

DOT Tarmac Delay Task Force
Irregular Operations
Customer Needs Analysis
April 2008

Customer Group	Nugget - request general SSR list from airline	Customers in Aircraft (extended delays > 2 hours)											
	Type	Customer Group in Cabin						Cargo Customers*		Service Provider			
		Passengers	Passengers with a Disability			Passengers with Special Needs		Human Remains	Live Cargo	Airport Operations	Airline Operations	US Government (ATCT, TSA, CBP)	
			Deaf and Hard of Hearing	Mobility Disability	Blind or Low Vision	Elderly	Maternity						
Core Needs	Communication	Flight Status	x	x	x	x	x	x	x	x	x	x	x
		Gate Status									x	x	x
		"Awareness Brochure"	x	x	x	x	x	x	x	x			
		"Options For Alt Travel"	x	x	x	x	x	x				x	
		ADA: Visual/Hearing Impaired Foreign Language		x	x	x							
	Pre-Planning Both Dom & Int'l	For Arrivals & Departures									x	x	
		Anticipated Time on Tarmac	x	x	x	x	x	x	x	x	x	x	x
		Airline Plan to Deplane Aircraft									x	x	x
		Airport Plan to Deplane Aircraft									x	x	x
		Available Hardstands									x	x	x
		Designated Areas for Deplane									x	x	x
		Establish Taxi Route for Off Ramp Operation									x	x	x
	Equipment Avail for Deplane									x	x	x	
	Deplane Equip	Mobile Covered Stairs	x	x	x	x	x	x	x	x	x	x	
		Mobile "Elevators"/"Lifts"		x	x	x	x			x	x		
Belt Loaders				x						x	x		
Mobile Lounges		x	x	x	x	x	x	x	x	x			
Core Needs	Transport Equip	Mobile Lounges	x	x	x	x	x	x	x	x	x		
		Secure Airport/Airfield Escorts									x		
	Security	Buses	x	x	x	x	x	x	x	x	x	x	
		Segregation of Int'l Arrival Passengers									x	x	x
	Shelter	Re-screening Passengers									x	x	x
		Terminal Space	x	x	x	x	x	x	x	x		x	
Shelter w/rest rooms/climate control/food/beverage		x	x	x	x	x	x	x	x		x		
Special Services	Shelter w/climate control/relief space/food/water/kennel (Cargo Space)								x	x			
	Refer to Passenger in Terminal For Needs Once Passengers have been transported to Terminal or Shelter	x	x	x	x	x	x	x	x	x	x	x	

Customer Group in Cabin Passengers: Frequent, Leisure, Military, Unaccompanied Minor, International, Pets, Military, Prisoners, Law Enforcement

Cargo Customers* Human Remains **Require escort and/or pick-up assistance which rating applies to**
Live Cargo

Service Providers Airport Operations
Airline Operations (includes Aircrew)
US Government
Federal Aviation Administration (FAA) Air Traffic Control Tower (ATCT)
Transportation Security Administration (TSA)
Customs & Border Patrol (CBP)