



## **Contingency Plan for Lengthy Tarmac Delays**

Republic Airways is committed to providing a high level of service to our customers. Occasionally, air traffic control services, weather, operational disruptions, or safety considerations may cause an aircraft wait for an extended period of time before taking off or after landing with no opportunity to deplane.

Republic Airways has adopted the following plan to manage and mitigate lengthy tarmac delays, with the goal to maintain a safe, reliable and efficient operation. Republic has sufficient resources to implement the Contingency Plan for Lengthy Tarmac Delays.

### **Time Limitations for Lengthy Tarmac Delays**

For Domestic flights, Republic Airways will not permit an aircraft to remain on the tarmac for more than three hours without allowing an opportunity for passengers to deplane.

For International flights departing from or arriving at a U.S. airport, Republic Airways will not permit an aircraft to remain on the tarmac of a U.S airport for more than four hours without allowing an opportunity for passengers to deplane.

*NOTE: Time begins once the cabin door is closed for departure, or after the aircraft has landed for an arrival. If the flight returns to the gate, and the crew allows passengers the opportunity to deplane, the tarmac delay time will restart when the cabin door is closed for departure.*

Exceptions to the established time limits may only be made if:

- The pilot-in-command determines that the safety or security of the passengers on the flight could be jeopardized if allowed to deplane.
- Air Traffic Control advises the pilot-in-command that returning to the gate or another suitable disembarkation point would significantly disrupt airport operations.

### **Republic's Commitment to Passengers during a Lengthy Tarmac Delay**

During a lengthy tarmac delay, Republic Airways is committed to providing passengers:

- Adequate food and water within two hours of the cabin door closing (for a taxi-out delay) or after the aircraft touches down (for a taxi-in delay) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude service.
- Operable lavatory facilities during the tarmac delay, provided the pilot-in-command has indicated it's safe for passengers to be standing in the cabin.
- Adequate medical attention, including use of third party medical service providers to address passenger needs, during the tarmac delay if needed.
- A comfortable cabin temperature.
- Notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including reason for the tarmac delay (if known).



- Notifications regarding the opportunity to deplane (if that opportunity actually exists) 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.

### **Coordination with airports and government agencies**

In conjunction with our major airline partners, we have coordinated our plan with the applicable airport authority, Transportation Security Administration (TSA) officials, and U.S Customs and Border Protection (CBP) (for international flights) at each airport Republic Airways serves, or regularly uses for diversions. This coordination includes sharing of gates, resources, and facilities, as necessary.