unless those personnel are performing duties directly related to the deboarding operations and must have the appropriate security background clearances. Access to passengers will be extremely limited to those with a need to interact with them as to

- prevent passage of restricted or unauthorized materials prior to the arrival of CBP to process the flight.
- 7) If passenger transportation is needed from a remote parking location to the terminal or other areas, airline supervisory personnel must coordinate this request through the Incident Commander (IC), and/or Airport Operations, and the appropriate organization.
  - 8) Use of passenger busses will require coordination with CBP.

**g) Passenger Advocate**

- 1) The passenger advocate is directly responsible for the well-being of the passengers and ensures coordination of their basic needs as well as comforts are communicated to the local station/ground handling entities as well as the airport.
- 2) They are responsible for tracking and maintaining a passenger manifest and generally knowing where passengers are located at all times.
- 3) The passenger advocate must notify the AOD of any medical needs including passengers whom have been separated from their medications in their checked luggage or when passengers need medical attention. The AOD will coordinate with mutual aid agencies to ensure these needs are met.

**h) Fixed Base Operator – Legend AeroServe**

- 1) Park aircraft in locations approved or closed via NOTAM by the AOD.
- 2) Provide fueling operations as requested by each aircraft dispatch.
- 3) Provide personnel to operate airport-owned equipment such as air-stairs, baggage carts and belt, etc. ONLY when cleared by CBP through the IC.
- 4) Coordinate with each aircraft operator regarding services as requested including lav service and deicing.
- 5) Provide personnel and equipment to move diverted aircraft whenever possible or needed.
- 6) Clean aircraft interiors when requested. Note: To prevent cross contamination and introduction of animals/bugs/plants not indigenous to North America, ground handlers are not to take or remove any food materials, containers, animals or any items which may contain materials which may cause cross contamination. CBP has very explicit rules regarding the removal of international trash and its proper disposal. These materials may not be removed by any ground handlers unless those handlers successfully prove to CBP their ability to properly dispose of the materials in accordance with the methods described by CBP. Failure to do so may result in fines levied by the CBP.

**i) Great Lakes Headquarters**

- 1) Provide personnel and equipment to move diverted aircraft whenever possible or needed.
- 2) On rare occasions, and with the coordination between GLA and the diverted aircraft operator, provide contract maintenance services.

**j) Wyoming Air National Guard Security Forces Squadron (SFS)**

- 1) Provide security for international passengers and ensure they are appropriately detained in the facilities provided.
- 2) If necessary, request mutual aid support. Advise the airport of this request.
- 3) SFS is authorized to remove international trash as a last resort. SFS has made clear this is a very expensive venture and should only be considered as a last resort.

**k) Cheyenne Police Department**

- 1) If any Non-Sterile Area is to be used for holding diverted passengers, assist in providing security for passengers to ensure cross contamination does not occur.

**l) Wyoming Air National Guard Aircraft Rescue and Fire Fighting (ARFF)**

- 1) ARFF will provide IC for all possible Pandemic and Quarantine operations until Laramie County Health Department (LCHD) representatives arrive on scene.
- 2) Notifies Laramie County Health of the inbound flight and requests special instructions.
- 3) In addition to fire and rescue responsibilities, and under the instructions of LCHD, provides assistance for setting up quarantine area and medical assistance utilizing the appropriate Personal Protective Equipment (PPE).
- 4) Requests mutual aid support. Advise the AOD of this request.

**m) Laramie County Department of Health**

- 1) Ultimately responsible for incident command of all health and human hazard outbreaks and potential outbreaks.

**n) Airport Public Information Officer (PIO)**

- 1) The Airport's Public Information Officer, the Director of Aviation, will coordinate with LCDH PIO to ensure a common message from all responding agencies is



presented to the media, and to ensure proper release of public information as necessary.

**o) Local Hotels/Restaurants/Transportation**

- 1) Only after the IC has cleared passengers to be removed from the aircraft or quarantine area. The AOD will coordinate with the airline dispatch to determine accommodation and food arrangements.
- 2) Included in Exhibits D and F are current lists of hotels and ground transportation in Cheyenne. In the event diverted passengers require these facilities the airport may coordinate with the airline to make arrangements for their passengers.
- 3) The airline is solely responsible for coordinating payment for all accommodations.

**p) American Red Cross (ARC)**

- 1) In the event hotel accommodations cannot be made the airport may request the ARC, through LEMA, to open a shelter for the displaced passengers.

**q) Salvation Army**

- 1) Providing food, water and snacks is essential for diverted passengers especially those whom are young, seniors, or those with health problems requiring nutrition after only a few hours.

**r) Cheyenne Regional Medical Center (CRMC)**

- 1) The Cheyenne Regional Medical Center is a Trauma II facility providing healthcare for Cheyenne and Laramie County.
- 2) Diverted passengers may require medications or treatments which they either did not bring with them or had to leave onboard the aircraft in checked luggage such as insulin or nitro pills. CRMC emergency room physicians may be used to call in prescriptions to get diverted passengers through their stay in Cheyenne.
- 3) Provide medical treatment to sick passengers in accordance with County and Hospital protocols.

**s) American Medical Response**

- 1) At the request of LCHD AMR may provide multiple medical units for transport of sick passengers in coordination with LCHD and County/AMR protocols.

- 2) For diverted passengers whom require basic or advanced medical treatment or some procedures not requiring transport to the hospital.
- 3) Provides medical treatment and transport when needed for sick or injured passengers.  
**In the event an international passenger requires emergency medical treatment prior to the arrival of CBP, the passenger and only one (1) family member may be allowed to exit the aircraft under the care of AMR AND WITH THE COORDINATION OF THE IC/LCHD. Both parties must provide their Name, Date of Birth and passport information.**

**t) U.S. Customs and Border Protection (CBP)**

- 1) Customs and Border Protection will authorize any aircraft servicing or crew movement on international flights. This authorization can be given telephonically if the servicing/crew preflight inspection is critical and a CBP representative are not present at the diverted aircraft.
- 2) Any international aircraft deplaning must be approved by the CBP and coordinated with the IC. Passengers will be deplaned and moved to an area designated by the IC. The location will be determined by the number of passengers on the diverted aircraft and availability of adequate space. Every effort will be made to keep the passengers in the Secure Holding Area for ease of future departure. Security for the segregation of passengers and crew will be a coordinated effort between the IC, CBP, and TSA.
- 3) Due to personnel, equipment, and regulatory issues, clearing passengers for entry into the United States will be done as a last resort. Every effort will be made to move passengers to their original destination for clearance purposes. Any processing of passengers for entry at CYS must be coordinated with the Duty Supervisor at the Port of Denver. If authority to clear passengers is granted they must be processed for entry with all carry-on and checked baggage.
  - Contact Port of Denver Duty Supervisor.
  - After contacting the Port of Denver, it may be necessary to contact the CBP Sector.
- 4) Questions about handling animals on international flights should be directed to the CBP. Contact Dr. Mike McDole, USDA veterinary services.

**u) Laramie County Emergency Management Agency (LEMA)**

- 1) Primary responsibility is to assist the airport with obtaining mutual aid support including:

- i. Dispatches LCHD.
- ii. Busses for transporting passengers from aircraft to quarantine area or other facilities as directed by IC.
- iii. Dispatching Salvation Army for food services
- iv. Deploying the American Red Cross for shelter operations
- v. Deploying a mobile command post
- vi. Obtaining other essential equipment, materials and manpower when needed.

**v) Laramie County Animal Control**

- 1) Provides care for any animals traveling which are unclaimed or where their owners do not have the ability to care for them while in Cheyenne. Request for Animal Control will be made through Dispatch.

**w) US Department of Agriculture (USDA) Veterinary Services**

- 1) Provides recommendations for handling animals on international flights. The IC will contact USDA Veterinary Services' local representative once notified of animals onboard the aircraft.

**Section 4-Exhibits**

**Exhibit A**  
**Contact Information List**

<b>Organization</b>	<b>Contact</b>	<b>Phone</b>
Airport Operations Agent on Duty	AOD	(307) 638-3872
American Red Cross	Spencer Pollock	307-638-8906
CBP Sector		1-800-973-2867
U.S. Centers for Disease Control	San Francisco Quarantine Station	(650) 876-2872
Laramie County Combined Communications Center	Non-Emergency Dispatch	(307) 637-6500
Laramie County Combined Communications Center	Non-Emergency Dispatch	(307) 637-6521
Great Lakes Airlines	Station Manager	(307) 635-6623
Laramie County EMA	Dispatch	(307) 633-4336
Port of Denver	Duty Supervisor	(303) 961-8882
Legend AeroServe, FBO	Main Line	(307) 634-7079
TSA-Cheyenne	Office	(307) 772-2612
TSA	Coordination Center	(307) 995-3615
USDA Veterinary Services	Dr. Mike McDole	(307) 432-7960
WANG Security Forces Sq.	Dispatch	(307) 772-6309
WANG ARFF	Crash Line	(307) 772-6338

**Exhibit B**  
**CYS Airline Ground Handling Agreements**

**Great Lakes Airlines (Frontier, United)**

Typically service only Great Lakes  
Charter flights

**Legend AeroServe**

Handles all other airlines

**Exhibit C**  
**CYS Ground Handling Equipment List**

	<b>Cheyenne Regional Airport</b>	<b>Legend AeroServe</b>	<b>Great Lakes Aviation</b>
<b>Equipment Type</b>			
<b>Tow Bars</b>			
<b>Corporate and GA</b>		<b>3</b>	
<b>Military</b>		<b>1</b>	
<b>Tugs</b>			
<b>Up to 25,000 lbs. Aircraft (GA)</b>		<b>1</b>	
<b>Up to 30,000 lbs. Aircraft</b>			<b>1</b>
<b>Air Stairs</b>		<b>1 - Vehicle</b>	
<b>Moveable Stairs</b>	<b>2</b>	<b>1</b>	<b>1 (Limited to 13 Feet)</b>
<b>Ground Power Units</b>		<b>(1) 90 KVA &amp; (1) 28.5 VDC</b>	<b>1</b>
<b>Air Starters</b>		<b>1</b>	
<b>Deice Truck</b>		<b>1 (Up to B- 757)</b>	
<b>Deice Cart</b>		<b>1 (Up to Learjet)</b>	<b>1</b>
<b>Bag Belt</b>		<b>1</b>	
<b>Wheel Chair Lift</b>	<b>1- Limited to B-1900</b>		
<b>Baggage Carts</b>		<b>1</b>	
<b>Lavatory Service Cart</b>		<b>1</b>	
<b>Potable Water Service Cart</b>		<b>1</b>	

**Exhibit D**  
**Local Hotel Listing**  
**(Current as of January 2014)**

<b>Local Hotels</b>		
Name	Address	Phone
Atlas Motel	1524 W. Lincolnway Cheyenne, WY 82001	(307) 632-9214
Candlewood Suites Extended Stay Hotel	2335 Tura Parkway Cheyenne, WY 82001	(307) 634-6622
Central Plaza	1719 Central Ave. Cheyenne, WY 82001	(307) 638-8383
Cheyenne Motel	1601 E. Lincolnway Cheyenne, WY 82001	(307) 632-6902
Days Inn	2360 W. Lincolnway Cheyenne, WY 82001	(307) 778-8877, (800) 325) 2525
Fairfield Inn	1415 Stillwater Ave. Cheyenne, WY 82009	(307) 637-4070
Firebird Motel	1905 E. Lincolnway Cheyenne, WY 82001	(307) 632-5505
Fleetwood Motel	3800 E. Lincolnway Cheyenne, WY 82001	(307) 638-8908
Guest Ranch Motel	1100 W. Lincolnway Cheyenne, WY 82001	(307) 634-2137
Hampton Inn	1781 Fleishli Pkwy. Cheyenne, WY 82001	(307) 632-2747, 800HAMPTON
Historic Plains Hotel	1600 Central Ave. Cheyenne, WY 82001	(307) 638-3311
Hitching Post Inn	1600 W. Lincolnway Cheyenne, WY 82001	(307) 638, 3301, (888) 250-7587
Holiday Inn	204 W. Fox Farm Rd. Cheyenne, WY 82007	(307) 638-4466, 800-HOLIDAY
Holiday Inn Express Hotel & Suites	1741 Fleischli Parkway Cheyenne, WY 82001	(307) 433-0751, 800-HOLIDAY
La Quinta Inn	2410 W. Lincolnway Cheyenne, WY 82001	(307) 632-7117, (800) 531-5900
Lariat Motel	600 Central Ave. Cheyenne, WY 82007	(307) 635-8439
Little America Hotel & Resort	2800 W. Lincolnway Cheyenne, WY 82001	(307) 775-8400, (800) 445-6945
Luxury Inn	1805 Westland Rd. Cheyenne, WY 82001	(307) 638-2550



Microtel Inn & Suites	1400 W. Lincolnway Cheyenne, WY 82001	(307) 634-3200
Motel 6	1735 Westland Rd. Cheyenne, WY 82001	(307) 635-6806
Oak Tree Inn	1625 Stillwater Ave. Cheyenne, WY 82009	(307) 778-6620
Ranger Motel	909 W. Lincolnway Cheyenne, WY 82001	(307) 634-7995
Rodeo Inn	3839 E. Lincolnway Cheyenne, WY 82001	(307) 634-2171
Rodeway Inn	5401 Walker Rd. Cheyenne, WY 82009	(307) 632-8901
Round-Up Motel	403 S. Greeley Hwy. Cheyenne, WY 82007	(307) 634-7741
Sands Motel	1022 W. Lincolnway Cheyenne, WY 82001	(307) 634-7771
SpringHill Suites by Marriott	416 W. Fox Farm Road Cheyenne, WY 82007	(307) 635-0006
Stage Coach Motel	1515 W. Lincolnway Cheyenne, WY 82001	(307) 634-4495
Super 8 Motel	1900 W. Lincolnway Cheyenne, WY 82001	(307) 635-8741
Travelers Inn	12500 I-80 Cheyenne, WY 82009	(307) 635-7799

**Exhibit E**  
**Medical Care Listing**  
**(Current as of May 2014)**

Hospital	Contact Information	Capacity
Cheyenne Regional Medical Center	(307) 634-2273	204 beds, 17 ED beds, Helicopter capable

Pharmacy	Contact Information	Pharmacy Hours
King Soopers	<ul style="list-style-type: none"> <li>▪ Address: 3702 Dell Range Blvd. Cheyenne, WY 82009</li> <li>▪ Phone: (307) 638-0014</li> </ul>	M-F: 8am-9pm Sat: 9am-6pm Sun: 10am-6pm
Safeway	<ul style="list-style-type: none"> <li>▪ Address: 406 Cole Center Cheyenne, WY 82001</li> <li>▪ Phone: (307) 778-8589</li> </ul>	M-F: 8am-8pm Sat: 9am-5pm Sun.:10am-2pm
Safeway	<ul style="list-style-type: none"> <li>▪ Address: 700 S. Greeley Hwy. Cheyenne, WY 82001</li> <li>▪ Phone: (307) 635-4087</li> </ul>	M-F: 8am-8pm Sat: 9am-5pm Sun: 10am-2pm
Walgreens	<ul style="list-style-type: none"> <li>▪ Address: 2304 E. Lincolnway, Cheyenne, WY 82001</li> <li>▪ Phone: (307) 635-0241</li> </ul>	24/7
Walgreens	<ul style="list-style-type: none"> <li>▪ Address: 1501 Dell Range Blvd. Cheyenne, WY 82009</li> <li>▪ Phone: (307) 635-5854</li> </ul>	M-F: 8am-10pm Sat: 9am-6pm Sun: 10 am-6pm
Walmart	<ul style="list-style-type: none"> <li>▪ Address: 2032 Dell Range Blvd., Cheyenne, WY 82009</li> <li>▪ Phone: (307) 634-7433</li> <li>▪ Store Phone: (307) 632-4330</li> </ul>	M-F: 8am-9pm Sat: 8am-7pm Sun: 10am-6pm

**Exhibit F**  
**Local Ground Transportation**  
**(Current as of May 2014)**

<b>Company</b>	<b>Phone</b>	<b>Type</b>
Avis Rent-A-Car	(307) 632-9371	Auto Rentals
National Rent-A-Car	(307) 632-1907	Auto Rentals
Hertz Rent-A-Car	(307) 634-2131	Auto Rentals
Yellow Checker Taxi	(307) 701-0808	Taxicab
TI Shuttle	(307) 778-4066	Taxicab
Cowboy Shuttle	(307) 638-2468	Taxicab
Yellow Checker Taxi	(307) 701-0888	Intercity Bus Service
Green Ride	(970) 226-5533	Intercity Bus Service