

DOCUMENT CHANGE PROPOSAL/BRIEFING SHEET

FINAL DISPOSITION (INITIAL Not Required)

ORDER/PUBLICATION: 7210.3X

CHANGE: Basic

EFFECTIVE DATE: February 9, 2012 TRACKING #: 3B- 17-5-14

SPECIALIST/ROUTING: David Maddox AJV-11 (202) 267-7414

1. PARAGRAPH NUMBER AND TITLE:

17-5-14. TARMAC DELAY OPERATIONS

2. **BACKGROUND:** This DCP provides guidance concerning Department of Transportation (DOT) Rule, Enhancing Airline Passenger Protections, Title 14, Code of Federal Regulations, part 259, commonly referred to as the “Three-hour Tarmac Rule.” Some verbiage contained in this DCP has been extracted from the aforementioned rule. The rule was published in the Federal Register on December 30, 2009, and was effective on April 29, 2010.

3. **EXPLANATION OF CHANGE:** The Tarmac working group met and discussed procedures pertaining to Tarmac Delay Operations. Changes include adding the 4-hour tarmac delay for US carriers conducting international flights and streamlining reporting procedures for facilities experiencing tarmac delays. This change cancels and incorporates N JO 7210.787, Enhancing Airline Passenger Protections (Three/Four-Hour Tarmac Rule), effective August 25, 2011.

4. CHANGE:

OLD

17-5-14. TARMAC DELAY OPERATIONS

Title through a1b

(c) Taxi of tarmac delay aircraft would result in placing other aircraft in jeopardy of violating the “Three-hour Tarmac Rule.”

Paragraph a1(d) thru a6

Add

b. Notification Requirements. Requests should be received from the pilot-in-command of tarmac delayed aircraft in a timely manner to ensure compliance with the “Three-hour Tarmac Rule.” This request should include the reason, such as “tarmac related delay,” and the time by which the aircraft must be airborne or deplane passengers.

1. When a tarmac delay taxi request is received:

(a) Terminal facilities must verbally notify the overlying facility when informed of a tarmac delay request.

Add

NEW

17-5-14. TARMAC DELAY OPERATIONS

No change.

(c) Taxi of tarmac delay aircraft would result in placing other aircraft in jeopardy of violating the “Three/**Four**-hour Tarmac Rule.”

No change

7. Notification, coordination, and investigation requirements.

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 when informed of a tarmac delay request.**

(b) TRACONs must verbally notify the overlying ARTCC TMU when an airport within their geographic jurisdiction has received a tarmac delay request.

(c) ARTCC TMUs must verbally notify the ATCSCC when an airport within their geographic jurisdiction has received a tarmac delay request.

Add

2. When a facility is notified that an aircraft has exceeded the “Three-hour Tarmac Rule,” the Washington Operations Center (WOC) must be notified through the ROC as soon as possible. Notification should include the date, time, and location of the occurrence, as well as the identification of the aircraft involved.

NOTE-

It is expected that all airline communication regarding individual flights or airport status in relation to tarmac delay issues will be made to the ATCSCC and not the affected facility.

c. Resulting Actions.

1. 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.

2. Requests to taxi for deplanement related to “Three-hour Tarmac Rule” must be documented on FAA Form 7230-4 as a QAR, indicating the time the request was made. At facilities equipped with NTML, facilities that provide NTML services for non-NTML

Requests to taxi for deplanement related to “Three/Four-Hour Tarmac Rule” must be documented on FAA Form 7230-4 as a QAR, indicating the time the request was made. Additionally, at those facilities equipped with NTML, utilize the program to forward the information to the TRACON/ARTCC/ATCSCC.

(c) TRACONs must verbally notify the overlying ARTCC TMU when an airport within their geographic jurisdiction has received a tarmac delay request. **“Three/Four-Hour Tarmac Rule” must be documented on FAA Form 7230-4 as a QAR, indicating the time the request was made. At facilities equipped with NTML, utilize the program to forward the information to the ARTCC/ATCSCC.**

(d) ARTCC’s must verbally notify the ATCSCC when an airport within their geographic jurisdiction has received a tarmac delay request. **“Three/Four-Hour Tarmac Rule” must be documented on FAA Form 7230-4 as a QAR, indicating the time the request was made. At facilities equipped with NTML, utilize the program to forward the information to the ATCSCC.**

NOTE-

The QAR should be comprehensive and include; but is not limited to ASDE data, flight progress strips, voice replay, etc.

2. When an **ARTCC** is notified that an aircraft has 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.

Delete

Delete

Delete

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facilities must enter and forward the QAR when notified of a Tarmac delay request by a facility.

3. When a facility is notified that an aircraft has exceeded the "Three-hour Tarmac Rule," all available records pertinent to that event, to include flight plan data, voice recordings, data recordings, and facility logs, must be retained for 1 year.

NOTE-

Tarmac delay operations are in support of local airline/airport contingency plans regarding Enhancing Airline Passenger Protections (Three-hour Tarmac Rule).

4. Consumer complaints are to be handled as follows:

(a) Refer the complainant to the appropriate airline. Do not engage in discussion with the consumer.

(b) After referral to the airline, the complainant may also be referred to the Department of Transportation (DOT). The DOT web address for airline service complaints is:
http://airconsumer.ost.dot.gov/CP_AirlineService.htm

(c) Specific complaints received via email may be forwarded to FAA ATO Litigation Liaison Office at: 9-AWA-AJR-8@faa.gov

3. When a facility is notified that an aircraft has 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.**

Delete

4. Consumer complaints are to be handled as follows:

(a) Refer the complainant to the appropriate airline.

(b) **Do not engage in discussion with the consumer.**

Delete

No further changes to paragraph.

5. **INDEX CHANGES:** None

6. **REFERENCE CHANGES:** None

7. **GRAPHICS:** None

8. **GENOT/NOTICE:** N JO 7210.787, Enhancing Airline Passenger Protections (Three/Four-Hour Tarmac Rule), effective August 25, 2011

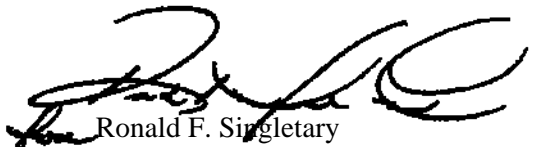
9. **FORMATTING & PLAIN LANGUAGE REVIEW:** ☒ HM 7/28/2011


10. **SAFETY RISK MANAGEMENT:** (Check appropriate box).

☐ SRMD. Proposed change meets full SMS requirements for safety risk assessment.

☒ SRMDM. Proposed change does not introduce new safety risks into the NAS.

11. **ICAO DIFFERENCES:** YES ☐ NO ☒


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Manager, Terminal Operations Group


Date: