



**Supersedes:** N/A

**Directive #** 2019-D-006

## **Requirement on Airline Operators to Alert the Greater Toronto Airports Authority (GTAA) of Critical Flights in Extended Tarmac Delay Situations**

**From:** Aviation Services

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**Date of Issue:** 2019-07-12

**Effective Date:** 2019-07-15

### **Expected Action:**

Airline operators are reminded of the requirement to alert the GTAA Airport Operations Control (AOC) of "Critical Flights", when an aircraft off-gate holding time is nearing 90 minutes or when crew duty hours are 90 minutes away from reaching their maximum limit. This is to allow time for the GTAA to mobilize additional resources (if necessary) to support the airline operator in its efforts to minimize the delays and to manage their effects on passengers, in accordance with the new Air Passenger Protection Regulations.

### **Background and Impact:**

The [Canadian Transportation Agency \(CTA\)](#) has finalized the Air Passenger Protection Regulations (APPR) ("Regulations"). These Regulations set out airline operators' obligations to passengers, including minimum compensation levels and standards of treatment in different circumstances. This Directive relates to the **Tarmac Delay** provisions of the Regulations, which come into effect on July 15, 2019.

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A Tarmac Delay occurs when passengers are confined, with no immediate opportunity to disembark, to an aircraft that is on the ground with its doors closed for take-off; or has just landed.

With some exceptions, once an aircraft is delayed on the tarmac for more than three hours, the airline operator must let passengers disembark.

The GTAA is responsible for the safe and efficient operation of the airport and it has a contingency plan (the "Aircraft Staging and Parking Plan" (the "Plan")) for situations where the demand for aircraft parking in real time, exceeds the number of parking stands available. The Plan designates holding areas on the airfield for aircraft that cannot be assigned a parking stand. The Plan is being updated to reflect the new Regulations.

The Plan defines a "Critical Flight" where:

- An aircraft off-gate holding time is nearing 90 minutes; or
- Crew duty hours are 90 minutes away from reaching their maximum limit.

The airline operator is required to alert the GTAA Airport Operations Control (AOC) at 416-776-3056, when a flight reaches the "Critical Flight" status. This is to allow time for the GTAA to mobilize additional resources, where necessary, to support the airline operator in its efforts to minimize the delays and also, where necessary, to support the airline operator in its arrangements to disembark passengers and manage their welfare, in accordance with the Regulations.

If there is a forecasted event that might require the activation of the Plan for a protracted period of time (e.g., for a forecasted convective weather event or storm), the GTAA Manager, Operations – Airport Flow (MO-AF), will contact the airline operators to determine potential "Critical Flights" during that event.



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