



## Enhanced Protections for Airline Passengers

### Extended Tarmac Delays [14 CFR Part 259]

#### **Purpose and Applicability**

To mitigate passenger hardship during lengthy tarmac delays. The regulation applies to public charter service on aircraft originally designed to have a passenger capacity of 30 or more seats. However, ADI elects to apply the following procedures to all flights operated under CFR Part 121.

#### **Definitions**

##### ***Large Hub Airport***

- An airport that accounts for at least 1.00 percent of the total enplanements in the United States.

##### ***Medium Hub Airport***

- An airport accounting for at least 0.25 percent but less than 1.00 percent of the total enplanements in the United States.

##### ***Tarmac Delay***

- The holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane.

#### **Contingency Plan**

- For all flights, ADI will provide 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 PIC determines that safety or security considerations preclude such service;
- For all flights, operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac;
- Sufficient resources (i.e. airstairs, jetways, passenger transport, baggage handling, etc.) to implement the plan; and
- Contingency Plan coordination with airport authorities at all medium and large hub airports that ADI serves, including medium and large hub diversion airports.

#### **Exceptions**

- For domestic flights, and those international flights that depart or arrive from a U.S. airport, ADI will not permit an aircraft to remain on the tarmac for more than three hours unless:
- The PIC determines there is a safety-related or security related reason (such as weather or a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or

- ATC advises the PIC that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

### ***Changes to Contingency Plan***

Corporate Publications will notify the Director of Operations of any changes to the Contingency Plan.

### ***Posting of Contingency Plan***

The Director of Operations will ensure that the Contingency Plan for Lengthy Tarmac Delays is posted on Aerodynamics Incorporated website in easily accessible form. ADI may include the Contingency Plan for Lengthy Tarmac Delays in the Contract of Carriage.

### **Procedures**

Flight Following will check departure, destination, and diversion airports to determine if the airport is a medium or large hub airport. Reference the Bureau of Transportation Statistics website to determine medium and large hub airports

[http://www.bts.gov/programs/geographic\\_information\\_services/maps/hub\\_maps/2009/pdf/2009\\_Hubs.pdf](http://www.bts.gov/programs/geographic_information_services/maps/hub_maps/2009/pdf/2009_Hubs.pdf)

If an airport meets the criteria of a Large or Medium Hub airport as defined above, and delays are expected, flight following will coordinate ADI's contingency plan with the airport. When conditions permit, the flight crew will delay boarding as long as possible to avoid an extended tarmac delay.

During extended tarmac delays, communication between the cockpit and cabin crew, and cockpit crew and flight following are critical. During all tarmac delays, the purser and flight crew will be in communication regarding the status of adequate food and water, medical attention, and operable lavatory facilities.

- When a tarmac delay is expected, or experienced for longer than 30 minutes the flight crew will notify flight following.
- After one hour of tarmac delay, the PIC will communicate with the purser to ensure adequate food and potable water supplies are available if the delay is extended. If supplies are not adequate, the passengers must be deplaned prior to the delay time reaching two hours, unless the PIC deems deplanement a safety or security concern as described above. Flight crew will communicate the delay to flight following.
- After two hours of tarmac delay, the PIC will communicate with the purser to ensure that food and potable water supplies are made available to the passengers. Flight crew will communicate the delay to flight following.
- Upon three hours of tarmac delay, the PIC will arrange for deplanement with the exception of safety or security concerns and will communicate to flight following.

### **Records**

Flight Following will record the following information via Quickbase for any tarmac delay that lasts at least three hours. ADI shall retain those records for two years:

- Length of delay;
- Cause of Delay;
- Actions taken to minimize passenger hardships, including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance;  
Whether the flight took off (in the case of departure delay or diversion) or returned to the gate; and
- An explanation for any tarmac delay that exceeded three hours (i.e. why the aircraft did not return to the gate by the 3-hour mark)

