

# Ramp Bus Operations

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The Airport conducts airfield remote passenger bus operations between certain terminals and remote hardstands facilitated by a Bus Operator retained by the Airport. Airline tenants must comply with the following standards:

## Part 1 – Safety & Security

### (A) Safety

During inclement weather, air carriers must follow weather plans established under AOB 17-05 Airport Tenant All-Weather Program (Rule 3.3(V)). Airport carriers must communicate with the Airport Duty Manager and Airfield Operations to assess the safety conditions and coordinate a plan of action prior to engaging in remote operations in inclement weather.

### (B) Security

All operations must comply with Rule 7 of these Rules and Regulations and all additional security requirements as determined by Aviation Security. The security requirements are included in appendix for each remote bus operation and may be adjusted as necessary to comply with the Airport Security Program.

## Part 2 – Bus Service Request and Shuttle Bus Operations

### (A) Bus Service Requests

- (1) Unless regularly scheduled or otherwise arranged, requests for Remote Bussing Operations shall be requested not less than four (4) hours in advance. Air carriers shall request remote passenger bus service through Ramp Tower A (“RTA”).
- (2) At least two (2) hours in advance of operation, air carriers shall provide RTA with a revised Estimated Time of Arrival (ETA)/Estimated Time of Departure (ETD) with passenger loads and wheelchair requirements.

### (B) Ramp Tower A Responsibilities

- (1) RTA shall manage the request, assignment, and availability of hardstands designated for remote bus operations.
- (2) RTA shall monitor remote bus operations and apply special conditions or restrictions associated to each hardstand as needed.
- (3) On a daily basis, RTA shall communicate and confirm flight schedules and updates with stakeholders, Bus Operator, Airfield Operations Supervisor, and the Security Operations Center (SOC).
- (4) RTA shall coordinate ad-hoc requests with the Airfield Operations Supervisor, Airport Duty Manager (ADM), Bus Operator, and the SOC.

- (5) RTA will provide passenger loads and wheelchair requirements to the Bus Operator at least one (1) hour in advance of any requested operation.

**(C) Shuttle Bus Operations**

- (1) Shuttle buses will be equipped with two-way radios for drivers and spotters to communicate directly with Airfield Safety Officers (ASOs) when under escort.
- (2) The Bus Operator shall operate an Airport-procured shuttle bus and assign bus drivers and spotters (where required).
- (3) The Bus Operator shall determine equipment needs based on passenger loads and wheelchair requirements received from RTA.
- (4) The Bus Operator will ensure its drivers possess and display SIDA badges with appropriate indicia and black U.S. Customs Seals for International Terminal Building operations only.
- (5) Bus drivers are prohibited from executing multi-point turns when passengers are on board; all multi-point turns must be executed before passengers are loaded onto the bus or after they have exited the bus.
- (6) Spotters shall provide guidance for bus movements and positioning.
- (7) Spotters shall deploy an ADA-compliant ramp for wheelchair and special needs access.
- (8) A spotter must be present for every multi-point turn; no multi-point turn or other movement shall occur in the absence of a spotter.

**(D) Airport Operations**

- (1) As needed, busses transporting passengers to and from aircraft hardstands will be escorted by ASOs in sufficient numbers to maintain safe movement on the AOA. The ASO shall determine the safest path of travel.
- (2) Only Airfield Safety Personnel are authorized to provide Airport-procured shuttle bus escort to/from the aircraft at the hardstand.

### Part 3 – Air Carrier Responsibilities

- (A) All Air Carriers shall submit a detailed Operational Plan to SFO-Terminal Systems. The Plan shall provide information about passenger handling procedures during bussing operations. At a minimum the plan must cover the following:

- (1) Ensuring positive control of passengers while on the tarmac, consistent with CBP and TSA requirements.
  - (2) Monitoring and controlling the movement of passengers during the enplanement and deplanement process.
  - (3) Ensuring adequate and properly SIDA-badged personnel are assigned to each flight operation. When necessary, badges should include the appropriate black U.S. Customs Seal.
  - (4) Coordinating all wheelchair needs and ensure sufficient personnel are present for the operation.
  - (5) Complying with all required notifications including notification to SFO Airfield Operations, SFO Security Operations Center, and Airport Security guard at the beginning and end of each bus operation.
- (B) Air carriers are required to monitor and control all aspects of ramp operations and provide sufficient personnel and equipment to ensure the safety and security of passengers and operations including, but not limited to:
- (1) Monitoring switchback ramp and bus operations to ensure all passengers and flight crew are present, and ensure such individuals move directly to and from their intended on-Airport destination.
  - (2) Ensuring passengers remain on aircraft until buses are parked and ready to accept passengers.
  - (3) Providing accurate and timely information to all stakeholders and keep RTA informed of changes to scheduled times or operations procedures.
  - (4) Providing all necessary ground service equipment, including passenger switchback ramps where applicable.
  - (5) During fuel operations, permitting passenger occupancy on the aircraft or passenger movement only when the loading walkways and/or jet bridges are connected.

## Part 4 – Hardstand Operations

### (A) Operations

- (1) Aircraft shall not park anywhere other than assigned hardstand.
- (2) Passengers shall be moved to and from the terminal on board an Airport-procured shuttle bus.

- (3) Air Carriers are responsible for arranging crew shuttle service for crew members who are not transported with passengers on an Airport-procured shuttle bus. The Airport-procured shuttle bus will not provide transport exclusively for flight crew.
- (4) Passengers and flight crews shall only exit the Airport-procured shuttle bus under escort of badged air carrier staff with an Airport-issued SIDA badge.
- (5) Operations are limited to those aircraft types approved by the Airport.

**(B) Equipment**

- (1) The Airport will provide stanchions for use at hardstands, to the extent they are available. Airlines engaged in remote hardstand operations are prohibited from moving stanchions from their designated location and shall promptly report any problems with stanchions to an ASO or Airport Duty Manager.
- (2) If available and appropriate, the Airport may provide a switchback ramp at a remote hardstand location. In the event the switchback ramp is unavailable, the airline must have a contingency plan for the immediate provision of a switchback ramp. No airline personnel shall operate an Airport switchback ramp unless such personnel are properly trained to do so.
- (3) Upon approval of SFO Terminal Systems Management, air carriers may conduct switchback ramp training. Alternatively, the Airport shall provide such training upon request. Air carriers and their agents shall promptly report all damage or required maintenance of the common use equipment to the SFO Airport Duty Manager or Airfield Operations.

## Part 5 - Ambulift Requests and Operations

**(A) Ambulift Operators**

All Ambulift operators must complete training and be signatories on the Airport Memorandum of Understanding (MOU) for Ambulift use.

**(B) Ambulift Requests**

Requests for Ambulift equipment must be made a minimum of four (4) hours in advance of operation by contacting Airfield Operations.