

# ***TCA TFM Learning***



**Federal Aviation  
Administration**

# 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

*NOTE: A critical flight is one that involves an issue that will cause great impact to the customer's overall operation*

- Coordinate all customer exemptions to published route requirements, non-preferred route requests
- Coordinate and implement diversion recovery procedures

# TCA Categories List

TCA CATEGORY LIST	
Category 1	
<ul style="list-style-type: none"><li>• <b>Security</b> <i>Examples: Unruly passenger, TSA security issues, generally reported directly to ATC controller.</i></li><li>• <b>Critical loss of crew/aircraft without possible recovery that day</b> <i>Details: Imminent Flight Cancellation, flight will not operate if not assisted.</i></li><li>• <b>Airline facility/gate outages</b> <i>Details: Customer specific outages impacting operations, power, phone, computer, terminal closures.</i></li><li>• <b>FAA facility/equipment outages</b> <i>Details: ATC facility outage, power outage, phone outage.</i></li><li>• <b>Customer gridlock, potential or ongoing</b> <i>Details: Customer specific gridlock issue, i.e. ramp, ramp tower, terminal.</i></li><li>• <b>3 Hour Tarmac Delay, potential or ongoing</b> <i>Details: Customer information regarding Department of Transportation time on tarmac rule issues.</i></li><li>• <b>FAR Part 117</b> <i>Details: Customer information regarding DOT crew time out.</i></li></ul>	
Category 2	
<ul style="list-style-type: none"><li>• <b>Non-critical crew loss, following day crew rest, replacement crew delay, etc.</b> <i>Details: EDCT change request for above issues. Flight will still operate, examples: crew time-out, crew rest, down line timeout, next day issues.</i></li><li>• <b>International flight fuel limitations</b> <i>Details: Departure flight issue.</i></li><li>• <b>Fuel Issue</b> <i>Details: Probable diversion, request for priority over company flights, inbound international fuel issues. Critical fuel issues must be transmitted directly to controller.</i></li><li>• <b>No routes available</b> <i>Details: Customer does not have a route available from ATC.</i></li><li>• <b>Expect Departure Clearance Time (EDCT) substitution or technical issues.</b></li><li>• <b>ATC initiative mismatch</b> <i>Details: Tower has different EDCT, Reroute time-out, inclusion in initiative that is not current, out of GDP scope. (Note: for Subs and EDCT changes may take 5-10 minutes to reach tower clearance delivery).</i></li><li>• <b>International connections</b></li></ul>	
Other	
<ul style="list-style-type: none"><li>• <b>Miscellaneous lower priority issues, not listed above.</b> <i>Details: sharing of general information, requesting route information, request for route specific changes, asking questions about airport or ATC issues.</i></li></ul>	

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# Managing Requests

- Justification for request is required by CDM agreement
- All requests should be handled in order of receipt while remaining mindful of priority classification.
- \*Calling TCA line will not skip ahead of TCA page requests. TCAP is the preferred method of submitting requests if users have access.*
- Specialist should 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

# Managing Requests

## Procedures for handling ECR's via TCAP:

If it's a **Category 1** issue, we try our best to help, however on a bad day, sometimes there is little we can do.

### Has the airline subbed?

*Most* users have the ability to sub and should attempt this *prior* to contacting TCA.

- Subbing may be for an earlier time, but reverse subbing may be necessary to delay flights for mechanical delays, connection integrity, etc.

# TCA Reroute Requests

The objective of Preferred IFR Routes (Pref Routes) is the expeditious movement of traffic during heavy demand periods and the reduction of TMIs and coordination.

- Pref Routes are encouraged and do not require a TCA request unless...

*A Pref Route has been filed, and the route has been changed by an FAA facility on the ground. TCA can provide more insight into why the flight was moved, and if, or when, there is an ability to return to the filed pref. route.*

# TCA Reroute Requests

Coded Departure Routes (CDRs) provide more flexibility for selecting an alternate departure for a specific airport when a traffic constraint such as thunderstorms exist.

- CDR/SWAP advisories and SWAP Implementation Statement advisories will state whether it is preferred for users to file CDRs, or if users should file Pref Routes, but plan/fuel for the possibility of CDRs.

TCA can not change airborne flights. Pilot must communicate with controlling facility directly.