



Tarmac Delay Contingency Plan

Summary of Plan

This section summarizes the Mesa Airlines, Inc. Tarmac Delay Contingency Plan. This summary shall appear on Mesa Airlines, Inc. airline websites to inform passengers of the plan and to comply with requirements for publishing this plan to the travelling public.

Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. In compliance with our commitment to customers and U.S. Department of Transportation (DOT) regulations, we have planned and prepared to manage and minimize lengthy tarmac delays on our flights. Our goal is to make every flight a safe and pleasant experience for our customers. Consistent with DOT regulations, our plan covers all scheduled and public charter flights operated by Mesa Airlines, Inc.

Our Assurances to Customers:

1. For domestic U.S. flights, Mesa Airlines, Inc. will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane unless: either the pilot-in-command determines there is a safety related or security-related reason (e.g. weather, a directive from an appropriate government agency) that the aircraft cannot leave its position on the tarmac to deplane passengers; or 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; or in the case of departing flights only, the aircraft begins to return to a suitable disembarkation point within three hours.
2. For international flights that depart from or arrive at a U.S. airport, Mesa Airlines, Inc. will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours before allowing passengers to deplane unless: either the pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) that the aircraft cannot leave its position on the tarmac to deplane passengers; or air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations; or in the case of departing flights only, the aircraft begins to return to a suitable disembarkation point within four hours.
3. For all flights, Mesa Airlines, Inc. will provide adequate food and drinking water no later than two hours after the start of the tarmac delay, unless the pilot-in-command determines that safety or security considerations preclude such service.
4. For all flights, Mesa Airlines, Inc. will provide operable lavatory facilities and comfortable cabin temperature, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
5. For all flights, Mesa Airlines, Inc. will ensure that passengers on the delayed flight receive notification regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.
6. For all departing flights and diversions, Mesa Airlines, Inc. will ensure that passengers on the delayed flight receive notification beginning 30 minutes after departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from an aircraft that is at the gate or another suitable disembarkation point with the door open if the opportunity to deplane exists.



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7. Mesa Airlines, Inc. has sufficient resources to implement this Plan.
8. Mesa Airlines, Inc. has coordinated this Plan with airport authorities (including terminal facility operators where applicable) at each U.S. airport that we serve, including regular U.S. diversion airports.
9. Mesa Airlines, Inc. has coordinated this Plan with U.S. Customs and Border Protection (CBP) at each airport that we regularly use for international flights, including diversion airports and with the Transportation Security Administration (TSA) at each U.S. airport that we serve, including regular U.S. diversion airports.

We would like our customers to be aware of the following information regarding certain customer service provisions during a lengthy tarmac delayed flight.

- Deplaning of customers may occur when it is safe and secure to do so at either a terminal gate or at a designated aircraft parking position on airport grounds via stairs and ground transportation, if needed.
- All customers who want to deplane from a flight that has experienced a lengthy tarmac delay and make alternative travel arrangements consistent with airline ticketing policies (codeshare ticketing policies will prevail when flights are operated on behalf of a codeshare partner) may do so when it is determined to be safe and secure, after the aircraft has been moved into position for deplaning, all operational requirements for deplaning have been completed and the pilot-in-command has allowed customer deplaning to begin. Passengers should be aware that they deplane at their own risk and the flight could depart anytime without them.
- Passengers who have chosen to deplane should be aware that in most cases, the flight will be re-boarded and will continue to its destination.
- In instances where customers may deplane at a remote aircraft parking position, reboarding the aircraft will not be possible and therefore will not be made available. In cases where an aircraft that has returned to a gate in accordance with the plan, customers may be advised how long the aircraft will remain at the gate to determine how much time (if any) customers may spend inside the terminal prior to having to re-board the aircraft for the continuation of the flight.
- Customers who chose to deplane and to make alternative travel arrangements, consistent with airline ticketing policies (codeshare ticketing policies will prevail when flights are operated on behalf of a codeshare partner) should be aware that on most domestic flights their checked baggage will remain on the aircraft to the flight's final destination. In cases where the flight returns to the gate and is canceled, customers will be able to retrieve their checked luggage at the airport.
- Depending upon aircraft catering provisions, local airport catering supplies and the circumstances of the delay, adequate food may only be a snack item.
- All aircraft covered by this Plan have onboard lavatory services for customer use, and in accordance with this Plan, customers will have access to aircraft lavatories provided that the pilot-in-command has indicated it is safe and secure for customers to move about the aircraft cabin.
- Our in-flight crews are trained to contact, coordinate, and, if necessary, utilize third party medical service providers, if available, to address customer needs when an aircraft is experiencing a lengthy tarmac delay as well as in-flight. In-flight crews will also coordinate with the pilot-in-command should any customer require immediate medical attention.



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- Customers are encouraged to make appropriate preparations for air travel, such as bringing essential needs onboard the aircraft in accordance with advised carry-on restrictions, including medicines and other medically required items, baby and child care products (i.e. diapers) and other items essential to personal health and communication requirements. Mesa Airlines, Inc., in most cases, will not have such products available for customers.
- In cases of an emergency, Mesa Airlines, Inc. will share facilities and make gates available at the airports covered in this plan.
- Mesa Airlines, Inc. will implement its Plan consistent with the safe and secure operation of our aircraft.



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Policies and Procedures

The remainder of this plan is to define how personnel will accomplish assurances to passengers and maintain compliance with regulations. The remainder of this document is not for publication to the general public.

Objective

It is the objective of Mesa Airlines, Inc. to minimize customer disservice during lengthy on-ground “tarmac delays.” The following policies and procedures are intended to support operational decision-makers towards ensuring compliance with our Customer Commitment. **The flight’s PIC and Dispatcher are jointly responsible for any go/no-go decision during an extended ground delay and all operational staff shall ensure that both are provided with sufficient information in order to make these assessments.**

Responsibilities and Authority

Director of Operations: Responsible for oversight, quality, implementation and compliance of the Tarmac Delay Contingency Plan.

Manager of Airport Operations: Has the authority to revise or modify the plan with guidance from the Director of Flight Operations. A designee may be appointed by the Manager of Airport Operations to perform these revisions or modifications.

SOC Managers: Monitors adherence to this plan and compliance with applicable regulations by ensuring compliance audits are conducted at regular intervals. The SOC Managers have the authority to coordinate this plan with local airport authorities.

Pilot in Command (PIC): Responsible for the implementation and authority to operate a flight during an extended ground delay using guidance set that are set forth in the Contingency Delay Plan.

Dispatcher: Implements the policy in conjunction with the PIC.

Flight Attendant: Shares the responsibility with the PIC for the implementation of the Tarmac Delay Contingency Plan using guidance set forth in the Contingency Delay Plan.



Tarmac Delay Contingency Plan

Background

The DOT has issued a new rule to reduce lengthy tarmac delays. This rule requires Mesa Airlines, Inc. as a carrier, to provide food and water and other necessities to passengers during lengthy tarmac delays, and deplane passengers when possible before the tarmac delay reaches three hours for domestic flights and four hours for international flights (subject to certain exceptions). We are also required to submit to the Office of Aviation Consumer Protection of the U.S. Department of Transportation a written description of each of the flights we operate that experiences a tarmac delay of more than three hours (on domestic flights) and more than four hours (on international flights) at a U.S. airport no later than 30 days after the tarmac delay occurs.

The final rule requires that each plan include, at a minimum, the following:

- 1) An assurance that, for domestic flights, the air carrier 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 impediment to deplaning passengers (e.g., weather, air traffic control, a directive from an appropriate government agency, etc.) or Air Traffic Control (ATC) advises the PIC that returning to the gate or permitting passengers to disembark elsewhere would significantly disrupt airport operations; or in the case of departing flights only, the aircraft begins to return to a suitable disembarkation point within three hours.
- 2) For international flights that depart from or arrive at a U.S. airport, an assurance that the air carrier will not permit an aircraft to remain on the tarmac for more than four hours, before allowing passengers to deplane, unless the PIC determines there is a safety-related or security-related reason precluding the aircraft from doing so, or Air Traffic Control (ATC) advises the PIC that returning to the gate or permitting passengers to disembark elsewhere would significantly disrupt airport operations; or in the case of departing flights only, the aircraft begins to return to a suitable disembarkation point within four hours.
- 3) For all flights, an assurance that the air carrier will provide adequate food and potable water not later than two hours after the start of the tarmac delay, unless the PIC determines that safety or security requirements preclude such service.
- 4) For all flights, an assurance of operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
- 5) An assurance of sufficient resources to implement the plan,
- 6) An assurance that the plan has been coordinated with airport authorities at all medium and large hub airports that the carrier services, including medium and large hub diversion airports.

The Department of Transportation (DOT) would consider snack foods such as pretzels or granola bars that the carriers typically provide on flights to suffice as “adequate” food.

This rule requires carriers to submit to the Office of Aviation Consumer Protection of the U.S. Department of Transportation a written description of each of the flights it operates that experiences a tarmac delay of more than three hours (on domestic flights) and more than four hours (on international flights) at a U.S. airport no later than 30 days after the tarmac delay which includes the following information: (1) the name of the operating carrier, the name of the marketing carrier if the operating carrier is not the marketing carrier, and the flight number; (2) the originally scheduled origin and destination airports of the flight; (3) the airport at which the tarmac delay occurred and the date it occurred; (4) The length of the tarmac delay that occurred; and (4) an explanation of the incident, including the precise cause of the tarmac delay, the actions taken to minimize hardships for passengers (including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance), and the resolution of the incident.

1. Carriers must publish the following to customers:
 - a. Customer complaint procedures, information on chronically delayed flights and customer service plans

NOTE: Full version of regulation can be found at 14CFR part 234, 253, 259 and 399



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Definitions and Interpretations

Aircraft communications addressing and report system (ACARS): a digital data link system for transmission of short, relatively simple messages between aircraft and ground stations via radio or satellite.

ATC: Air Traffic Control

Carrier: Mesa Airlines, Inc.

Diversions: For purposes of this Plan, a diverted flight is treated as an arriving flight up to the point that an opportunity to deplane is provided to passengers. Once an opportunity to deplane is provided, the diversion is treated as a departing flight, and after that point, the departure delay exception for departing flights applies if the flight begins to return to a suitable disembarkation point in order to deplane passengers as required.

Extended delay kit (EDK): A Mesa Airlines, Inc. kit comprising of various snack items and water to be offered to passengers during an extended delay. This kit meets the requirements of the DOT regulation

Flight of Note: Any flight that remains on the tarmac for two hours or more, without allowing passengers a means of egress.

Ground hold: Controls air traffic volume to airports where the projected traffic demand is expected to exceed the airport's acceptance rate for a lengthy period of time.

High Risk: High probability of diversions or high probability of extended taxi delays due to thunderstorms, deicing, ATC or any other event which could impact operations.

Minimum equipment list (MEL): Lists the instruments and equipment that may be inoperative without jeopardizing the safety of the aircraft.

PEDS: Portable electronic devices

PIC: Pilot in command

For purposes of adhering to policy contained within:

- “Domestic Flight” refers to any flight within the United States, to/from Canada, or to/from SJU/STT.
- “International Flight” refers to flights to/from outside the United States (and incl. Hawaii)
- Food availability - The Mesa Airlines, Inc. EDK kit meets the requirements of DOT regulations
- For purposes of calculating a Tarmac Delay for Arriving Flights and Arriving Diversion Flights, the following will apply:
 - The clock starts when the aircraft is on the ground with passengers and the passengers have no opportunity to deplane and stops when the door is opened and passengers are given the option to deplane.
- For purposes of calculating a Tarmac Delay for Departing Flights, the following will apply:
 - The clock starts when the aircraft boarding door is closed in preparation for departure and stops when the aircraft is airborne or begins to return to a suitable disembarkation point.
 - If the aircraft is in an area of the airport property that **is not** under the carrier’s control, an aircraft is considered to have begun the process of returning to a suitable disembarkation point when permission to do so is requested to the Federal Aviation Administration (FAA) control tower, airport authority, or other relevant authority directing the aircraft’s operations while it is on the tarmac.
 - If the aircraft is in an area of the airport property that **is** under the carrier’s control, an aircraft is considered to have begun the process of returning to a suitable disembarkation point when the pilot begins maneuvering the aircraft to the disembarkation point.
 - In the event there is a return to gate for fuel, etc. and passengers have been on board the aircraft for 60 min. or more, an announcement **MUST** be made to passengers giving them the option to deplane.



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Policy

Mesa Airlines, Inc. has implemented the following policy to minimize lengthy on-ground airport delays. This policy has been communicated with all large and medium size hub airport that it services.

Any extensive ground holds associated with taxi-out, taxi-in, or diversions require oversight by Mesa Airlines Inc. System Operations Control (SOC), Dispatch, the PIC and local station operations with the intent to:

1. Proactively manage taxi-out delays to minimize ground holds of more than two hours and prevent those over three hours

2. Proactively manage taxi-in delays to minimize ground holds of more than 60 minutes and prevent those of over three hours

3. Proactively manage diversions to prevent those of over three hours on the ground at the diversion station

Process:

- The System Operations Control (SOC) Duty Manager will assess daily the potential for High Risk flights based on the following station conditions:
 - o High probability of Diversions
 - o High probability of extended taxi delays due to thunderstorms, deicing, or ATC factors
- If the System Operations Control (SOC) Duty Manager determines that a station should be considered "High Risk" they will perform the following:
 - o Advise appropriate department heads (System Operations Control, Flight Operations, In-Flight and Customer Service)
 - o Notify affected station(s) via telephone or electronic message
- Dispatchers will notify aircraft routers and maintenance of any inoperable aircraft lavatory or potable water systems routed through the affected station and request aircraft change or repair. If unable to perform, dispatchers will monitor flight progression and mandate return to gate after twohours.
- PIC is responsible for notifying Maintenance Control of an inoperable lavatory Maintenance must notify Dispatch before placing a lavatory on MEL for operational consideration.

Sharing of Facilities/Gates in An Emergency

- At the request of other airlines, airport authority or ATC, stations will make every effort to ensure the timely availability of gates occupied by Mesa Airlines, Inc. aircraft. Aircraft may be moved off the gate or to a remote location in order to accommodate such requests. Station management at each location have the authority to comply with such requests but must keep SOC apprised of the movement of aircraft.
 - o Only qualified personnel trained to brake-ride the aircraft may conduct such activities. Aircraft are not to be towed off the gate or to a remote location.
 - o In lieu of qualified personnel trained to brake-ride the aircraft, contract maintenance may be used to brake-ride the aircraft with consent of Maintenance Control or SOC Duty Supervisor.
 - o In lieu of qualified personnel trained to brake-ride the aircraft or contract maintenance personnel, Company pilots may be used to brake-ride the aircraft after coordination with Crew Tracking or SOC Duty Supervisor. Crew Tracking has the authority to modify show time of any pilot who exceeds his or her duty day in order to accommodate such requests.



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- Aircraft will not be moved from the gate if, in doing so, the safety of the aircraft is placed in jeopardy or the movement cannot be accomplished in accordance within federal regulations or Company policy.
- At the request of other airlines, airport authority or ATC, stations will make every effort to ensure the sharing of facilities managed by Mesa Airlines, Inc. This may involve any facility at the airport to which an aircraft may be taxied, parked and allow for passenger deplaning.
 - Should facilities other than gates or terminal spaces managed by Mesa Airlines, Inc. be needed or requested, station personnel should contact Corporate Security via SOC for instructions on the establishment of a sterile area from which passengers may be re-enplaned. Such requests may only be accommodated when Mesa Airlines, Inc. personnel are present and SOC should be kept appraised.
 - Gates and terminal spaces managed by Mesa Airlines, Inc. will be made available on request inasmuch as such requests do not increase safety or security risk to passengers, employees or equipment. SOC should be kept appraised of such requests.

Taxi In/Out or Diversion:

The below procedures shall be used upon taxi in/out or after landing at a diversion station.

NOTE: If Local Station is experiencing lengthy tarmac delays, Station should consider delayed or metered boarding. System Operations Control (SOC) must be notified before the boarding process is delayed.

EVERY EFFORT MUST BE MADE BY LOCAL STATION OPERATIONS TO ENTER OUT/OFF/ON/IN TIMES WITHIN 5 MINUTES OF RECEIVING INFORMATION FROM THE PIC.

IF A FLIGHT RETURNS TO THE GATE FOR ANY REASON (EX. FUEL, LAV) AN ANNOUNCEMENT MUST BE MADE GIVING CUSTOMERS THE OPPORTUNITY TO DEPLANE.

15 to 30 Minutes –

PIC:

The PIC may make announcement authorizing the use of PED's and will make every effort to provide customers with an updated delay status approximately every 15 minutes. The announcement shall include the current status, reason for the delay, estimated time of departure or arrival into gate and any other pertinent information (including if there is no new information). PIC will make every effort to maintain comfortable cabin air temperatures based on flight attendant and passenger feedback. If comfortable cabin air temperature cannot be established or maintained throughout the delay up until the time the aircraft is cleared to return to the gate or for active taxi to the runway in preparation for departure, the PIC will request to be returned to the gate.

Flight Attendants:

Flight attendants will monitor the cabin and passenger complaints of comfortable cabin air temperatures. Should the flight attendant or any passenger complain of uncomfortable cabin air temperatures, the PIC must immediately be notified.



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60 Minutes –

PIC:

If a tarmac delay reaches 60 minutes during taxi out/in or after landing at a diversion station, the PIC will notify System Operations Control (SOC) via ACARS message. If aircraft is not equipped with ACARS, the PIC will make every effort to notify local station operations. Customer updates will continue to be provided by the PIC. Continue to provide updates approximately every 15 minutes.

Local Station Operations:

Station is to relay any delay information provided by the PIC to System Operations Control (SOC). This information can be provided via telephone or other means of electronic communication.

Dispatch:

The Dispatch Supervisor or designee will begin recording delay information on the appropriate Lengthy Tarmac Delay Worksheet. At a minimum, the known information shall be entered: Date, Flight Number, City Pair, and Out Time or On Time (as appropriate)

- For flights operated as United Express, advise NOC.

90 Minutes –

PIC:

The PIC will advise System Operations Control (SOC) via ACARS message for flight information updating. If aircraft is not equipped with ACARS, Flight crew will make every effort to contact local station operations so that they may relay this information to System Operations Control (SOC) The PIC must also make every effort possible to provide updates to customers. ***All EDK usage needs to be reported to SOC via ACARS Message or thru local station operations. Catering and Lavatory status is critical – if low or not boarded or unavailable, the PIC is to initiate a return to gate before 120 minutes*** unless the PIC determines there is a safety-related or security-related impediment to deplaning passengers (e.g., weather, air traffic control, a directive from an appropriate government agency, etc.) or Air Traffic Control (ATC) advises the PIC that returning to the gate or permitting passengers to disembark elsewhere would significantly disrupt airport operations. Continue to provide updates approximately every 15 minutes.

Dispatcher:

The Dispatcher will evaluate flight environment (ATC, Weather, etc) to facilitate Dispatch updates to the PIC. Keep the affected codeshare partner updated with information, as appropriate.

Flight Attendant:

The flight attendant will use the Flight Attendant Manual to evaluate cabin provisioning (Catering), lavatory, and water status. Any deficiencies should be reported to Dispatch via the PIC.

Catering and Lavatory status is critical – if low or not boarded or unavailable, the flight attendant will coordinate with the PIC to initiate a return to gate before 120 minutes.

Food and water should be offered to customers when the delay reaches 90 minutes. **Food and water MUST be distributed before 120 min.**



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120 Minutes – (AT 120 minutes the flight will have become a flight of note)

PIC:

The PIC will make every effort to update passengers on flight status and notify dispatch with expected off time. SOC and the PIC in coordination with local station operations should begin the evaluation of gate availability or alternate means of customer egress for a possible return to gate. Continue to provide updates approximately every 15 minutes.

Dispatcher:

The Dispatch Supervisor will make every effort to contact the PIC to ensure the appropriate actions will be taken on-board the flight before the Tarmac Delay reached 2 hours. Contact should be made via ACARS or if aircraft is not equipped with ACARS every effort will be made by the dispatcher to contact local station operations so that they may relay this information. Once contact has been established, the Dispatch Supervisor will enter the following information on the appropriate Lengthy Tarmac Delay Worksheet: The time contact was established, the name and position of the person contacted, the reason for the delay and any appropriate notes. The dispatcher on duty will evaluate the likelihood of the flight exceeding 3 hours. This determination will be made using available resources such as field condition reports, weather data and communication with the PIC.

The dispatcher on duty should begin to coordinate with local station operations details of the contingency plan to ensure adequate parking/gate space is available to allow egress of customers should the delay be expected to exceed 3 hours. The Dispatch Supervisor should make positive contact with the crew. The flight MUST return to the gate if the crew cannot guarantee a wheels up time within 15 min.

Flight Attendant:

The Flight Attendant shall continue to monitor lavatory status and customer mood. This information will be communicated to the PIC.

SOC – Crew Scheduling:

Crew scheduling managers or designee will advise dispatchers of any crew duty/legality issues.

135 Minutes -

PIC:

For Arriving and Arriving Diversion Flights, the PIC will begin to initiate a return to gate at this time unless the PIC determines there is a safety-related or security-related impediment to deplaning passengers (e.g., weather, air traffic control, a directive from an appropriate government agency, etc.) or Air Traffic Control (ATC) advises the PIC that returning to the gate or permitting passengers to disembark elsewhere would significantly disrupt airport operations. The flight crew will make every effort to advise ATC, dispatch and local station operations that the aircraft will be returning to the gate.

For Departing Flights, the PIC will request to return to a gate or other suitable disembarkation location.

For Arriving and Arriving Diversion Flights, an announcement must be made prior to 135 min. by the PIC advising customers that the aircraft will be heading to the gate. Announcement must give passengers the opportunity to deplane,

EXAMPLE: "Ladies and Gentleman, it has been approximately two hours and 30 minutes since landing. In order to comply with the Federal DOT requirements allowing passengers to deplane within three hours of landing, we will begin our taxi to the gate/parking area shortly. Please return to your seats and be sure your seatbelts are fastened. We will have you back at the gate momentarily."



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Flight Attendant:

The flight attendant should review procedures located in the Flight Attendant Manual and prepare cabin for a return to the gate. Upon returning to the gate/remote parking area the Flight Attendant will make an arrival at gate announcement informing customers of the option to deplane.

EXAMPLE: "Ladies and Gentlemen, we have arrived at the gate and the passenger door is open. Customers wishing to deplane are welcome to do so. In order to expedite a timely departure, please remain in the immediate area in order to ensure you receive updated departure information. Thank you."

System Operations Control (SOC):

Will notify affected department heads. The notification may include but is not limited to the following departments (Flight Operations, In-Flight, Customer Service, System Operations Control) the flight is then closely monitored by all primary recipients of the notification.

180 Minutes -

For Arriving and Arriving Diversion Flights, the flight should have returned to gate (or alternate means of egress provided to customers) unless PIC determines that return to gate would compromise safety or security. ATC may also advocate that aircraft not return to gate if significant operational disruptions would result. If return to gate is not possible and the delay exceeds the 3-hour rule, the flight crew will be required to submit an Occurrence Report explaining the reason. Every attempt will be made to provide verbal explanation by the cockpit crew to the dispatcher.

For Departing Flights, the flight should have initiated its return to a gate or other suitable disembarkation point.

For Departing Flights, an announcement by the PIC must be made advising customers that the aircraft will be returning to the gate. (If known, an estimated time of re-boarding should be provided or an announcement that the flight has canceled) Announcement must give passengers the opportunity to deplane,

EXAMPLE: "Ladies and Gentleman, we have now been off the gate for approximately two hours and 30 minutes. In order to comply with the Federal DOT requirement of beginning the return to the gate or other suitable location within three hours of gate departure, we will have to begin our taxi back to the gate/parking area shortly. Please return to your seats and be sure your seatbelts are fastened. We will have you back at the gate momentarily."

NOTE: Before the egress of passengers into a remote location other than the gate, communication should be established between the Dispatcher, Local Station Operation and PIC to ensure a sterile area is established.

Dispatch:

If the Tarmac Delay reaches or exceeds three hours, the completed worksheet will be initialed by the Dispatch Supervisor and given to the Director or Manager on Duty. The Director or Manger will transpose the data to the Master Tarmac Delay Spreadsheet, and the worksheet will be entered in the Extended Tarmac Delay Binder. The spreadsheet and binder will act as the record of tarmac delays that trigger contingency plans or last for more than three hours.

This read file, the Master Tarmac Delay spreadsheet and blank copies of the Lengthy Tarmac Delay Worksheets can be found in the directory G:\Dispatch Common\Dispatch Forms\Tarmac Delays.



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Customer Care:

Mesa Airlines, Inc. is committed to providing our customers exceptional customer service. To help ensure this we have developed a Customer Service Plan.

In the event of a lengthy delay, Mesa Airlines, Inc. has a contingency plan to provide food, water, restroom facilities and access to medical treatment for customers onboard an airplane, in the event:

- 1) A flight exceeds the 90-minute guideline during taxi out or
- 2) An arriving flight exceeds the 90-minute mark for a taxi in or
- 3) A diverted aircraft is on the ground at the diversion point for over three hours without providing the customers the opportunity to deplane.

For more information refer to the Mesa Airlines, Inc. Customer Service Plan located in the Customer Service section at www.mesa-air.com

Reporting/Record Keeping:

Mesa Airlines, Inc. will submit to the Office of Aviation Consumer Protection of the U.S. Department of Transportation a written description of each of the flights it operates that experiences a tarmac delay of more than three hours (on domestic flights) and more than four hours (on international flights) at a U.S. airport no later than 30 days after the tarmac delay. which includes the following information: The Mesa Airlines, Inc. Systems Operations Control Department will be responsible for the oversight of this requirement.

The appropriate forms will be completed by the Dispatch Supervisor or designee of the affected flight, the form will contain: (1) the name of the operating carrier, the name of the marketing carrier if the operating carrier is not the marketing carrier, and the flight number; (2) the originally scheduled origin and destination airports of the flight; (3) the airport at which the tarmac delay occurred and the date it occurred; (4) The length of the tarmac delay that occurred; and (4) an explanation of the incident, including the precise cause of the tarmac delay, the actions taken to minimize hardships for passengers (including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance), and the resolution of the incident. The Records will be subject to monthly inspections by the Director or Manager of SOC.



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Lengthy Tarmac Delay Worksheet

Departing Flight

Date	
Flight #	
City Pair	
Door Closed (Z)	
OUT Time (Z)	
OFF Time (Z)	
RTG Time (Z)	
Door Open Time	

A/C Number	
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Total Tarmac Delay		min
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If longer than 3 hours, the Captain's statement is required below.

Permission granted by authority or began maneuvers to gate	Time	Init
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Passengers given opportunity to deplane, confirmed by PIC	
Time	Init

Time Since Door Closure	Time (Z)	Contact Person	Position	Reason for Delay	Provided within 2 hrs		Always Available		ACARS sent (✓,NA)	ACARS rec'd (✓,NA)	Notes
					Food (✓)	Water (✓)	Lav (✓)	Medica (✓,NA)			
1:00											
1:20											
1:40											
2:00											
2:20											
2:40											
3:00											

Tarmac Delay Longer Than 3:00	Captain's Name	Captain's Statement
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Automated e-mails will be received when the flight has been on the tarmac for one hour or greater, and then updated every 20 minutes. This worksheet will be updated with each e-mail.

- At All Times:** Available operable lavatory and adequate medical attention if needed.
- After 1 Hour:** If the flight returns to the gate then the passengers MUST be given the opportunity to deplane. This MUST be confirmed by SOC.
- Within 2 Hours:** Passengers must be provided with adequate food and potable water. (Snack foods such as pretzels or granola bars are "adequate" food.)
- At 2 Hours:** Contact Jonathan Ornstein at 602-315-2204 / 602-284-9230 / 602-522-2034. Contact John Selvaggio at 727-771-3327/602-685-3565. The flight must return to gate if the crew cannot guarantee wheels up within 15 minutes. Contact the OCC of the codeshare partner and update every 15 minutes.
- At 2 1/2 Hours:** Send an e-mail to # **SOC Incident Notification** with flight status and contingency plan, and update every 10 minutes.
- Within 3 Hours:** Aircraft MUST begin return to a suitable disembarkation point where passengers must be given an opportunity deplaned unless the PIC determines there is a safety-related or security-related impediment to deplaning the passengers, or if Air Traffic Control advises the PIC that returning to the gate or permitting passengers to disembark would significantly disrupt airport operations.

Sup Name _____

Dir/Mgr Init _____



Tarmac Delay Contingency Plan

Lengthy Tarmac Delay Worksheet Arriving Flight

Date	
Flight #	
City Pair	

A/C Number	
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Total Tarmac Delay		min
--------------------	--	-----

If longer than 3 hours, the Captain's statement is required below

ON Time (Z)	
IN Time (Z)	
Door Open Time	

Time Since Door Closure	Time (Z)	Contact Person	Position	Reason for Delay	Provided within 2 hrs		Always Available		ACARS sent (✓,NA)	ACARS rec'd (✓,NA)	Notes
					Food (✓)	Water (✓)	Lav (✓)	Medical (✓,NA)			
1:00											
1:20											
1:40											
2:00											
2:20											
2:40											
3:00											

Tarmac Delay Longer Than 3:00	Captain's Name	Captain's Statement

Automated e-mails will be received when the flight has been on the tarmac for one hour or greater, and then updated every 20 minutes
This worksheet will be updated with each e-mail.

- At All Times:** Available operable lavatory and adequate medical attention if needed.
- After 1 Hour:** If the flight returns to the gate then the passengers MUST be given the opportunity to deplane. This MUST be confirmed by SOC
- Within 2 Hours:** Passengers must be provided with adequate food and potable water. (Snack foods such as pretzels or granola bars are "adequate" food.)
- At 2 Hours:** Contact Jonathan Ornstein at 602-315-2204 / 602-264-9230 / 602-522-2064. Contact John Selvaggio at 727-771-3327/602-885-3565
The flight must return to gate if the crew cannot guarantee wheels up within 15 minutes.
Contact the OCC of the codeshare partner and update every 15 minutes.
- At 2 1/2 Hours:** Send an e-mail to # SOC Incident Notification with flight status and contingency plan, and update every 10 minutes.
- Within 3 Hours:** Passengers must be deplaned unless the PIC determines there is a safety-related or security-related impediment to deplaning the passengers, or Air Traffic Control advises the PIC that returning to the gate or permitting passengers to disembark would significantly disrupt airport operations.

Sup Name	
Dir/Mgr Init	

Lengthy Tarmac Delay Worksheet Arriving Diversion Flight

Date	
Flight #	
City Pair	

A/C Number	
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Total Tarmac Delay		min
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If longer than 3 hours, the Captain's statement is required below

ON Time (Z)	
IN Time (Z)	
Door Open Time	
OUT Time (Z)	
OFF Time (Z)	

Passengers given opportunity to deplane, confirmed by PIC	Time	Init

Time Since Door Closure	Time (Z)	Contact Person	Position	Reason for Delay	Provided within 2 hrs		Always Available		ACARS sent (✓,NA)	ACARS rec'd (✓,NA)	Notes
					Food (✓)	Water (✓)	Lav (✓)	Medical (✓,NA)			
1:00											
1:20											
1:40											
2:00											
2:20											
2:40											
3:00											

Tarmac Delay Longer Than 3:00	Captain's Name	Captain's Statement

Automated e-mails will be received when the flight has been on the tarmac for one hour or greater, and then updated every 20 minutes
This worksheet will be updated with each e-mail.

- At All Times:** Available operable lavatory and adequate medical attention if needed.
- After 1 Hour:** If the flight returns to the gate then the passengers MUST be given the opportunity to deplane. This Must be confirmed by SOC
- Within 2 Hours:** Passengers must be provided with adequate food and potable water. (Snack foods such as pretzels or granola bars are "adequate" food.)
- At 2 Hours:** Contact Jonathan Ornstein at 602-315-2204 / 602-264-9230 / 602-522-2064. Contact John Selvaggio at 727-771-3327 / 602-885-3565
The flight must return to gate if the crew cannot guarantee wheels up within 15 minutes.
Contact the OCC of the codeshare partner and update every 15 minutes.
- At 2 1/2 Hours:** Send an e-mail to # SOC Incident Notification with flight status and contingency plan, and update every 10 minutes.
- Within 3 Hours:** Passengers must be deplaned unless the PIC determines there is a safety-related or security-related impediment to deplaning the passengers, or Air Traffic Control advises the PIC that returning to the gate or permitting passengers to disembark would significantly disrupt airport operations.

Sup Name	
Dir/Mgr Init	



Tarmac Delay Contingency Plan

