

Telephone Transcription:  
2816 DX Call to RST 0444 a.m.

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Express Jet (EJ)  
Mesaba (XJ)

XJ AGENT: Delta Connection. This is [name of XJ agent].

EJ DISPATCHER: [Name of XJ agent] - hey, this is [name of EJ dispatcher] at Express Dispatch in Houston.

XJ AGENT: Hi.

EJ DISPATCHER: Hey, Um I'm a hub coordinator.

XJ AGENT: Okay.

EJ DISPATCHER: Working with this Houston flight here.

XJ AGENT: Sure

EJ DISPATCHER: All right! Um - obviously we have our flight out there and you guys have a couple of Northwest flights sitting out there as well?

XJ AGENT: Right.

EJ DISPATCHER: Okay - in about 30 minutes this Captain and this crew are going to be dead on their - on their time -

XJ AGENT: Okay.

EJ DISPATCHER: They won't be able to go anywhere

XJ AGENT: All right.

EJ DISPATCHER: So those passengers will have to come off that airplane.

XJ AGENT: Okay.

EJ DISPATCHER: Okay. What you guys have available for bus service?

XJ AGENT: We have no bus service available. We've had one bus tonight and we had to beg, plead, cheat, lie and steal for that

bus. We have another plane at 7:15 that isn't taking off that we have all our passengers mis-connecting - and

EJ DISPATCHER: Okay.

XJ AGENT: We can't get a bus for them.

EJ DISPATCHER: Okay. You have not let these passengers off because TSA is not in the terminal?

XJ AGENT: TSA is now in the terminal.

EJ DISPATCHER: They are now in the terminal?

XJ AGENT: Or -

EJ DISPATCHER: These passengers -

XJ AGENT: The terminal is now open

EJ DISPATCHER: Is open and these passengers can't come off this aircraft?

XJ AGENT: Um

EJ DISPATCHER: Okay - they've been on this airplane for over 4 hours.

XJ AGENT: Here - I'm going to have you talk to my manager

EJ DISPATCHER: Okay.

XJ AGENT: Okay.

XJ MANAGER: Hello

EJ DISPATCHER: Hello, who's this?

XJ MANAGER: Hey, this is [name of XJ Manager]. I am working with the airport now to try to find a spot to put them because right now I don't have a jetbridge and we're in the middle of a thunderstorm, so I'm trying to find a spot to park them - they're going to have to walk through the rain then once they get off - I like - like you've heard - we have nothing available as far as sending them and then I was gonna walk over to TSA and see how they wanted to handle it. Are we cancelling this flight? Are you guys cancelling this flight?

EJ DISPATCHER: I'm not cancelling it yet. There is - I still have about 30 minutes of leeway for this crew to try and get off out of there, but it's probably not going to happen based on the radar and the weather.

XJ MANAGER: Okay.

EJ DISPATCHER: So, okay.

XJ MANAGER: You just want to pull them or do you want to allow them the 30 minutes, because then I mean that's kind of up to you guys what you want to do there, because if we pull them, their kind of - dead

EJ DISPATCHER: I understand. I would like to give them the 30 minutes

XJ MANAGER: Okay.

EJ DISPATCHER: It's probably not going happen, so in 30 minutes, let's - let's try and get a consensus here.

XJ MANAGER: Okay.

EJ DISPATCHER: And I understand that this is a ExpressJet flight and you guys are a Northwest station, but -

XJ MANAGER: But, we're trying - we're trying - I mean that's the thing, I don't have - I didn't have any place to put them

EJ DISPATCHER: Right. And they obviously -

XJ MANAGER: They took the airbus out of here so -

EJ DISPATCHER: Yeah, and they can't stay on the airplane, I mean this crew is going - is going to time out here.

XJ MANAGER: Yep, yep. I know we just had the same thing happen where we getting our - that's what we just did with the airbus so I completely get where you coming at - we want to get them off too.

EJ DISPATCHER: Yeah, and I'm trying to get Minneapolis ops to give me an answer here they had their overnight crew and they're saying well all the roads are flooded - it took me 90 minutes - I guess the guy that's working there just drove up from Rochester - it was like - drove there? Obviously the roads

are open. The last word I had was that it was completely flooding - it was impassable, but that is not the case.

XJ MANAGER: Not impassable, but yeah – you know even our bus driver, who is normally a 15 minute ride, it took him 35 minutes to get here.

EJ DISPATCHER: Right.

XJ MANAGER: From basically just northwest Rochester.

EJ DISPATCHER: Well, sure. I mean obviously you have heavy rain and thunderstorms, it's going to be slower.

XJ MANAGER: You're going to have some issues.

EJ DISPATCHER: Sure.

XJ MANAGER: No, it's - you know we'll try to figure out somewhere to put them.

EJ DISPATCHER: Okay.

XJ MANAGER: I'll get my planes out, because I've got two schedules that are still trying to get out of here.

EJ DISPATCHER: Is there vending services and stuff available in the airport terminal?

XJ MANAGER: The restaurant probably won't open until I think it's 6:00, I think they open.

EJ DISPATCHER: Okay.

XJ MANAGER: And then as far as there is some vending machines on the one side and then on the non-secure side, there's vending available too.

EJ DISPATCHER: Okay.

XJ MANAGER: So we can get them off and at least they can access that stuff because I'm sure you're running dry on the plane.

EJ DISPATCHER: Yeah.

XJ MANAGER: That sounds good.

EJ DISPATCHER: All right. Let me get back in touch with Minneapolis and see what they can do as far as bus service here.

XJ MANAGER: Yep. If they can figure something out I mean because come down from there, because like I said we've exhausted ours. We don't have anything. It's kind of frustrating for us. And you guys too. So -

EJ DISPATCHER: Yeah.

XJ MANAGER: We'll work together and get it done.

EJ DISPATCHER: What was your name again?

XJ MANAGER: My name is [name of XJ manager].

EJ DISPATCHER: Great [name of XJ manager]. This is [name of EJ dispatcher]

XJ MANAGER: [Name of EJ dispatcher}, Okay.

EJ DISPATCHER: All right man.

XJ MANAGER: Thank you.

EJ DISPATCHER: Thank you sir.

XJ MANAGER: Bye.