

Worcester Regional Airport has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Matthew Valeri, Airport Operations Shift Manager at [mvaleri@massport.com](mailto:mvaleri@massport.com). Massport, the operator of Worcester Regional Airport, is filing this plan with the Department of Transportation because Worcester Regional Airport is a commercial small hub airport.

This plan describes how, following excessive tarmac delays and to the extent practical, Worcester Regional Airport will:

- Provide for the deplaning of passengers;
- Provide for the sharing of facilities and make gates available at the airport.

Worcester Regional Airport has some facility constraints that will limit its ability to accommodate a high number of diverted flights. The Massachusetts Port Authority, (Massport) strongly encourages aircraft operators to contact the Worcester Regional Airport Operations at 508-849-5519 for prior coordination of diverted flights except in the case of a declared in-flight emergency. Specific facility constraints include the following:

- Very limited designated remote and gate aircraft parking spaces
- Restricted ability to fuel remotely parked aircraft due to a limited number of fuel tanker trucks needed for timely refueling operations
- Runway / taxiway geometry limiting operational flexibility

During large scale diversion events, Worcester Regional Airport will issue NOTAMs regarding our ability to accommodate diverted flights to ensure the safe and efficient operation of the airport.

Massport encourages air carriers to limit the number of diversions to Worcester Regional Airport to the number of flights the airline is capable of ground handling (e.g., aircraft tow teams, aircraft fueling, available support staff, etc.)

## **AIRPORT INFORMATION**

- Name of Airport: Worcester Regional Airport
- Name & title of person preparing the plan: Matthew Valeri, Airport Operations Shift Manager
- Preparer contact number: 508-849-5519
- Preparer contact e-mail:  
[mvaleri@massport.com](mailto:mvaleri@massport.com)
- Date of submission: March 2025
- Airport Category: Small Hub
- In the event of a diversion or other irregular operations event, aircraft operators should contact the on-duty Airport Operations Shift Manager at 508-849-5519.

## **Plan to Provide for the Deplanement of Passengers Following an Excessive Tarmac Delay**

Massport does have contingency plans in place to make available, if necessary, one (1) mobile stair unit to supplement air carrier and ground handler equipment. Massport's assistance during excessive tarmac delays will be in conjunction with support from the airline, ground handler, or aircraft operator.

Massport will provide the airlines and aircraft operators contact information of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers. Airlines experiencing excessive tarmac delays should contact Worcester Regional Airport's on-duty Airport Operations Shift Manager at 508-849-5519 for assistance.

## **Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency**

Worcester Regional Airport has four (4) gates at its Terminal. Three (3) gates that are leased on a preferential use basis to air carriers. These gates are not normally controlled by Massport. However, Massport will direct our tenant air carriers to make gates available based on impact to the lessee's operations. One (1) gate is a gate designated as common use and will be the preferred gate for irregular operations.

Assignment of preferential gates will occur only after a request is received by Massport from an air carrier seeking to deplane their passengers at a gate not under their control.

## **International Operations**

Worcester Regional Airport does not have Customs and Border Protection or Immigration services located at the airport. Any Customs and Border Protection or Immigration services must be coordinated through a remote office located in Worcester, MA at 508-793-0293. International flights, unless passengers have been pre-cleared by CBP in the departing country, are discouraged from using Worcester Regional Airport as a diversion location except in an emergency condition.

## **Public Access to the Emergency Contingency Plan**

Massport will provide public access to its emergency plan by posting it in a conspicuous location on the airport website, [www.massport.com](http://www.massport.com).