

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

N JO 7210.816

Effective Date:
July 9, 2012

Cancellation Date:
March 7, 2013

SUBJ: Enhancing Airline Passenger Protections (Three/Four-Hour Tarmac Rule)

- 1. Purpose of This Notice.** This change clarifies air traffic reporting and investigative responsibilities concerning tarmac delays.
- 2. Audience.** This notice applies to the following Air Traffic Organization (ATO) service units: En Route and Oceanic, Terminal, Mission Support, System Operations; service area Regional Operations Centers (ROC) and the Washington Operations Center (WOC); and Federal contract towers.
- 3. Where Can I Find This Notice?** This notice is available on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/ and on the air traffic publications Web site at http://www.faa.gov/air_traffic/publications/.
- 4. Procedures.** Amend the following paragraphs in FAA Order JO 7210.3 to read as follows:

3-4-4. HANDLING RECORDER TAPES, DATS, or DALR STORAGE

Title through b6, no change.

7. Tarmac Delay: When a facility is notified that an aircraft has or may have exceeded the "Three/Four-Hour Tarmac Rule," retain voice recordings relevant to the event for 1 year.

No further changes to paragraph

11-3-2. DATA RETENTION

Title through b4, no change.

5. Tarmac Delay: When a facility is notified that an aircraft has or may have exceeded the "Three/Four-Hour Tarmac Rule," retain data relevant to the event for 1 year.

No further changes to paragraph

17-5-14. TARMAC DELAY OPERATIONS

a. Facility Procedures. The ATCSCC, en route facilities, and affected terminal facilities must develop procedures for handling requests related to tarmac delays for arriving or departing aircraft. ATMs must ensure that those procedures are in a facility directive and briefed annually. Issues to consider when developing local procedures should include:

Subparagraphs a1 through a7, no change.

b. Requirements.

1. When a tarmac delay taxi request/deplanement request is received, primarily from the pilot in command:

(a) An aircraft requesting taxi clearance for tarmac delay reasons should be issued clearance as soon as operationally practical, unless a significant disruption of airport operations or a compromise of safety or security would result.

(b) Tower-only and tower/TRACON facilities must verbally notify the overlying facility and document the incident with pertinent information on FAA Form 7230-4 as a QAR when:

(1) The facility is informed of a tarmac delay request or taxi for deplanement related to the “Three/Four-Hour Tarmac Rule.”

(2) The facility becomes aware of an aircraft that has or may have exceeded the “Three/Four-Hour Tarmac Rule.”

(c) TRACONs must verbally notify the overlying ARTCC TMU and document the incident with pertinent information on FAA Form 7230-4 as a QAR when:

(1) An airport within their geographic jurisdiction has received a tarmac delay request or taxi for deplanement related to the “Three/Four-Hour Tarmac Rule.”

(2) The facility becomes aware of an aircraft that has or may have exceeded the “Three/Four-Hour Tarmac Rule.”

(d) ARTCCs must verbally notify the ATCSCC and document the incident with pertinent information on FAA Form 7230-4 as a QAR when:

(1) An airport within their geographic jurisdiction has received a tarmac delay request or taxi for deplanement related to the “Three/Four-Hour Tarmac Rule.”

(2) The facility becomes aware of an aircraft that has or may have exceeded the “Three/Four-Hour Tarmac Rule.”

(e) Facilities equipped with NTML should utilize the program to forward the information to the TRACON/ARTCC/ATCSCC.

NOTE-

QARs should be comprehensive and include pertinent information such as date, time, location of the occurrence, the identification of the aircraft involved, the time a tarmac delay taxi request was made, and other known information concerning movement of the aircraft. Data used during the review may include ASDE data, flight progress strips, voice replay, etc.

2. When an ARTCC is notified that an aircraft has or may have exceeded the “Three/Four-Hour Tarmac Rule,” they must notify the ROC as soon as possible; the ROC must then notify the WOC as soon as possible. Notification should include the date, time, and location of the occurrence, as well as the identification of the aircraft involved.

3. When a facility is notified that an aircraft has or may have exceeded the “Three/Four-Hour Tarmac Rule,” all available records pertinent to that event will be retained in accordance with FAA Order JO 8020.16, paragraph 119g.

No further changes to paragraph.

5. Responsibilities.

a. All operational personnel must be briefed on the changes in this notice.

b. Air traffic managers are responsible for ensuring that the requirements of this notice are met and associated procedures are in a facility directive.

c. The terminal district manager is responsible for ensuring facilities comply with the requirements of this notice.

6. Distribution. This notice is distributed to the following ATO service units: Terminal, En Route and Oceanic, Mission Support, and System Operations; the Office of ATO Safety and Technical Training; the Air Traffic Safety Oversight Service; the William J. Hughes Technical Center; the Mike Monroney Aeronautical Center; service area ROCs and the WOC.



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June 1, 2012

Date Signed