

DELAYS

- A. WEATHER DELAYS - The PIC will monitor departure and destination information regarding weather conditions as well as ATC delays. The PIC will communicate with other crewmembers; they are expected to be available when conditions allow the flight to operate.
 - B. MECHANICAL DELAYS - The PIC will maintain close telephonic contact with operations to relay and receive information relative to the mechanical delay or progress of work.
 - C. CONVENIENCE DELAYS - To accommodate late passengers or baggage, a flight may be delayed up to 10 minutes past scheduled departure time. If a longer delay is deemed desirable, concurrence from UJC OCC must be obtained
 - D. ON AIRPLANE DELAYS (OADs) Domestic or International Flights
 - 1. Policy
 - a. UJC is committed to providing customers with the most current information available in the event of a flight delay, cancellation or diversion. Prompt accurate information and attention to customer service during long on-airplane delays will improve the customer's experience and enhance customer loyalty.
 - b. UJC is committed to the OAD Plan and will ensure that sufficient resources are available to carry it out.
 - c. To the extent possible UJC will make ramp and terminal space available to other carriers when they are experiencing an OAD and when requested by that carrier.
 - d. During all delays the Captain will maintain cabin temperature at a comfortable level.
 - 2. a. Any delay of 15 minutes or more where the aircraft is away from the gate with the parking brake set or when placed in an ATC (ground) holding pattern.
 - 3. Procedure
 - a. During unanticipated OADs, the PIC will notify the FBO operations when the aircraft lavatories require servicing or catering supplies need replenishing.
 - b. Consultation between internal departments will continue until flight departure is complete or a decision to return to the gate is made.
 - c. The flight crew will provide customers with updated delay status every 15 minutes.
 - d. The announcement should include the current status, reason for the delay, forecast weather, estimated time of departure and any other pertinent information (including if no new information is available).
 - 1. The announcement must include: beginning 30 minutes after scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.
 - e. When experiencing an unanticipated OAD:
 - 1. PIC will contact OCC and Ramp Personnel.
 - 2. PIC will decide if the flight should return to gate or continue.
 - a. If the decision is to continue, make normal delay communications every 15 minutes.
 - b. If the decision is to return to the gate, notify OCC after return to gate.
 - f. The FA will be attentive to the customers' needs and concerns, especially vigilant for any medical attention needed by passengers. If the FA is made aware of needed medical attention she/he will advise the PIC immediately; the PIC will take appropriate actions in getting medical personnel to the customer.
 - 4. Customer Comfort Actions
 - a. Delayed 15 minutes or more
 - 1. During extended delays of 15 minutes or more, when the aircraft is parked (parking brakes set):
 - a. PIC will make announcement authorizing use of PEDs (PIC's discretion).
 - b. Delayed 30 minutes or more
 - 1. When the aircraft is parked and the extended delay is projected to be 30 minutes or more:
 - a. PIC will extinguish the "Fasten Seat Belt" sign and authorize passengers to stand up and access lavatories.
 - b. PIC will confer with OCC for any updates.
 - c. Delayed 45 minutes or more
 - 1. When the aircraft is parked and the extended delay is projected to be 45 minutes or more.
 - a. PIC will confer with OCC for any updates/options.
 - d. Delayed one hour or more
 - 1. When the aircraft is parked and the extended delay is projected to be 1 hour or more:
 - a. PIC will confer with OCC via phone for any updates/options.
 - b. PIC will confer with OCC via phone for return to gate options.
 - c. FA will initiate food and beverage service (when practical).
 - d. Flight Crew will provide adequate notice to the FA to ensure that service items and galley equipment are stowed prior to aircraft movement.
 - e. Delayed two hours or more
 - 1. When the aircraft is parked and the extended delay is projected to be two hours or more:
 - a. Confer with flight attendant (via interphone) for disposition of passengers and status of catering supplies.
 - b. Coordinate with OCC via phone.
 - f. Passenger must be deplaned if the delay is longer than three hours.
- E. The director of Operations is responsible for updating, disseminating and coordinating the OAD program. This would include but is not limited to UJC personnel and the airport authority, CBP and TSA at each airport served and used as regular diversions by UJC.