
FAYETTEVILLE REGIONAL AIRPORT CONTINGENCY PLAN FOR LENGTHY AIRLINE ON-BOARD GROUND DELAYS

**DEVELOPED BY FAY AIRPORT MANAGEMENT IN CONCERT WITH
SIGNATORY AIRLINES**

MAY 19, 2022

TABLE OF CONTENTS

Chapter 1—Introduction 3

 1.1 Purpose 3

 1.2 Use of Terms..... 3

 1.3 Lengthy Onboard Ground Delays..... 3

 1.4 Passenger Needs 4

Chapter 2—Coordination..... 7

 2.1 Objectives of Coordination 7

 2.2 Addressing Coordination..... 9

 2.3 Contingency Plan Attributes..... 9

 2.4 Lengthy Ground Delay Contingency Planning 9

 2.5 Ground Delay Committee 13

 2.6 Resources Required..... 14

Chapter 3 – Fayetteville Regional Airport (FAY) Contingency Plan15

 3.1 Contact Information.....15

 3.2 Deplanement of Passengers.....15

 3.3 Sharing of Facilities and Gates15

 3.4 Sterile Area for Passengers Who Have Not Cleared US CBP.....16

 3.5 Public Access to FAY Tarmac Contingency Plan16

Chapter 4—Airline Contingency Plan..... 17

Chapter 5 – Point of Contact Information 18

Exhibit A (American Airlines Tarmac Contingency Plan) 19

Exhibit B (Delta Airlines Tarmac Contingency Plan)..... 20

CHAPTER 1—INTRODUCTION

The U.S. Department of Transportation's (DOT) Office of Inspector General (OIG) recommended that the Secretary of Transportation establish a national task force of airlines, airports, and the Federal Aviation Administration (FAA) to coordinate and develop contingency plans to deal with lengthy ground delays, such as working with airlines and airports to share facilities and make gates available in an emergency. To implement this recommendation, the Fayetteville Regional Airport has developed this plan to deal with lengthy airline on-board ground delays by signatory airlines.

At the time this plan was developed, signatory airlines at FAY included Piedmont Airlines DbA American Airlines and Express Jet dba Delta Airlines.

1.1 Purpose

The purpose of this document is to relay FAY's contribution to signatory airlines plans to address on-board ground delays and mitigate the impact on passengers before, during, and after such delays. Signatory airline plans are attached hereto as Exhibit A (American Airlines) and Exhibit B (Delta Airlines).

1.2 Use of Terms

In concert with general guidance set forth in the National Task Force Model, this document uses the term "should" to indicate it is advisory in nature and provide flexibility in the application of some actions as the situation dictates. Where appropriate, "mandatory" requirements have been established.

1.3 Lengthy Onboard Ground Delays

a. Communication, collaboration, and coordination. The key to mitigating the effect of lengthy onboard ground delays and to successful customer service during such delays is communication, collaboration, and coordination (C³) among airlines, airports, Government agencies, and other aviation service providers. These efforts are essential to reducing the frequency, duration, and impact on passengers of lengthy onboard ground delays. FAY and other stakeholders have engaged in C3 in order to effect the desired outcomes of this plan.

b. Who is affected. Lengthy onboard ground delays caused by severe weather, air traffic control (ATC) programs, airport service issues, or airline operation difficulties can affect a single flight or multiple flights at one or many airports. These delays also can involve a single airline or airport or many airlines and airports.

c. Causes of lengthy onboard ground delays.

- (1) Most causes of lengthy onboard ground delays are events that take airlines, airports, and ATC beyond their preplanned and scripted procedures. A vast majority of lengthy

onboard ground delays are caused by—

- Large scale events somewhere within the United States, and
- Unpredictable, unplanned variables such as weather and equipment or utility failures.

(2) In a few instances, primarily during diversions, lengthy onboard ground delays are not necessarily tied to large scale events or disruptions.

(3) While ground delays may have common causes, the exact nature and characteristics of specific delays may be quite different. For example, the number of departures at Atlanta-Hartsfield International Airport and the Fayetteville Regional Airport would have significantly different logistical complications due to the proximity of some runways to the terminal buildings and the need for continuous arriving airframes to use available jet bridges and air carrier ramp space. With less than 20 daily arrivals and departures per day and seven gates with multiple parking spots per gate, it is highly unlikely that FAY will have bottlenecks should aircraft need to return to the terminal due to lengthy onboard ground delays.

d. Locations of lengthy onboard ground delays. Lengthy onboard ground delays generally occur during departure taxi and/or arrival taxi at large airports, or because of unplanned diversions at small airports. FAY is a non-hub airport with enplanements less than 260,000 per year.

e. Mitigating lengthy onboard ground delays. Each lengthy onboard ground delay event is unique, and FAY in collaboration with airlines, Government agencies, and other aviation service providers has accounted for those eventualities in developing this plan.

1.4 Passenger Needs

a. Understanding passenger needs.

(1) The needs of passengers onboard aircraft or in an airport terminal during lengthy onboard ground delay events vary and normally require the attention of more than one party

(2) FAY shall make use of Figure 1 below to determine basic customer needs and what is required to meet those needs while passengers are delayed in an aircraft or in the FAY terminal.

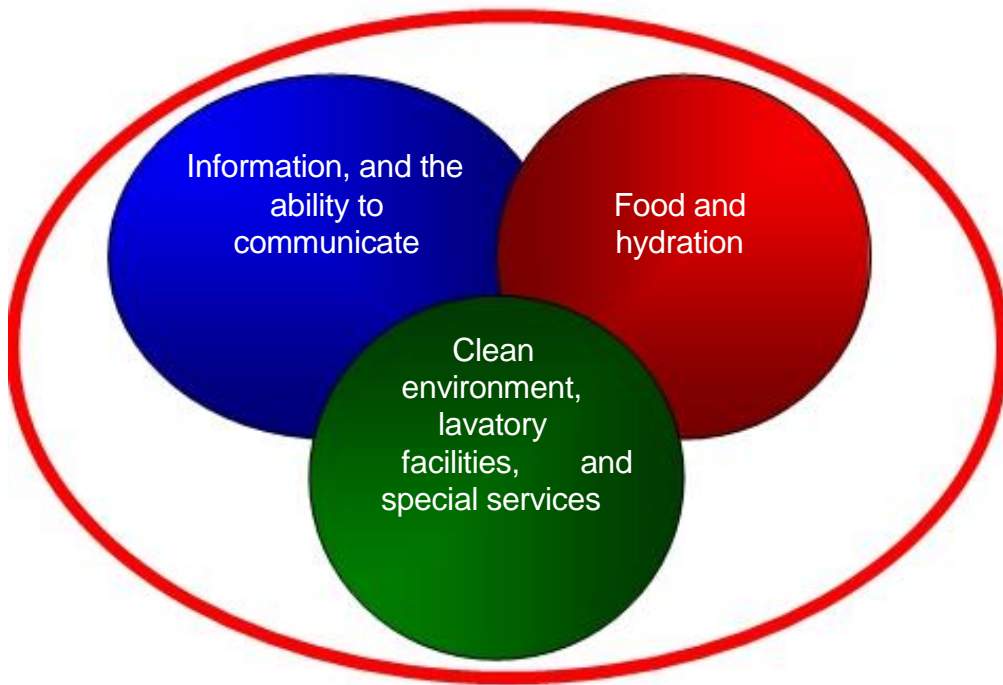


Figure 1—Basic Passenger Needs

b. Needs of passengers affected by lengthy onboard ground delays. Passengers affected by lengthy onboard ground delays generally require—

- Information, including deplaning options;
- The ability to communicate with friends, family, or colleagues;
- Food and hydration;
- Lavatory facilities;
- A clean environment; and
- Special services, as required, such as access to their own medicine in the cabin and medical care.

Each of the needs referenced above shall be addressed by the respective airline for the period of time that passengers remain aboard aircraft at FAY during a lengthy onboard ground delay.

c. Needs of passengers in airport terminals impacted by lengthy delays. Passengers in airport terminals generally require—

- Information,
- Communication,
- Food and hydration,
- Retail shops,
- A clean environment,
- Lodging and rest accommodations,
- Ground transportation, and
- Special services.

Information & Communication

- FAY shall coordinate with Airline Station Managers as needed to ensure that passengers are regularly briefed on the status of their flight via the public address system. Airlines must ensure that the flight information display system is continually updated to coincide with verbal notifications. FAY's flight information display data is linked to our website at FLYFAY.COM and automatically updates every 2 minutes. Passengers with smart phones and other electronic devices which link to the Internet can also receive notifications via those mediums.

Food, Hydration & Retail Shops

- Should passengers need to be removed from aircraft for a period of time and remain in the sterile area to avoid rescreening, FAY shall set aside Concourse A for this purpose. There are no restaurants in the sterile area so deplaned passengers will be required to use available vending machines for beverages and foodstuffs. If more than vending is required, the signatory airline shall be responsible. Military passengers with ID's may make use of the USO which is also located in the sterile area.
- If passengers elect to be rescreened during the lengthy delay, and airport restaurant and gift shop is located directly across from the sole TSA screening checkpoint on the 2nd Floor. Sit down dining is available and general purchase items like toiletries, pain medicine and ancillary items generally found in airport gift shops.

Lodging and Rest Accommodations.

- There are no accommodations for long-term stays within the FAY terminal. It is expected that information on local accommodations will be provided by the delayed airline. Nonetheless, a short respite may be available to military ID holders in the FAY USO within the sterile area.

Ground Transportation and Special Services.

- FAY air carriers generally coordinate for ground transportation to alternate airports in cases where a significant number of passengers will be inconvenienced by lengthy delays. It is expected that these airline protocols will remain in place.
- FAY ground transportation options include Avis/Budget, Thrifty/Dollar, Hertz, Alamo/National and Enterprise Rental Car Agencies, as well as, multiple taxi operators. Passengers may avail themselves to any of these options at their cost.

Cleanliness and Special Services.

- FAY maintains a fulltime maintenance and custodial staff. Special requirements associated with delayed passengers in the A Concourse area shall be accommodate to the fullest extent possible. This shall include more frequent cleaning of the single unisex bathroom in the A Concourse, ensuring that the Flight Information System is operational and the television at this location is on.
- If wheelchair assistance is needed, it shall be provided by the delaying airline. When handicap lift devices are needed to re-board deplaned handicapped persons, FAY's maintenance staff shall ensure that FAY's handicap lift device is fully charged, operational and ready for use.

CHAPTER 2—COORDINATION

The intent of this chapter is to provide information for responding to lengthy onboard ground delays that require the participation of multiple aviation service providers.

2.1 Objectives of Coordination

- a. Overall goal of coordination.** The overall goal of coordination is for all aviation service providers to work together effectively to provide holistic and seamless customer service during lengthy onboard ground delays. Accordingly, this plan is the final link to plans already submitted and online for FAY's signatory airlines. Issues associated with the plan shall be discussed periodically at one of FAY's bimonthly Safety and Security Meetings or regular FAY Tenant Communications Meetings that occur the first Tuesday of each month. Discussions might include:
- Airline triggers after the aircraft leaves the gate.
 - Extended taxi-in delays and probable gates to use if jet bridges are occupied (most likely Concourse A Gate 1).
 - Handling non-signatory diversions.
 - Deplaning plans should it be required.
 - Meeting passenger needs during the interim period (until enplanement reoccurs).
 - Other communication and collaborative efforts during extended delays.
 - FAA involvement and role in returning aircraft to the proper gates at FAY.
 - FAY has no Customs/Border Protection Agency on the field. Nonetheless, coordination requirements associated with military contingents who arrive during closures of Pope Army Airfield (acceptance of Declaration Cards, etc.) is needed. Said military personnel will be deplaned on the air carrier ramp (vicinity Taxiway F) behind Aircraft Rescue and Fire Fighting (ARFF) Station 10 to avoid mixing with TSA screened passengers in the main terminal
 - Procedures for handling TSA Screening issues if persons have to be re-ticketed for subsequent flights during non-TSA screening periods.
- b. Coordination through the contingency plan.** The contingency plan for handling lengthy onboard ground delays will enable all aviation service providers to effectively participate in a joint-response effort to ensure passenger needs are both identified and addressed. The importance of aviation service providers working together to establish and enhance contingency plans is depicted in the ground delay response coordination map in figure 2 below.

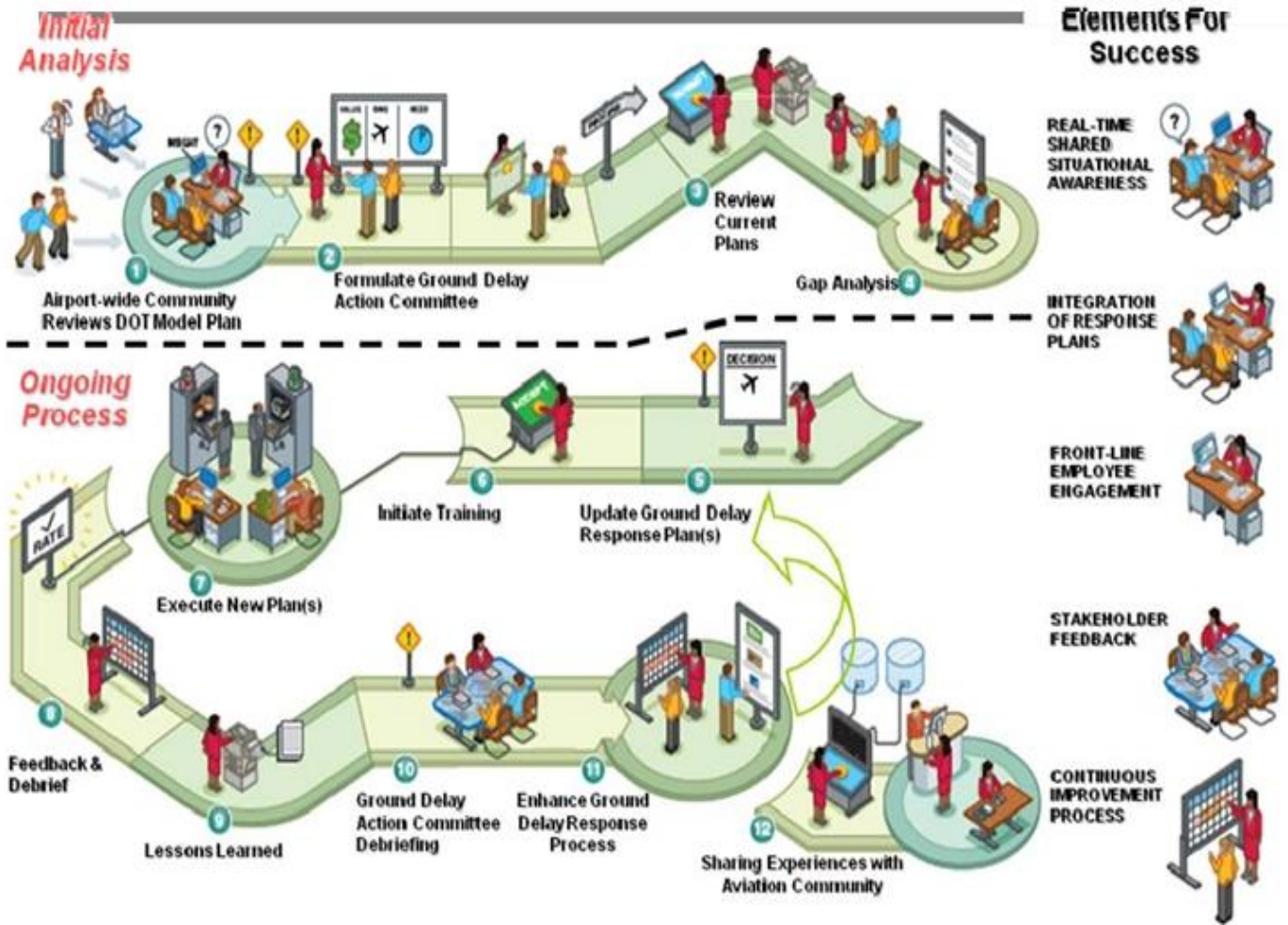


Figure 2—Ground Delay Response Coordination

Development of Contingency Plans for Lengthy Airline Onboard Ground Delays

2.2 Objectives of Coordination

- a. **Customer service.** It is essential that all aviation service providers participate, as services are required, during lengthy onboard ground delays. All aviation service providers must understand the importance of addressing coordination. The primary focus on any lengthy onboard ground delay plan is minimizing delayed aircraft at FAY and meeting the needs of the customer. Using effective C³ is essential for providing consistent, reliable customer service.
- b. **Guiding principles.** Coordination will allow FAY Management and Signatory Airline Station Managers aka ground delay committee to develop guiding principles that apply to all aviation service providers. Such coordination will ensure these principles are in alignment on behalf of the customers affected by lengthy onboard ground delays. The key elements of coordination include—
 - Ensuring passenger safety,
 - Sharing situational awareness,
 - Aligned processes and standard operating procedures,
 - Joint operations,
 - Establishing trigger points for appropriate actions throughout a lengthy onboard ground delay, and C³.

2.3 Contingency Plan Attributes

- a. **Purpose of a contingency plan.** In spite of the relatively small number of times FAY experiences onboard delays that last greater than 30 minutes, we have developed this plan to meet regulatory requirements and address that inevitable future anomaly. The depth of the plan is limited to basic guidance which corresponds with FAY's operational framework and small probability of implementation. More in-depth guidance for emergencies/delays precipitated by criminal activity or threats is covered in FAY's Airport Security Program (ASP) and FAR Part 139 Airport Certification Manual (ACM) under Exhibit 16/Incident & Emergency Plan. These plans are rehearsed bi-annually and annually in the forms of tabletop exercises or live drills.

2.4 Lengthy Ground Delay Contingency Planning

- a. **Coordinated response.** To ensure the success of FAY's contingency plan during a ground delay the following events shall occur:
 - Initiate the coordinated aviation contingency plan when notified by the signatory airline.
 - If onboard the aircraft, signatory or non-signatory airline shall be responsible for passenger needs. Once the onboard delay ends, address passenger needs after deplaning, such as rebooking flights and finding local accommodations.
 - If within the terminal complex, airport management and airline representatives shall meet or communicate electronically or telephonically to address passenger requirements.
 - FAY custodial/maintenance staff and affected airline representative shall validate availability of A Concourse, increase policing of restrooms at this location and items identified previously under "*Cleanliness and Special Services*" in Chapter 1.

- Use airport-wide shared communications, including conference calls, Internet communication, Web technology, and existing databases available 24 hours a day, 7 days a week, when conditions warrant the use of such means of communication.
 - Initiate and maintain collaboration among all airlines, airports, Government agencies, and other aviation service providers.
 - Attend to passenger needs onboard aircraft and,
 - Collect customer feedback.
 - Debrief after an event with key airport stakeholders. This shall include gaining customer feedback on the event so that problems might correct in the future and points of praise repeated. Foster the Passenger/Partner relationship.
 - Continuously improve the process through after-event reporting, training, and incorporation of best practices.
 - Emphasize the importance of C³ before, during, and after lengthy onboard ground delays.
 - Provide guidance on the continuous improvement of contingency plans.
- c. Steps to ground delay contingency planning. Signatory airlines, FAY, Government agencies, and other aviation service providers should use the steps in figure 3 to establish and perpetuate its ground delay contingency planning and to set forth the procedures necessary to update and refine the process on an ongoing basis.

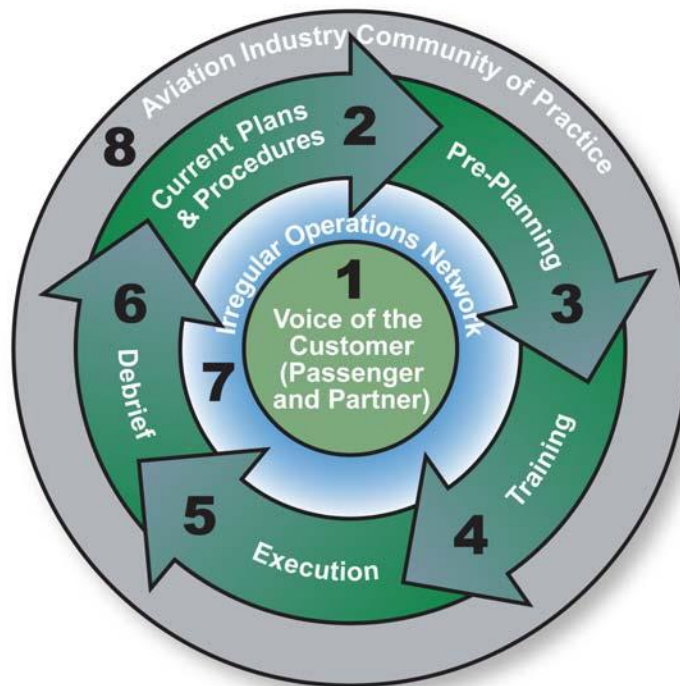


Figure 3—FAY Ground Delay Contingency Planning Model

Step 1. Voice of the Customer (Passenger/Partner).

FAY Management and the affected Airline Representative aka ground delay committee should coordinate with selected stakeholders (USO/Restaurant/Ground Transportation/ACS) to understand passenger needs during a ground delay. This will serve as effective input in refining the immediate aviation contingency plan.

The committee should also ensure passenger feedback and lessons learned are used to enhance the overall response effort. To that end, the committee shall attempt to establish a real-time, cost-free (to the passenger) means by which passengers can express their concerns about delays to the relevant service providers during or shortly after events.

Additionally, aviation service providers often partner with one another during a ground delay. As such, the ground delay committee should promote dialogue among all partners to avoid erroneous assumptions regarding preferred solutions for passenger and partner concerns, issues, and needs.

Step 2. Current Plans and Procedures.

During this initial step, the ground delay committee should meet to review and analyze the status of current contingency plans. The outcome of this effort is a coordinated aviation contingency plan. The committee then will conduct the following activities:

- *Risk assessment.* The committee should perform a formal analysis or risk assessment to identify the types and scale of lengthy onboard ground delays and associated airport and Government agency response efforts. This will serve as the basis for all further activities.
- *Gap analysis.* The committee should review existing contingency plans to identify where existing plans could be enhanced. This will identify ways service providers can improve the C³ of their activities. During this step, the committee should incorporate into its analysis the lessons learned from recent lengthy onboard ground delays.
- *Enhance and develop plans and procedures.* Following the analysis, the ground delay committee should incorporate its results into a coordinated aviation contingency plan.

Step 3. Preplanning.

During this step, the ground delay committee should—

- Assess whether to include additional representatives on the committee.
- Distribute copies of the coordinated aviation contingency plan to airport service providers.
- Follow up with discussions as to what steps to take to ensure proper resources and training are provided for successful execution of the plan when a delay occurs.

Step 4. Training.

The ground delay committee should, through appropriate training of frontline personnel and relevant stakeholders, ensure aviation service providers are implementing new policies, practices, and procedures in accordance with the coordinated aviation contingency plan.

Aviation service providers and Government agencies are responsible for their internal training efforts. The focus of the ground delay committee's training should support C³ across aviation service providers and Government agencies to provide a unified response during a delay.

Step 5. Execution.

The ground delay committee should effectively operate as a unified team during a delay through shared situational awareness. During a ground delay, the committee should provide oversight of the overall response effort by facilitating C³ across all aviation service providers.

Step 6. Debrief.

After a ground delay, the ground delay committee should meet to review the effectiveness of the response effort, and incorporate lessons learned from the recent event into the coordinated aviation contingency plan. The committee also should update the resource needs required to support future events, as well as update and administer revised training sessions as appropriate.

Step 7. Irregular Operations Network.

The ground delay committee should schedule regular communications with its associated stakeholders and, in a network fashion, share the best practices identified during a ground delay as they become known to members of the community. Such dialogue may enable further enhancements to plans, resource staging, and training before the next delay.

Step 8. Aviation Industry Community of Practice.

On a regular basis, the ground delay committee should collaborate with the larger aviation community to share experiences and lessons learned. This activity should enable the aviation community at large to learn from its fellow service providers who recently experienced a ground delay.

2.5 Ground Delay Committee

a. Committee composition. The aviation service providers at each airport should establish a ground delay committee comprised of representatives from all key aviation service providers. The committee composition should be based on the local aviation service provider structure and tailored to the local airport situation. The committee should include the following personnel:

- An appropriate airport representative, who looks at the whole picture and is aware of the situation.
- Appropriate airline representatives.
- Appropriate Government agency representatives.
- Public participation in planning and developing the plan.
- Other aviation service provider representatives, as appropriate, as demonstrated in Figure 4 below.

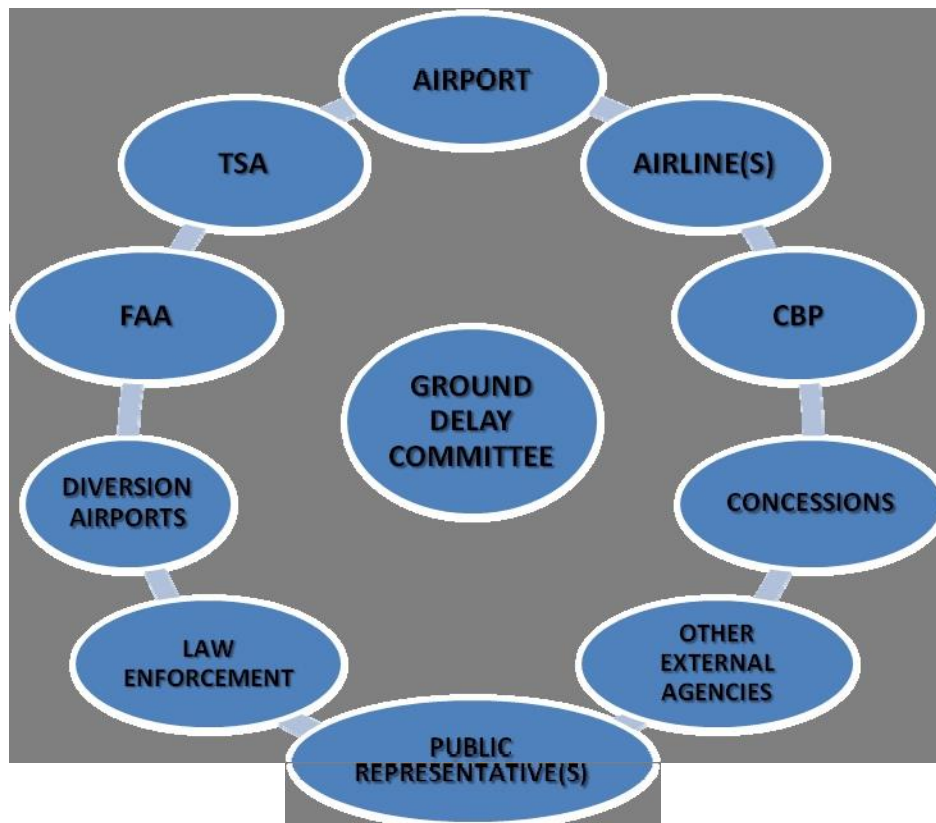


Figure 4—Ground Delay Committee

b. Committee goal. The goal of the committee should be to establish and enhance contingency plans through collaborative decision-making. This will ensure that actions result in a unified level of customer care across all aviation service providers during lengthy onboard ground delay events.

c. Committee actions. The committee should—

- Develop the contingency plan (recognizing that airlines maintain operational control).
- Preplan (committee actions before the delay).
- Activate the contingency plan (committee actions during the delay).
- Debrief and update the contingency plan (committee actions after the delay).
- Determine the most appropriate communication style to be used such as conference calls or face-to-face meetings.

d. Committee responsibilities.

(1) The committee's⁸ main responsibilities should be to—

- Activate the contingency plan when lengthy onboard ground delays occur or are reasonably anticipated.
- Facilitate shared communication 24 hours a day, 7 days a week.
- Ensure resources are available during lengthy onboard ground delays.
- Foster an integrated and seamless approach among airport, airlines, Government agencies, and other aviation service providers.

(2) The committee also should focus on integration of business processes to ensure consistency and shared situational awareness.

(3) The committee should exchange information across all aviation service providers regarding who should provide appropriate services when a trigger event occurs. This information exchange will also help to identify other stakeholders that may be requested to provide support to address any outstanding identified needs.

(4) The committee should recognize that airlines maintain operational control of their aircraft.

2.6 Resources Required

There are several mechanisms that can affect joint communications and response during a lengthy onboard ground delay that require the appropriate resources from members of the ground delay committee. The ground delay committee should leverage existing resources and assets to affect C³, which may include using the following, where permissible:

- Conference calls,
- Internet communication,
- Web technology and shared situational awareness tools,
- Existing databases,
- Leased and/or common use gates,
- Remote aircraft parking locations for hardstand operations,
- Facilities, and
- Equipment such as tow bars, buses, and vertical lifts.

CHAPTER 3 – FAY CONTINGENCY PLAN

3.1. Contact Information

In the event of diversion or other irregular operations events during normal business hours (8:00 am to 5:00 p.m.), aircraft operators should contact the Airport Director's Office by calling (910) 433-1160. After normal business hours Airport Operations are coordinated by the Fire Captain at the Aircraft Rescue and Firefighting (ARFF) Station #10. The Fire Captain may be reached by calling (910) 433-1624 and is manned 24 hours per day.

3.2. FAY Plan for Deplanement of Passengers Following Excessive Tarmac Delays -

FAY has limited equipment and personnel to safely deplane passengers from air carrier aircraft. We will utilize this equipment with assistance from Signature Flight Support Services (FBO) to deplane passengers as soon as practicable after receiving requests from such airlines at the contact number listed above. We will also provide a list of airlines, ground handlers, fixed based operators and others who may have the necessary equipment and personnel to safely deplane passengers to airlines as soon as practicable after receiving requests from such airlines experiences excessive tarmac delays at the contact number listed above.

3.3 Plan for Sharing of Facilities and Gate(s) Availability in an Emergency

- a. Concourse A has one ground loading gate (Gate 1), Gate 2 and Gate 3 have fixed jet bridges. Gate 2 is leased by Delta Airlines and used on a non-exclusive, but preferred basis. Gate 3 is leased by American Airlines and used on a non-exclusive, but preferred basis. Concourse A holding areas are owned by FAY and used periodically on a non-exclusive basis by charter airlines.
- b. Concourse B has four fixed bridges that are identified as Gates 4, Gate 5, Gate 6 and Gate 7. The jet bridge at Gate 4 is owned by American Airlines, but the Gate 4 holding area is FAY owned and leased to American Airlines on a non-exclusive, but preferred basis. Jet bridges affixed to Gate 5, Gate 6 and Gate 7 are owned by FAY and related passenger holding areas are not leased to a signatory airline and available to signatory and non-signatory airlines on a cost-per-use basis. The availability of unused gates at FAY provides for easy access to returning/delayed aircraft. We will direct our common use gate lessees, permittees or users to make gates available to an air carrier seeking to deplane at a gate, to the maximum extent practicable. If additional gates are needed, FAY will direct tenant air carriers to make preferential use gates and other facilities

available to an air carrier seeking to deplane at a gate, during those time periods when the tenant airline is not using, or not scheduled to use, the gate, to the maximum extent practicable.

3.4 Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection (CBP)

FAY does not have international passenger processing facilities. We will coordinate with local CBP and law enforcement officials to identify suitable areas and procedures for establishing a temporary sterile area into which international passengers on diverted aircraft who have not yet cleared United States Customs and Border Protection can be deplaned. Once these efforts are complete, we will coordinate with local CBP officials to develop procedures that will allow international passengers who have not cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent practicable.

3.5 Public Access to the FAY Tarmac Emergency Contingency Plan

FAY will provide public access to its emergency contingency plan through one or more of the following means:

- Posting in a conspicuous location on the airport website (<http://flyfay.com>)
- Providing notice of the availability of the plan on the airport's social media accounts.
- Posting signs in conspicuous locations in the terminal.
- Advertising the availability of the plan in local newspapers of record.

CHAPTER 4—AIRLINE CONTINGENCY PLANS

FAY signatory airlines have developed their individual plans and they are attached hereto as Exhibit A and Exhibit B, if applicable.

CHAPTER 5—FAY Points of Contact Information

For further information regarding this plan, written requests should be made to: Fayetteville Regional Airport, 400 Airport Road, Suite #1, Fayetteville NC 28306. Email requests may be sent via the airport's website at FLYFAY.COM. Telephone requests for information may be made by calling (910) 433-1160. The Airport Director is Alvester T. (Toney) Coleman, PhD, A.A.E. and his Deputy Director is Deontae K. Watson, MBA, A.A.E.

The FAY Airport diagram and other airport information may be found via the Internet at <https://www.flyfay.com/general-aviation/pilot-info>.

Exhibit A (American Airlines Contingency Plan for Lengthy Tarmac Delays)

The American Airlines Contingency Plan for Lengthy Tarmac Delays is the result of new rules put forth by the U.S. Department of Transportation to address airline service during conditions that result on long on-board delays for passengers. This contingency plan is explicitly separate from and not a part of American Airlines' contract of carriage.

American Airlines fully complies with all U.S. Department of Transportation rules regarding lengthy tarmac delays. Our contingency plan is intended to provide you with information regarding American Airlines' policies and procedures for handling your travel on our airline in the event of a lengthy ground delay for your aircraft.

Limits of lengthy onboard ground delays

Lengthy onboard ground delays can take place both during taxi-out prior to departure, and during taxi-in after landing. During both of these phases of travel, the following limits apply:

- For domestic flights, American Airlines will not permit an aircraft to remain on the tarmac for more than three (3) hours.** Prior to reaching three (3) hours, American Airlines will return the aircraft to the gate, or another suitable disembarkation point, where passengers will be allowed to deplane.
- For international flights that depart from or arrive at a U.S. airport, American Airlines will not permit an aircraft to remain on the tarmac for more than four (4) hours.** Prior to reaching four (4) hours, American Airlines will return the aircraft to the gate, or another suitable disembarkation point, where passengers will be allowed to deplane. ** Delays longer than these time limits may be necessary if (i) the pilot-in-command determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or (ii) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

Passenger services during a lengthy onboard ground delay

For all flights, American Airlines will provide passengers with adequate food and potable water no later than two (2) hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot in command determines that safety or security considerations preclude such service.

For all flights, American Airlines will ensure that operable lavatory facilities will remain available while the aircraft remains on the tarmac. American Airlines will also ensure adequate medical attention is available, if needed.

Resources

American Airlines has taken steps to ensure sufficient resources are available to implement this contingency plan for lengthy tarmac delays, when necessary.

Coordination

To better serve passengers, American Airlines has also coordinated this contingency plan for lengthy tarmac delays with the local airport authorities for all medium and large airports.

Exhibit B (1) (Delta Airlines Contingency Plan)

Contingency Plan for Lengthy Tarmac Delays

Last Updated: July 1, 2021

Overview

Before delays occur, Delta has a comprehensive plan designed to forecast and adjust to operational challenges and minimize lengthy delays while passengers are on board the aircraft. The Operations Control Center (OCC) at Delta's headquarters is responsible for the daily execution of this plan, while keeping in mind the safety and well being of our customers.

The Department of Transportation's (DOT) tarmac delay rule establishes hard time limits for tarmac delays. Delta's plan meets or exceeds all limits imposed by this ruling. Delta has developed a detailed plan, with established trigger points, to account for those times when unforeseen constraints have caused taxi delays.

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

- Safety or security reasons
- Air Traffic Control (ATC) advises the pilot-in-command that returning to the terminal would disrupt airport operations

Plan Requirements

Delta's contingency plan assures that Delta has sufficient resources and will meet the requirements of the DOT for extended tarmac delays, including diversions. This includes the three-hour domestic time limit, as well as the four-hour limit for international flights. This plan ensures that Delta will meet or exceed specified guidance as it pertains to provisioning, 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; and other customer comfort needs.

Responsibility

The Operations Control Center (OCC) is responsible for the management and quality of the plan. The decision-making for this plan lies within the OCC. Airport Customer Service (ACS), Flight Operations and In-Flight Service will carry out the plan at the station and flight level.

Station Plan

The plan builds upon the standard operating procedures now in place to handle extended on-board delays and diversions. All stations have identified resources and developed procedures that will allow them to effectively bring a plane off the runway and open the door, giving the passengers the opportunity to egress within specified time limits.

Stations will assure 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). Individual station plans should allow 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 (TSA and CBA where applicable) to meet the tarmac-delay rule's requirements. This includes back-up methods for inoperative equipment and the provisioning and servicing of aircraft.

Exhibit B (2) (Delta Airlines Contingency Plan)

Communication

Announcements are made by ACS when the aircraft is at the gate with the doors open. Once the doors close, announcements are made by the flight crew. The announcements will:

- Occur at least every 30 minutes while the aircraft is delayed
- Identify the reason for the delay and tentative departure time
- Explain the possible effect of the DOT's tarmac delay rule
- Inform customers of the ability to egress, if the opportunity exists, beginning 30 minutes after scheduled departure (including revised departure time) and every 30 minutes thereafter

Throughout the flight delay, communication between Delta's Operations Control Center (OCC) and the flight crew will be continual. Both the OCC and flight crew will monitor the general environment and "mood" of the customers at all times. Delta will make decisions for the well-being of all customers aboard the affected flight.