

## **AA/AMERICAN EAGLE CUSTOMER SERVICE CONTINGENCY PLAN**

### **Essential Customer Needs During Extraordinary Delays**

Our top priority is the safety and well being of our customers, and we are focused on having all our flights arrive and deplane on schedule. On very rare occasions, there may be extraordinary events that result in very lengthy onboard delays. These are situations in which an aircraft is delayed on the ground (other than on an active runway or taxiway) but does not have access to a terminal gate for more than two hours. We have developed detailed contingency plans at every domestic airport to address these situations. In such events, we will make every reasonable effort to ensure your essential needs, such as food/snack bar, such as nutria-grain, water, restroom facilities, and basic medical assistance, are met. Every American Airlines and American Eagle U.S. Airport Team has an operational contingency plan in place to address these needs, which includes coordination with the local airport authorities and other airlines serving the airport when appropriate. Each plan designates a local control point to coordinate activities of the local team and establishes an open communication line with our centralized system operations control center located at our headquarters.

### **Extraordinary Delays Longer Than Two Hours (See N\*ACSP P6)**

For delays longer than 2 hours at the gate, the customers will be allowed into the terminal to care for their essential needs, depending on who is responsible for the delay, the guidance in F\*PSM/OSO will be followed. The Gate Agent will pull a copy of the SS List/G/L 1244/SS to see who our passengers with special needs are and attend to them as required. There is a food court and paramedics are available upon request 417-623-3347. After hours, contact fire barn at the phone number below. If the delay is on the ramp and there are no safety concerns, the Ramp CSM will coordinate provision of essential needs with the Captain. This would include something similar to granola bar and water. Granola bars and water will be located in the refrigerator behind Operations, or we will call Skychefs. LAV service is handled by AA Ramp and would be coordinated by the Ramp CSM, again taking into consideration location of the aircraft and safety concerns. The OPS Crew Chief will check the DRH and advise if there are any live animals that may need attention.

### **Coordination With Dispatch/SOC**

The Ramp CSM will coordinate with Dispatch on departure times, and the OPS Crew Chief or Planner will post delays as required. The Ramp CSM is to keep the Gate Agent advised of delays and the Gate Agent is to make timely (no longer than 20 minutes between) announcements regardless if there is any new information.

### **Food and Water**

Addressed above in Extraordinary Delays

### **Lavatory Servicing**

Addressed above in Extraordinary Delays

### **Required Medical Attention Onboard**

Should a customer need medical attention on board the aircraft the Pilot or Dispatch will contact Operations who will call the Paramedics 417-623-3347 Operations, Ramp CSM and Gate Agent will coordinate the efforts and follow procedures in N\*Event Report.

### **Removal Of Passengers**

Passengers will not be removed until a LCRO or CCRO is contacted. If a flight is diverted where the Captain has requested Law Enforcement meet the flight, the Ramp CSM will call the CCRO, and local Law Enforcement. N\*Event Report will be used as a guideline. Should a passenger need to be removed in a remote location, the Ramp CSM will coordinate with DIA Operations at 417-624-6193. Use of air stairs is possible.

### **List Of Contacts (See Also N\*JLN911)**

JLN Paramedics 417-623-3347

Police 417-623-3131

Wheel Chair Service 417-624-6193, Manager 417-624-6193

Operations 417-621-0980

Ramp CSM 417-621-0980

GM Contact 417-621-0952

Diversions N\*Bus OPS

Airport Accommodations 417-782-1000