

KaiserAir (1EQ) Tarmac Delay Program for Public Charters - 2021

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 to provide safe, comfortable and efficient air transportation.

Ground Delay: Passengers shall be given the opportunity to deplane any KAI flight when there is an excessive tarmac delay of 3 hours for a domestic flight or 4 hours at an international location. For arrivals, the delay time begins when the aircraft touches down on the runway. There are also the following exceptions:

1. Departing Flights: For departing flights, when the flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers. (If multiple doors are used for boarding, timing begins when the last passenger door is closed). As KAI does not control any areas of any airport, the aircraft is considered to have begun to return when it makes a request to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations.
2. Safety and Security: The Pilot in Command (PIC) determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers.
3. Air Traffic Control Reasons: Air traffic control advises the PIC that returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

Food/Water: Approaching the two hour mark, KAI must provide adequate food and potable water unless the **PIC** determines safety or security considerations preclude service.

Lavatory Facilities: Lavatories remain operable. If necessary and safe to do so, remote aircraft lavatory servicing will be requested and furnished.

Medical Attention: KAI aircraft are equipped with first aid kits and the Flight Attendants are trained to address most 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.

Passenger Communication: Passengers on the delayed flight will receive notifications regarding the status of the delay at least every 30 minutes while the aircraft is delayed, including the reasons for the delay, if known.

Passenger Disembarkation: Passengers on the delayed flight will be notified 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 the aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.

Cabin Temperature: The **PIC** is responsible for maintaining a comfortable cabin temperature 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 at any location.

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: After two hours of delay, the **PIC** shall make arrangements with the ground handling agent for deplaning of passengers unless it can be reasonably expected that the aircraft will depart within 30 minutes of the two hour point.
2. International: After three hours of delay, the **PIC** shall make arrangements with the ground handling agent for deplaning of passengers unless it can be reasonably expected that the aircraft will depart 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 (wheels-up, not just departed the parking area). 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/She 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 the contingency plan.

Security

1. If persons must be deplaned with the expectation of reboarding for that flight, they may be deplaned into a sterile area.
2. The **Ground Security Coordinator** (GSC) may establish a sterile area for passenger holding and deplane the passengers into it with coordination from **PIC** and ground servicing agent.
3. 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 security program (eg: persons with unescorted SIDA access)
4. If any contact is made, unless the contacting passenger is immediately isolated from other passengers, the entire passenger contingent must be rescreened prior to boarding using standard PCSSP procedures.

Sharing of Facilities: KaiserAir does not operate stations at any airport and has no contracts for exclusive use of any gate, ground equipment or personnel. However, KaiserAir will work with airport officials and, if necessary, other airlines to share facilities KaiserAir is temporarily using and make gates and other resources available at the airport in an emergency. As part of the coordination for services with any airport KaiserAir uses, KaiserAir will coordinate these actions with the Transportation Security Administration, Customs and Border Protection and airport authorities as appropriate.

Record Retention: KAI shall retain for two years the information concerning actual delays outlined in 14CFR 259.4.e(1)-(5)