

# Norman Y. Mineta San José International Airport



## Emergency Evacuation Policy



## Do You Know Where To Go?

If, due to a disability, you need this document in an alternative format, please call our Customer Service Manager/ADA Coordinator at (408) 392-3504, California Relay 711.

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### **Purpose**

The purpose of this document is to provide the policy direction for the orderly and coordinated evacuation of employees, passengers and customers of the Norman Y. Mineta San José International Airport (SJC). This evacuation policy was created in support of the Airport Emergency Plan and is intended 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, natural disaster, fire, bomb threat, power outage, or other incident. An evacuation or shelter in place 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 entities. This document will be shared with the tenants, airlines, ground handlers, airport staff, and others operating at the Airport to help provide guidance for the orderly and coordinated evacuation of the Airport. This document should be shared with all new and current employees as part of the regular training/orientation program for all organizations operating at the Airport.

### **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. The Airport, as a Department within the City of San José, also has access to the resources of the entire City, as needed.
- TSA or other enforcement agencies, in response to a security breach or other threat to commercial aviation, may direct the complete or partial evacuation in consultation with the Unified Command (UC) 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 a natural disaster or other safety threat. The location to be evacuated will be determined on a case-by-case basis by the UC.
- 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 300 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 including children, older adults, and persons with disabilities and others who may need special assistance.
- Some will ignore the order to evacuate

### **Concept of Operations**

We will use the Incident Command System to manage emergency events. 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, airlines, and TSA will assist with both directing passengers to assembly areas as well as containment of passengers as needed.
- SJC employees, airlines, 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 the appropriate local governmental bodies to coordinate actively with experts and include the incorporation of resources for those with special needs.
- 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

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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 other incidents.

- Evacuations are directed by the Fire, Police, Airport Operations, or the Unified Command.
- 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, or the need is apparent, SJC employees, TSA, airlines, 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 Unified Command or other authority. The evacuees will remain at the assembly area until directed to by Unified Command or other authority. At no time will unauthorized SJC employees, tenants, or passengers move in or around active air operations.

### **Communication**

IC will direct the content and delivery method of all airport wide 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
- Visual displays in the terminals
- Hand-held bullhorns
- Written notices on the Flight Information Display monitors
- Text messages alerts on cell phones and other social media applications
- Face-to-Face contact
- Notes written by SJC staff
- First responders will be informed regarding persons within safe areas of refuge and Designated Areas of Rescue Assistance (DARA).
- Communication, both written and/or verbal, may include the use of multiple languages to assist those with limited English proficiency.
- Information provided to the public regarding the event will be communicated in an accessible manner. The Airport will use multilingual signs, where appropriate, and use standardized pictures to assist those with limited English proficiency.
- All documents available to the public are available in alternate format upon request.

*Note: Airlines should refrain from making any unnecessary 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

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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 or sheltering in place. 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 who are bilingual may be called upon during an emergency to assist in communicating with individuals who have limited English proficiency.

Staff should also ensure they are familiar with the location of the closest fire alarm pull stations, exit routes, Evacu-Trac Evacuation Chairs and telephones. Exits with an Evacu-Trac chair available are noted with a sign on the door. If Evacu-Trac chairs are used, staff will seek input from the person using the chair regarding transfer issues and other needs. Staff involved in emergency management should incorporate the concepts of accessibility and nondiscrimination into how they respond to and plan for emergencies.

### **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 area sign:



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

- Drinking water and shade will be available as needed for persons in the assembly areas, during a prolonged evacuation.
- SJC staff will be present in all assembly areas.
- SJC staff will use note pads to communicate with persons who are deaf or hard of hearing.
- SJC staff will be able to communicate with the Unified Command center regarding reunification or other issues regarding access and wellbeing.
- 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 or other authorized authority.
- TSA will occupy and secure security checkpoints and workstations, exits, and other



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locations as determined by IC/UC

- TSA or SJC will confirm all doors leading from the sterile areas are secured properly prior to repopulation
- Unified Command 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 prior to passengers

### **Reunification**

All SJC staff will have a telephone number they can use to address and coordinate reunification issues for persons or service animals. Additionally, Unified Command will coordinate reunification, as necessary.

### **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.

Accessible mass care will be provided as needed.

### **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

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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.

The coordination of medication and medical supplies will be conducted through the Command Center with first responders and area medical facilities.

### **Designated Areas of Rescue Assistance (DARA)**

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. DARA locations will have appropriate signage on how to communicate with appropriate authorities. Some evacuation locations exit directly external from the building into the open air.

### **Transportation**

If evacuation is needed from airport grounds, a plan is in place which would provide:

- Accessible vehicles
- Drivers
- Fuel
- Appropriate destination(s)

### **Emergency Preparedness**

All employees and tenants at the Airport are encouraged to:

- Review the emergency procedures for the Airport, including your internal company procedures and for assisting those with disabilities
- 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:

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- 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 part 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.
- Service Animals
  - Service animals will remain with their owner at all times.
  - SJC through the City of San Jose, has a contract with an emergency veterinarian and can also utilize other veterinary clinics during an emergency. SJC will attempt to reunite an owner with their animal if they are separated. We will hold animals for an extended period of time if we know that an animal has an owner.
- Limited English Proficiency
  - The Airport will use standardized pictures to communicate with persons of limited English proficiency.
  - Where and when appropriate, the Airport will also use multiple languages to assist passengers.
- Other
  - Airport staff, Airlines, 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. All staff and employees with access or functional needs that would require assistance during an evacuation have the option to voluntarily discuss their needs with their organization to make sure that appropriate action may be taken. While it is not the intent to have individuals separated from their medical equipment, the Airport encourage individuals to label their equipment with their name and contact information in advance. Should individuals be separated from their equipment, staff will prioritize the reuniting of the equipment given that it is safe and feasible to do so.

### **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 is a special security area designated by the Airport to comply with Transportation Security Administration (TSA) requirements in CFR 49 1542.205. An identification system must be used in this area.

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