

Air Wisconsin Airlines Tarmac Delay Contingency Plan

In accordance with Department of Transportation Enhanced Protections for Airline Passengers Regulations (14 CFR Part 259), Air Wisconsin Airlines ('Air Wisconsin') has adopted a Lengthy Tarmac Delay Contingency Plan ('Plan') in connection with our major airline partner with the goal to manage our operation with the highest level of safety and care while minimizing passenger discomfort.

In the event of such a delay either before takeoff or after landing for a flight at a U.S. airport, delay time being calculated from time of aircraft door closure, aircraft landing, or if the aircraft door is open and customers do not have the opportunity to deplane, Air Wisconsin will ensure that:

1. Air Wisconsin's Lengthy Tarmac Delay program requires passengers onboard an aircraft at a U.S. airport to have the option to deplane when there is an excessive tarmac delay of three (3) hours for a domestic flight or four (4) hours for an international flight with the following exceptions:
 - 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 aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point;
 - The pilot-in-command (PIC) determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or when there is a safety-related or security-related reason (e.g., weather or a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - Air traffic control advises the pilot-in-command (PIC) that returning to the gate or another suitable disembarkation point to deplane passengers would significantly disrupt airport operations.
2. During a tarmac delay at a U.S. airport, Air Wisconsin will:
 - Provide snacks and beverages no later than two (2) hours when passengers have no means to deplane if the aircraft remains on the tarmac unless the PIC determines safety or security considerations preclude such service.
 - Provide operable lavatory facilities, maintain comfortable cabin temperatures, and ensure adequate medical attention if needed while the aircraft remains on the tarmac.
 - Ensure passengers receive notification regarding the status of the delay when the tarmac delay exceeds 30 minutes. Timely subsequent updates may be provided thereafter, including flight status changes, as deemed appropriate while the aircraft is delayed, including the reason(s) for the tarmac delay, if known.
 - In the situation where an aircraft is boarded and remains parked at the gate or remote location with the aircraft door open and an actual means to deplane exists, Air Wisconsin will notify passengers on board the aircraft that passengers have the opportunity to deplane each time the opportunity to deplane exists at a suitable disembarkation point for all departing flights and diversions.
3. Sufficient resources are available to implement this Plan effectively.
4. Coordinated this Plan with airport authorities (including terminal facility operators where applicable) at each U.S. airport that Air Wisconsin serves, including regular U.S. diversion airports, and, if necessary, will work with airport authorities and other airlines to share facilities and make gates available in an emergency.
5. This Plan is coordinated with U.S. Customs and Border Protection (CBP) at each large U.S. hub airport, medium hub airport, small hub airport, and non-hub airport where Air Wisconsin regularly operates for international flights, including regular U.S. diversion airports.
6. This Plan is coordinated with Transportation Security Administration (TSA) at each large U.S. hub airport, medium hub airport, small hub airport, and non-hub airport where Air Wisconsin regularly operates, including regular U.S. diversion airports.

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