

# Contingency Plan for Lengthy Tarmac Delays

The Air Wisconsin Contingency Plan for Lengthy Tarmac Delays is the result of rules put forth by the U.S. Department of Transportation to address airline service during conditions that result in long on-board delays for passengers. This Contingency Plan is explicitly separate from and not a part of the Conditions of Carriage and is developed in conjunction with American and United Airlines.

Air Wisconsin 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 Air Wisconsin's 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 these phases of travel, these limits apply:

- For domestic flights, Air Wisconsin will not permit an aircraft to remain on the tarmac for more than three hours without providing passengers an opportunity to deplane. When possible, prior to reaching three hours, Air Wisconsin will return the aircraft to the gate, or another suitable disembarkation point, where passengers will be allowed to deplane.
- For international flights departing from or arriving at a U.S. airport, Air Wisconsin will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours without providing passengers an opportunity to deplane. When possible, prior to reaching four hours, Air Wisconsin 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 that permitting a passenger to deplane would jeopardize passenger safety or security.
- (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 experiencing a lengthy ground delay at a U.S. airport, Air Wisconsin will:

- Provide passengers with 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 arrival) if the aircraft remains on the tarmac, unless the pilot in command determines that safety or security considerations preclude such service
- Ensure operable lavatory facilities will remain available while the aircraft remains on the tarmac
- Ensure adequate medical attention is available, if needed, while the aircraft remains on the tarmac
- Ensure a comfortable cabin temperature is maintained

- Ensure passengers on the delayed flight will receive notifications regarding the status of the delay every thirty minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known
- Notify passengers on the delayed flight beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open, if the opportunity to deplane actually exists.

## **Resources**

Air Wisconsin has taken steps to ensure sufficient resources are available to implement this Contingency Plan for Lengthy Tarmac Delays, when it is necessary to do so.

## **Coordination**

To better serve passengers, Air Wisconsin has coordinated this Contingency Plan for Lengthy Tarmac Delays with:

- Local airport authorities (including terminal facility operators, where applicable) at each airport served by Air Wisconsin, as well as Air Wisconsin's regular diversion airports;
- U.S. Customs and Border Protection (CBP), at each airport regularly used by Air Wisconsin for international flights, as well as Air Wisconsin's regular diversion airports for international flights; and
- U.S. Transportation Security Administration (TSA), at each airport served by Air Wisconsin, as well as Air Wisconsin's regular diversion airports.

## **Emergency situations**

In an emergency, Air Wisconsin will make its best efforts to assist other carriers, including sharing facilities and making gates available.

These efforts include:

- Providing assistance to other carriers during tarmac delay situations, as requested by the other carrier or by local airport authorities;
- Ensuring other carriers and local airport authorities have proper contact information to request assistance for gates, remote parking, ground equipment and personnel; and
- Making every effort to accommodate requests for gates and parking, including, when possible, moving Air Wisconsin aircraft off of a gate to make it available for other carrier aircraft.

At Air Wisconsin, the safety and comfort of our customers is always an important priority, especially during flight delays. We are confident our contingency plans will lessen your inconvenience.