

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 all of the airports it serves. In the unlikely event of a long onboard delay prior to takeoff or upon landing, our Operations Coordination Center will coordinate with the Pilot-in-command on 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 will ensure that:

1. The aircraft does not remain on the tarmac for more than three hours unless 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 Customers (e.g., weather, a directive from an appropriate government agency); or Air Traffic Control advises the Pilot-in-command that returning to the gate or another disembarkation point would significantly disrupt airport operations.
2. For delays approaching two hours, if the Pilot-in-command of the aircraft deems it is safe to do so, Southwest will:
 - a. Provide snacks and drinking water.
 - b. Ensure that lavatories remain operable. If necessary and safe to do so, remote aircraft lavatory servicing will be requested and furnished.
 - c. As necessary and safe to do so, provide first aid and other routine medical services normally offered by Southwest.
 - d. Work with airport officials and, if necessary, other airlines to share or acquire equipment such as portable stairs, buses, vans, or other means by which Customers may deplane and be safely escorted to a terminal or other reasonable facility.