



U.S. Customs and Border Protection
Pipeline # 003-2022
January 4, 2022

TO: Airlines, Partner Government Agencies, and Others Concerned

SUBJECT: International Aircraft Diversion Notification Procedures

To ensure airline stakeholders are aware of U.S. Customs and Border Protection (CBP) Area Port of Philadelphia capabilities to receive commercial international diverted aircraft, the following memo will outline the notification process, procedures, and capabilities of international airports within the Area Port of Philadelphia.

CBP's hours of operation are 0800 to 2200 hours at Philadelphia International Airport (PHL) and 0900 to 2100 hours at Pittsburgh International Airport (PIT). If an international aircraft needs to divert after the designated hours of operation, an airport open and staffed by CBP must be utilized. Absent emergent, exigent circumstances, an international aircraft should not divert to Harrisburg International Airport (MDT), Lehigh Valley International Airport (ABE), Wilkes-Barre Scranton International Airport (AVP), or Atlantic City International Airport (ACY), as these airports are not equipped and/or staffed to process commercial aircraft. In addition, the logistical capabilities such as ground handling staff and/or equipment necessary to move, fuel, or service a large commercial aircraft may be inadequate. A commercial international aircraft should not divert to an airport, which does not have the staff, equipment, or capability to fully service the commercial international aircraft.

If a commercial international aircraft intends to or diverts to PHL, the commercial airline must immediately notify a CBP Supervisor through the Entrance and Clearance desk at 215-863-4200 or 215-863-4271. If a commercial international aircraft intends to or diverts to PIT, the commercial airline must immediately notify the Duty Supervisor at 412-472-0808 #0. CBP requires the following information upon notification of a diversion:

- Reason for diversion (weather, mechanical, medical, etc.);
- Airline and flight number;
- Estimated time of arrival and/or arrival time;
- Originating foreign departure port and original airport flight destination;
- Location of aircraft upon arrival (terminal and gate number, hard stand location, etc.);
- Airline point of contact name and phone number;
- Intention of aircraft (fuel and go or CBP processing and clearance);
- Estimated time of aircraft departure; and,
- Flight crew time out information.

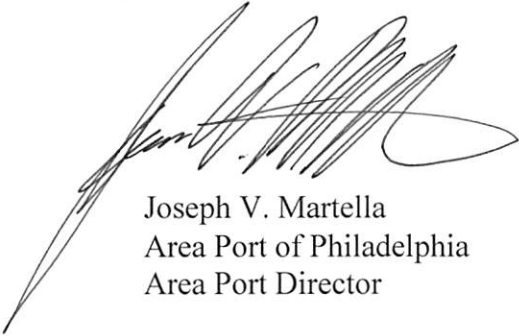
In addition, CBP will require frequent updates from the airline point of contact regarding the status of the diverted aircraft. No one will be permitted to disembark the aircraft without direct and specific approval from CBP. For logistical reasons if an aircraft requires a terminal gate

assignment, only international gates located in Terminal "A" at PHL will be authorized or Terminal "C" at PIT will be authorized. If an aircraft has been on the ground for three (3) hours, airlines **must** notify CBP if the diverted commercial international aircraft will depart by the three (3) hour and 30 minute timeframe that the aircraft is on the ground. If the three (3) hour and 30 minute diversion departure timeline cannot be met, all passengers will be required to be deplaned and/or processed by CBP. If an aircraft diverts and requires CBP processing, CBP must be notified as soon as possible and CBP will accommodate the processing request.

Any questions regarding these matters can be directed to the following CBP Watch Commanders below:

Frank McCarthy	FRANCIS.J.MCCARTHY@CBP.DHS.GOV	215-863-4206
Gary McHenry	GARY.D.MCHENRY@CBP.DHS.GOV	215-594-4191
Richard Powell	RICHARD.P.POWELL@CBP.DHS.GOV	215-863-4241

Respectfully,



Joseph V. Martella
Area Port of Philadelphia
Area Port Director