

Enhanced Passenger Protection Contingency Plan for Long Tarmac Delays

Passenger Service Commitments

1. Each and every employee must be aware that the company's sole product is service. Each employee has an opportunity to improve the success of the company by doing his best to meet service expectations. At all times, contact with the customer must be courteous .
2. While safety is paramount, all personnel must strive to keep operations on schedule. The delays must be kept to a minimum and the customers must be kept informed when delays occur.
3. Colgan, in association with its Code Share Partners, has joined the Air Transport Association (ATA) in developing these mandatory customer service commitments which include:
 - a. Notifying customers of known delays, cancellations, and diversions.
 - b. Meeting customers' essential needs during long aircraft taxi delays.
4. Colgan strictly adheres to their Code Share Partners ground delay and diversion plans which assures that DOT imposed rules are met. If there are any differences between the Code share and Colgan plans, then the Code share's plan will take precedence unless otherwise specified in the contract of carriage. This includes the three (3) hour domestic time limit, as well as the limit of four (4) hours for international flights. This plan ensures that Colgan will meet or exceed specified guidance as it pertains to adequate food and potable water, lavatory facilities, medical attention and all other customer comfort needs. This plan has been coordinated with all airport authorities where Colgan operates (domestic, international and diversion). The following exceptions to these rules apply:
 - a. The pilot in command determines there are safety or security reasons.
 - b. Air Traffic Control (ATC) advises the pilot in command that returning to the terminal would disrupt airport operations.
5. These commitments can be best accomplished with the use of the on-board public address system (PA). It is the flight crew's

responsibility to keep passengers informed with timely, accurate and easy to understand information regarding the status of their flight and any delays. Announcements should include the current status, reason for the delay, estimated time of departure/arrival at gate, and any other pertinent information (including if there is no new information).

Ground Delay Policies and Plans

1. In situations where the aircraft will be **five** or more minutes late departing the gate, or delayed **fifteen** minutes or more during taxi-out for takeoff, an update to the passengers and dispatch is strongly recommended. During an extended ground delay, further updates should be provided at intervals of not more than 15 minutes beginning at the 30 minute mark of the delay. The DOT clock starts at the time when passengers no longer know they have the ability to deplane regardless if the flight is still at the gate with the door open.

Note: PA announcements should be coordinated with the Gate Agent and Flight Attendant(s) when at the gate.

2. For a departure delay, the DOT clock starts at door closure, as long as passengers were notified every 30 minutes of the ability to deplane when the door was open past departure time and the opportunity to deplane actually exists. The DOT clock will continue to run until the aircraft either takes off or until passengers have the ability to deplane and are notified. If passengers were not notified of the ability to deplane while at the gate with the door open, then the DOT clock starts at the scheduled departure time regardless of when the door was closed.

Note: If the flight returns to the gate and is not cancelled, a passenger announcement must be made and documented via ACARS, recorded radio or phone call to the dispatcher that passengers were notified of the ability to deplane. This resets the clock to 0.

The flight crew will expand upon their current standard operating procedures for delays. Their announcements, every 15 minutes, will set the expectations of the passengers and will follow the same theme used by the gate.

3. The flight crew should strive to give an update as to passenger conditions in the event of any diversion or extended taxi delay. Monitor ACARS or company frequencies to obtain required direction from SOC.

4. Regulations require passengers be notified and allowed to deplane before the DOT's time limitation expires. Passengers will be provided adequate food and water prior to two hours. Air carriers must ensure operable lavatories and access to medical treatment during extended delays.

5. Crews must ensure that the appropriate Codeshare partner's LOB kit (Continental LOB kit for Continental flights, etc) be available prior to each flight.

Departure Delay Plan

During outbound delays, the SOC will adhere to the following actions, based on trigger points to ensure the DOT hour rule is enforced. At all times, passengers will be assured of operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.

Note: On ACARS equipped aircraft, a status request message will be automatically sent at the 90 minute point and beyond.

1. 60 minutes (1 hour):
 - a. Monitor taxi situation and plans.
2. 90 minutes (1½ hours):
 - a. Review SOC and station plan and assess the need to return to the gate.
 - b. Contact Station to advise of potential return and that adequate resources are available to implement the plan.
 - c. Assure that adequate food and potable water is provided no later than 2 hours after the start of the delay, unless the pilot in command determines that safety or security considerations preclude such service.
 - d. SOC Duty Manager to send out operational page.
3. 120 minutes (2 hours):
 - a. Initiate mandatory return (unless directed by the Duty Manager where departure would be imminent or due to safety or security reasons returning would not be advised.)

- b. SOC Duty Manager to send out operational page.
 - c. Direct crew to make required [“DOT Taxi Delay Announcement”](#). Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate return.
4. 135 minutes (2:15 hours):
- a. Assess situation of returning flight.
 - b. Coordinate the plan with airport authorities, the Transportation Security Administration (TSA) and for International flights, coordinate with U.S. Customs and Border Protection (CBP).
 - c. Direct crew to make required [“DOT Taxi Delay Announcement”](#). Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate return.
5. 150 minutes (2 ½ hours):
- a. Assess situation of returning flight.
 - b. SOC Duty Manager to send out operational page.
 - c. Direct crew to make the required [“DOT Taxi Delay Announcement”](#). Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate return.

Note: Please note that for international departures, the 90 and 120 minute procedures should be transmitted at 150 and 180 minutes, to assure four (4) hour compliance.

After 120 minutes domestically or 180 minutes for International flights, only the SOC Duty Manager can make the decision to continue to taxi for departure.

The key to success is good communication. The SOC will initiate discussion with station and crew (other agencies, as appropriate).

Orders to return from the SOC are considered mandatory for other departmental representatives (Stations, Flight Operations, etc.)

Arrival Delay Plan

The SOC will take these actions when handling inbound delays, to meet and exceed the three hour domestic time limit. For an arrival delay, the DOT clock starts upon touchdown and continues to run until the door is opened and passengers are notified they have the ability to deplane, whether at the gate or a remote parking area.

Note: Please note that these guidelines differ from DOT guidelines and are more restrictive.

1. 60 minutes (1 hour):
 - a. SOC alerts (gating must be imminent). SOC Duty Manager to send out operational page.
 - b. Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.)
2. 75 minutes (1¼ hours):
 - a. SOC assessment (order stations plan to begin).
 - b. Communication to crew that station plan has been ordered. Crew to acknowledge.
3. 90 minutes (1½ hours)
 - a. Immediate deplaning of passengers.

Note: After conferring with dispatch and SOC, and barring cooperation to deplane, the captain will declare an emergency with the local FAA authority and deplane the passengers.

b. If deplaning the passengers at this point is not possible due to safety or security reasons, assure that adequate food and potable water is provided no later than 2 hours after the start of the delay, unless the pilot in command determines that safety or security considerations preclude such service.

4. 120 minutes (2 hours):
 - a. Assess situation of flight.

- b. SOC Duty Manager to send out operational page.
 - c. Direct crew to make required “[DOT Taxi Delay Announcement](#)”. Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate arrival.
- 4. 135 minutes (2:15 hours):
 - a. Assess situation of flight.
 - b. Coordinate the plan with airport authorities, the Transportation Security Administration (TSA) and for International flights, coordinate with U.S. Customs and Border Protection (CBP).
 - c. Direct crew to make required “[DOT Taxi Delay Announcement](#)”. Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate arrival.
- 5. 150 minutes (2 ½ hours):
 - a. Assess situation of flight.
 - b. SOC Duty Manager to send out operational page.
 - c. Direct crew to make the required “[DOT Taxi Delay Announcement](#)”. Communication to be returned with crew assessment of passenger service issues (food, water, lavatories, mood, medical needs, etc.) and confirmation of gate arrival.

Diversion Plan

Diversions have the greatest potential for customer service failures. Knowing that technology is not always indicative of a customer's ability to deplane, manual steps must be taken to assure customer egress is allowed. Those steps include:

1. Monitoring of in-times from stations to assure that "in" means customers have the ability to deplane.
2. Communication to crew at 90 minutes to assure door open and

egress available.

3. SOC monitoring of individual diversion events to ascertain customer service levels are met.
4. Communication to include accurate reporting of customer service levels (lavatories, water, food, mood, medical needs, etc).

Note: If continuation to the original destination cannot be accomplished by Taking Off within 60 minutes of landing, then the "Arrival Delay Plan" must be followed.

Station Plan and Retention of Records

Station Plan:

Station plans are built to handle extended ground delays and diversions. All stations are required to have resources and procedures that will allow them to effectively bring a plane off the runway and open the door, giving the passengers the opportunity to deplane within specified time limits. All stations should be able to complete the task within thirty (30) minutes, unless otherwise specified within the individual stations plan. Stations must assure that diversions are given the same priority as other taxi delays, meaning, passenger egress **MUST** be allowed prior to the 90 minute mark.

This plan includes but is not limited to the following:

1. Identify and list primary, secondary, and tertiary Code Share owned/operated gate facilities that will be made available for gate returns.
2. List alternative gate parking options, such as OAL gates, common use airport gates, or hardstand locations in the event Code Share owned/operated gate facilities are not available.
3. List any agreements with local airport authorities to service aircraft at non-gate or remote facilities, (remote pad or taxiway).
4. Identify, including a backup, who will provide and operate buses or other transportation methods.
5. Will provide a back-up method in the event equipment is unavailable or inoperative.
6. List of business partners that will provide the services (lavatory,

galley, provisioning service or replenishment) to a ground delayed arrival or departure flight.

Retention of Records:

Each carrier that is required to adopt a Contingency Plan for Lengthy Tarmac Delays shall retain for two years, with the Safety and Regulatory Compliance Department, the following information about any tarmac delay that lasts more than three (four) hours:

1. The length of the delay.
2. The precise cause of the delay.
3. The actions taken to minimize hardships for passengers, including the provision of food and water, the maintenance and servicing of lavatories and medical assistance.
4. Whether the flight ultimately took off (in case of a departure delay or diversion) or returned to the gate.
5. An explanation for any tarmac delay that exceeded 3 hours (i.e., why the aircraft did not return to the gate by the 3 (4) hour mark).
6. The pilot in command and the Flight Attendant(s) will submit Irregularity Reports detailing all customer services provided and a description of the events of the delay.
7. The Director of SOC will provide a report to the applicable Code Share Partner detailing the events of the delay, the services provided to the customer, and the reasons that the flight either departed or returned to the terminal for deplaning.

Note: The report will include statements by the crew, through their irregularity report, describing the entire tarmac delay sequence and the services provided to the customers during the delay, as well as a thorough explanation for the reason the aircraft did not return. To the extent possible, ATC transcripts, Company frequency radio logs, ACARS logs and cockpit voice recordings will be compiled to provide substantiation for the reasons the aircraft did not return.

Complaint Resolution

Colgan's website, www.colganair.com, under the "**Contact**", "**Customer Care**" tabs, contains links for customers to file a complaint either with Colgan or with the applicable Code Share Partner. Airport locations will provide complaint resolution information for the Code Share

Partners as well. The website also contains Colgan's contingency plan for lengthy tarmac delays.