

KaiserAir (1EQ) Tarmac Delay Program for Public Charters

This program is applicable to all KAI Public Charters as required by 14CFR Part 259. KAI makes every effort to provide on-time departures and arrivals at the client's request and to provide safe, comfortable and efficient air transportation

Ground Delay: No KAI flight shall remain on the ground with passengers on board for over 3 hours at a domestic location or 4 hours at an international location without providing the passengers the opportunity to deplane unless the **PIC** determines there is a safety or security concern. This time frame also does not apply if Air Traffic Control (ATC) advises returning to deplane would significantly disrupt airport operations.

1. For departures, delay time starts from the scheduled departure time
2. For arrivals, delay time starts from the time the aircraft clears the runway after landing.

Food/Water: After two hours, KAI must provide adequate food and potable water unless the **PIC** determines safety and security preclude service. KAI aircraft are extensively provisioned and should not have any difficulty in providing food and water support to passengers.

Passenger Communication: The **PIC** is responsible for communicating to the passengers on the delayed flight the nature of the delay beginning 30 minutes after scheduled 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 disembarkation area with the door open if the opportunity to deplane actually exists.

Medical Attention: KAI aircraft are equipped with First Aid kits and the Flight Attendants are trained to address minor medical incidents. Any major medical incident shall be immediately communicated to the **PIC** so assistance with airport medical and ground personnel is promptly requested and coordinated.

Lavatory Facilities: KAI aircraft are equipped with multiple lavatories. Should all lavatories become inoperative during a tarmac delay, the **PIC** shall coordinate with the ground handling facility to service the lavatory or make other arrangements.

Cabin Temperature: The **PIC** is responsible for maintaining a comfortable cabin temperature either through the use of either Engine, APU or ground air conditioning units.

It is vital that the **PIC** coordinate any delays with the **Lead Flight Attendant (LFA)** and **Flight Follower**. The LFA is responsible for communicating the status of the cabin to the **PIC**. The **Flight Follower** is responsible for coordinating support services with the contracted ground handling agents as KAI often does not employ the use of airline gates and central terminal services.

Known Delay Procedures

- 1. Departures:** The **PIC** shall delay boarding of passengers if delays are known to exist at or near the Charter Client's requested departure time.
- 2. Arrivals:** The **PIC** shall delay departure from an originating airport if the destination airport is experiencing extensive ground delays at the Charter Clients requested time of arrival.

Unknown Departure Delays

1. Domestic: At the two hour point for both arrivals and departures, the **PIC** shall make arrangements with the ground handling agent for parking and deplaning of passengers unless it can be reasonably expected that the aircraft will depart (departing) or deplane (arriving) within 30 minutes of the two hour point.
2. International: At the three hour point for both arrivals and departures, the **PIC** shall make arrangements with the ground handling agent for parking and deplaning of passengers unless it can be reasonably expected that the aircraft will depart (departing) or deplane (arriving) within 30 minutes of the three hour point.

Ground Support

- 1) The **PIC** and **Flight Follower** shall coordinate with ground handling agents to NOT release any persons or equipment required for the servicing of KAI aircraft until the aircraft has departed. This includes baggage handlers, stairs, screening personnel and marshals/tug drivers depending on the circumstances.
- 2) The **Flight Follower** shall coordinate the contingency plan with TSA, CBP (for arrivals from international locations) and airport authorities (including terminal facility operators where applicable). He shall also ensure that there are sufficient resources to implement the plan at each airport and diversion airport. This may include a contractor to help facilitate the implementation of our contingency plan.

Security

- 3) If persons must be deplaned, they may be deplaned into a sterile area.
- 4) The **GSC** may establish a sterile area for passenger holding and deplane the passengers into it with coordination from **PIC** and ground servicing agent.
- 5) During this period, the **GSC** is responsible for ensuring no contact is made between screened personnel and non-screened personnel. This contact does NOT include persons who are otherwise not subject to screening under the PCSSP (eg: persons with unescorted SIDA access)
- 6) If any contact is made, the entire passenger contingent must be rescreened prior to boarding using standard PCSSP procedures.

KaiserAir, Inc is a SUPPLEMENTAL AIR CARRIER performing on-demand air charter operations. Therefore, KaiserAir has no HUB airports of any size (Large, medium or small) and the provisions to coordinate with CBP, TSA or any other airport authority on an on-going basis DO NOT APPLY under 14CFR 259.4(8-10)).

KaiserAir arranges for TSA, CBP and airports on an ad-hoc basis and these services are for exclusive use of KaiserAir for the single-operation conducted. After the operation, KaiserAir has no further authority, lease or on-going relationship to these entities to be shared with other carriers in the event of an emergency.

KaiserAir does not own facilities or gates to make available to any other carrier under the FAA Reauthorization act therefore these provisions do NOT apply to KaiserAir.