

Contingency Plan for Lengthy Tarmac Delays

Overview

The Department of Transportation's (DOT) tarmac delay rule establishes hard time limits for tarmac delays. TEM Enterprises (Company) has a comprehensive plan designed to forecast and adjust to operational challenges and minimize lengthy tarmac delays while passengers are on board the aircraft.

TEM Enterprises' plan meets or exceeds all limits imposed by this ruling, and the Company will take all necessary action when tarmac delays approach the hard time limits in order to preclude the possibility of exceeding said limits.

The following exceptions to the hard time limits apply to domestic and international flights:

- When safety or security concerns exist;
- When Air Traffic Control (ATC) advises the pilot-in-command (PIC) that returning to the terminal would disrupt airport operations.

Plan Requirements

Dispatchers at Company headquarters are responsible for the daily execution of the plan. The plan ensures the Company has sufficient resources to meet the requirements of the DOT rule for extended tarmac delays, including diversions, including the three-hour domestic time limit and the self-imposed four-hour limit for international flights.

The plan ensures that TEM Enterprises will meet or exceed the provisioning requirements as follows:

- Adequate food and potable water no later than two-hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of an arrival);
- If the aircraft remains on the tarmac, (unless the pilot-in-command determines that safety or security considerations preclude such service): Operable lavatory facilities; medical attention; customer comfort needs.
- Coordination with airport authorities, as needed.

Responsibility

Dispatchers are responsible for the management and quality of the plan. The decision-making for the plan rests with TEM Enterprises' Director of Operations or his/her designee. Dispatch, Flight Operations and In-Flight Service will carry out the plan at the station and aircraft level.

Station Plan

The plan expands upon the standard operating procedures now in place to handle extended on-board delays and diversions. Coordination with stations ensures that Company aircraft can be deplaned within the allotted time limits.

Stations will ensure that diversions are given the same priority as other taxi delays, meaning passenger egress will be allowed prior to the 3 hour mark (4 hours for international flights). Stations are provided at least 30 minutes (or as much as 60 minutes at larger stations) to complete the task of returning to the gate and deplaning.

All Stations have coordinated plans with airport operations and local governmental agencies to meet the tarmac-delay rule's requirements. This includes back-up methods for inoperative equipment and the provisioning and servicing of aircraft.

Customer representatives are briefed by Company operations based on the existing situation and will be instructed to issue announcements to:

- Identify the reason for the delay and expected departure time;
- Explain boarding strategy;
- Explain the possible effect of the DOT's tarmac delay rule.

Throughout the flight delay, communication between Dispatch and the aircraft will be maintained. Both the Dispatcher and the PIC will monitor the general aircraft environment and "mood" of the customer and make real time adjustments and modifications as needed.