

## Responsibilities

- Evaluate and respond to customer requests and coordinate follow-up action
- Assist customers in expediting flights critical to their operation, including requests for early departure release and alternate routing when able or appropriate
- Coordinate all customer exemptions to published route requirements, non-preferred route requests, and non-transponder, non ADS-B or non-Mode C equipped aircraft requests, as appropriate.



## Priority of Duty Categories

- **CATEGORY 1:** Will be highlighted in **RED**  
(Listed in order of relevant priority)
- Security/Unruly passenger
- Critical loss of crew/aircraft without possible recovery that day
- FAA facility/equipment outage
- Airline facility/gate outages
- Customer Gridlock (potential or ongoing)
- 3-Hour Tarmac Rule (potential or ongoing)
- FAR Part 117



## Priority of Duty Categories

- **CATEGORY 2:** Will be highlighted in **GREEN**
- Non-critical crew loss, following day crew's rest, replacement crew delay, etc
- International flight fuel limitation
- Fuel Issue
- Routing questions (no routes available)
- EDCT substitution or technical issues
- ATC Initiative mismatch
- International Connections



## Priority of Duty Categories

- **CATEGORY 3 OTHER:** No highlight  
(Lowest priority)
- Miscellaneous
- Lower priority issues not listed





# TCA TIPS

- If no reason is given for the request, ask for clarification. Justification for request is required by CDM agreement
- All requests should be handled in order of receipt (regardless of how they were made) while remaining mindful of priority classification
- Allow time for a recently issued GDP/GS/AFP/CTOP to settle in before making a decision that may either impact the TMI, or be impacted by the TMI

