
Southwest Airlines Tarmac Delay Contingency Plan

In accordance with Department of Transportation *Enhanced Protections for Airline Passengers* regulations (14 CFR Part 259), Southwest Airlines has established a Lengthy Tarmac Delay Contingency Plan; has committed sufficient resources to implement the plan; and has coordinated the plan with the airport authority, the Transportation Security Administration (TSA), and U.S. Customs and Border Protection (CBP) at each applicable U.S. regular and diversion airport at which Southwest Airlines operates. In the unlikely event of a long onboard delay prior to takeoff or upon landing, our Network Operations Control will coordinate with the Pilot-in-Command of the aircraft, the local Airport Operations Team, and authorities at the airport to implement our plan. Onboard delays are situations we always try to avoid. Sometimes weather, gate-space limitations, visibility, airport conditions, mechanical problems, Air Traffic Control requirements, or other uncontrollable circumstances cause unavoidable ground delays. In these cases, Southwest Airlines will strive to ensure that:

1. Unless (i) the Pilot-in-Command determines that there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane Passengers (e.g., weather, a directive from an appropriate government agency), or (ii) Air Traffic Control advises the Pilot-in-Command that returning to the gate or another disembarkation point elsewhere in order to deplane Passengers would significantly disrupt airport operations, Southwest will strive to ensure that:
 - a) For departure delays, the aircraft will begin to return to the gate (or a suitable disembarkation point) by the three-hour mark for domestic delays or the four-hour mark for international delays;
 - b) For arrival delays, the aircraft will be at the gate (or a suitable disembarkation point) by the three-hour mark for domestic delays or the four-hour mark for international delays.
2. For delays approaching two hours, if the Pilot-in-Command of the aircraft deems it is safe to do so, Southwest Airlines will provide snacks and drinking water.
3. Lavatories remain operable. If necessary and safe to do so, remote aircraft lavatory servicing will be requested and furnished.
4. If necessary and safe to do so, first aid and other routine medical services normally offered by Southwest Airlines will be provided.
5. We will work with airport officials and, if necessary, other airlines to share facilities and make gates available at the airport in an emergency keeping in mind that deplaning passengers may not be allowed due to restrictions imposed by and/or availability of Customs and Border Protection screening for some international flights.
6. Cabin temperatures will be comfortable when the departure of a flight is delayed or the disembarkation of Passengers is delayed.
7. Passengers on the delayed flight will be notified regarding the status of the delay when the tarmac delay exceeds 30 minutes and provided with basic information about the status of a delay when passengers have been on board a delayed aircraft for over 30 minutes.
8. Passengers will be provided with a timely announcement when the opportunity to deplane from the aircraft arises, including situations in which the aircraft returns to the gate on departure, or during a diversion when an aircraft is parked and awaiting departure to the intended destination.