



**FlyersRights.org**

**2008 Real Air Travel Consumer Report Card**

**March 11<sup>th</sup>, 2009**

**Kate Hanni, Executive Director**

**Coalition for an Airline Passengers Bill of Rights**

**159 Silverado Springs Drive, Napa, CA 94558**

**(707) 337-0328**

## Executive Summary

This report card is based on government statistics, press reports, airline website data, FlyersRights hotline reports, and eye witness accounts provided by our coalition members for the period from January 2008 through December 2008.

Released on the eve of the second anniversary of the infamous St. Valentine's Day 2007 Ice Storm and horrific airline tarmac strandings that resulted, conditions have not gotten any better for airline passengers. Airlines continue to strand passengers on tarmacs without food, waters, access to medical facilities and with overflowing toilets.

In 2008, the Air Transport Association (the airline industry lobby) fought against a New York passengers rights law, arguing that individual states cannot interfere with the airline industry, and that this was the responsibility of the federal government. And they won. In Washington, they spend millions of dollars lobbying the government saying that no federal intervention is required – that they can regulate themselves.

Fortunately, some progress has been made and the outlook is good for some form of legislation to pass this year. In October, the Department of Transportation issued new directives to the airlines for reporting of tarmac statistics. While the airlines by and large have not managed to report the data correctly, what has emerged is that the new statistics increase the number of reported tarmac delays by about 40%.

So while the airlines have been running around saying, "Look the numbers are low", now a truer picture is emerging. This report card is intended to give a more accurate picture of airline passenger strandings, provide airline passengers an easy way to compare of airline stranding performance, and encourage the government to provide for meaningful airline passenger rights. The fact that some airlines have received A's and B's and others D's and F's on this Report Card also shows that providing decent customer service and avoidance of strandings is both achievable and should not place an undue burden on the airline industry or lead to higher ticket prices.

The goals of the Coalition for an Airline Passenger's Bill of Rights follow:

- 1) What's Possible:
  - a. That airline passengers' general well being and needs are provided for by all airlines.
- 2) What We Intend as an Outcome:
  - a. Legislation to hold airlines accountable to honoring basic passenger rights
- 3) How We'll Know When We Are There:
  - a. Legislation is passed that both defines and states a clear minimum standard for deplanement, provides for passengers' essential needs while experiencing an extended onboard delay mandates truth in disclosure regarding chronically delayed flights and cancelled flights, and returns baggage to folks within 24 hours.
  - b. When CAPBOR Scorecards indicate excellence in Customer Service, Honesty and Execution of the newly defined minimum standards

## Additional Information

This report card necessarily focuses primarily on airlines that report performance data to the U.S. Department of transportation. In order to compare airlines in a fair manner, we have limited the evaluations here to those airlines that fly primarily point-to-point within the continental U.S.

For this reason, Hawaiian is not considered in the overall grades herein. However, we do monitor and report on some of their statistics. And we acknowledge by honorable mention that Hawaiian would handily beat out the others if we were to include them here.

### Codeshares

Airlines operating under the flags of other airlines are included herein, but are not considered in the final evaluation and are provided for information purposes only.

## ***Report Card Contents***

- **The Real Story of Passenger Tarmac Strandings in 2008**  
What the Department of Transportation can't tell consumers ... they don't have the data ... FlyersRights does.
- **The Real Story of Government Tarmac and Delay Statistics**  
What the DOT doesn't tell consumers ... padded airline schedules and defective statistics reporting. FlyersRights.org takes a different look at the data the DOT does collect.
- **The Real Story behind Airline Contracts of Carriage, Food and Airline Water**  
What the airlines won't tell consumers ... airline public relations departments write customer service plans, but their lawyers write the contracts of carriage. Flyersrights.org presents an analysis of the major carrier's contracts of carriage, the availability of food during extended tarmac delays, and reproduces a media report from last year on the quality of airline water.
- **FlyersRights.org 2008 Awards**
  - When You're on the Ground, They Treat You Like Dirt
  - Nausea
  - Most Absurd Event
  - Flying Fickle Finger of Fate
  - How Much are People Willing to Tolerate
  - My Heavens
- **FlyersRights.org Department of Transportation and Air Transport Association Report Cards for 2008**
  - Department of Transportation Report Card
  - Air Transport Association Report Card

## ***The Real Story of Passenger Tarmac Strandings in 2008***

Since the government began collecting and reporting monthly airline performance data in 1995, they have not kept track of a wide variety of flights such as diversions, canceled flights, international flights, etc. We provide more detail on this later. To fill this gaping hole and give voices to disenfranchised stranded passengers, FlyersRights.org developed a hotline in June of 2007. Since then our hotline volunteers have handled thousands of calls from airline passengers that are stranded on tarmacs and victims of other airline customer service issues. In the following report cards, we present some of that data as well as reports from media outlets.

- **Unreported Tarmac Delays**  
Shows known tarmac strandings based on press reports and eyewitness accounts. DOT does not yet collect or report this data.
- **Longest Known Tarmac Delays**  
Lists worst known tarmac strandings based on press reports and eyewitness accounts. DOT does not collect or report this data.
- **Crisis Management (During Extended Tarmac Delays)**  
Based on both eyewitness accounts and press reports.



## 2008 Real Air Travel Consumer Report Card

Grade	Unreported Tarmac Delays 3+ Hours on Tarmac  (based on press and passenger accounts)	Flights
A	<p><b>United Airlines</b></p> <p>1/1/2008 Flt #5309 ALB-IAD 7hrs 50min on Albany tarmac – flight cancelled</p> <p>1/7/2008 Flt #7507 CID-ORD 5hrs 30min</p> <p>6/09/2008 Flt #1020 DEN-ORD diverted to Gary IN left on tarmac 6hrs – flight cancelled</p> <p>11/22/2008 Flt # SFO-SAN 3hrs 30min</p>	4
A	<p><b>American Airlines and American Eagle</b></p> <p>01/5/2008 Flt #255 LIH-LAX 3hrs 30 min</p> <p>02/12/2008 Flt #100 JFK-London/Heathrow 4hrs (missing crew, no ground crew to push and deice time)</p> <p>08/2/2008 Flt #507 PHL-MIA 4hrs 30min</p> <p>09/11/2008 Flt #2108 Mexico City-MIA 3hrs 30min</p> <p>12/16/2008 Flt #154 Norita-ORD 7hrs 30 min</p>	5
FFFFF FFFFF FFFFF	<p><b>Delta Airlines: Jan 16-19, 2008 100's of jets stranded 6-10 hours. July 29<sup>th</sup> (dozen more flights stuck 4.5 hours)</b></p> <p>01/16/08 Flt #1201 ATL-PBI 10 hrs</p> <p>01/16/08 Flt # 772 ATL-IND 4+ hrs</p> <p>02/17/08 Flt # 4621 CLE-ATL 4 hrs</p> <p>05/15/08 Flt # 98 JFK-Budapest 4 hrs</p> <p>06/12/08 Flt #74 ATL-Milan 5 hrs</p> <p>07/02/08 Flt # 46 ATL-Moscow 5 hrs</p> <p>07/14/08 Flt # 809 ATL-HSV 4 hrs</p> <p>08/03/08 Flt # 4 Heathrow-JFK 15.5 hrs</p> <p>08/14/08 Flt #5105 YHZ-JFK 4.5 hrs</p>	300+



## 2008 Real Air Travel Consumer Report Card

Grade	Unreported Tarmac Delays Continued (based on press and passenger accounts)	Flights
A	<b>AirTran</b> 05/20/08 Flt #274 BOS-ATL 5 hrs	1
A	<b>Air Tahiti</b> 08/11/2008 LAX-Tahiti 4.5 hrs	1
A	<b>Virgin America</b> 08/11/08 Flt #224 JFK/SFO 4 hrs 08/12/08 Flt #224 JFK/SFO 5 hrs	2
F	<b>US Airways</b> 7/22/08 Flight #29 LAX 5 hours 8/12/08 Flight #2257 CHT-Pensacola 4 hours	26
FFF	<b>Continental Airlines</b> 07/13/08 Flt #353 NWK 4 hrs 07/23/08 Flt #769 LAS-EWR 5 hrs 07/26/08 Flt #251 AUS-EWR 3 hrs 08/15/08 Flt #1500 EWR 4 hrs 08/15/08 Flt #644 IAH-CLE 3 hrs 12/10/08 55 flights IAH 3-7 hrs	79



## 2008 Real Air Travel Consumer Report Card

Grade	Longest Time on the Tarmac / Stranding (based on press and passenger accounts)	Hours
F	Delta Airlines 10/08 Flights #1201 and #1975	10+ Aggregated
F	Air Tran 1/28/09 Flight #274 CLU-MCO	9
F	TACA 12/1/08 Flight #670 San Salvador-LAX (diverted to Ontario)	9
F	United Airlines 1/3/08 Flight #5309 ALB-IAD	8
F	American Airlines 8/9/08 Flight #955 LAX-JFK	7
F	Continental Airlines 7/23/08 Flight #769 LAS-EWR	5
F	US Airways 7/22/08 Flight #29 LAX	5

## ***The Real Story of Government Tarmac and Delay Statistics***

Government Statistics available to consumers are flawed at best. What the DOT doesn't tell consumers openly is that the criteria for reporting on time departures and arrivals has changed and it's not in the consumer's favor ex: padded airline schedules and defective statistics reporting as evidenced in the October, November and December Tarmac Delay statistics for diverted and canceled flights. The average consumer would not be able to cipher these statistics, even if they knew where to find them. FlyersRights.org takes a different look at the data the DOT does collect and reports it so that consumers have a better view of the real data not released in a viable way for consumers to interpret.

We have reason to believe that the statistics reported for October to December have inaccuracies and have alerted the DOT who has assured us of an audit. We have made a request of IG to do an audit also. The key issue is that statistics reported by the airlines for Oct. Nov. and Dec. would have the flying public believe that when a flight is diverted they will likely be allowed off of the plane to rest comfortably in an airport. This "flies" in the face of normal airline protocol for diverted flights. Hence we have requested an audit be prepared by BTS and the IG's office to determine how many of those diverted flights actually allowed passengers off of them.

***Truth squad – today, we are launching a new program for passengers who are “lost in space” or more specifically...on the tarmac for a length of time when their flight is diverted or canceled. We are creating a program now that will allow for folks to go in and report exactly what happened when their flight was diverted or canceled. i.e. did their aircraft pull up to a gate? Was the door open? Were they allowed off of the plane? How long were they unable to deplane? Were they able to deplane? How long were they in the terminal? What was the messaging from the airline? If their flight is canceled were they given a refund? Offered another flight? Given vouchers? How long did they sit on the tarmac without any ability to deplane? Did they take video's? Pictures? Were they threatened in any way by the crew of the aircraft for asking to deplane or asking for essential needs to be provided? Did they receive adequate medical attention?***

***The Truth Squad is you! You have the ability to participate in changing the way the airlines treat passengers by getting involved and reporting exactly what happened to you. The person with the most dramatic story, every month, will receive a Digital Flip Camera so that they can document their flight issues and become an i-reporter. We will help them get their video on television.***

### ***Tarmac Delays of 4+ Hours***

Based on official BTS data or Taxi-out times, this report card compares 2006, 2007 and 2008 tarmac delays of four hours or more.

Scoring, 0 - 5 = A, 6 - 10 = B, 11 - 15 = C, 16 - 20 = D, 21 and higher = F. Every 21 is an F.

### ***Most Tarmac Delays of Two Hours or More***

Based on official BTS data for taxi-out times, this report card compares 2006, 2007 and 2008 tarmac delays of two hours or more.

Scoring is based on a percentage of completed flight operations:

.00% - .04% = A  
.05% - .09% = B  
.10% - .14% = C  
.15% - .19% = D  
.20% and above = F

## ***Fewest Tarmac Delays of Two Hours or More***

Based on official BTS data, this report card compares 2006, 2007 and 2008 tarmac delays of two hours or more.

Scoring is based on a percentage of completed flight operations:

.00% - .04% = A  
.05% - .09% = B  
.10% - .14% = C  
.15% - .19% = D  
.20% and above = F

## ***Padded Airline Schedules***

**Are airports getting further apart or are airlines improving on-time performance by padding schedules?**

In 2006, scheduled flight times from LaGuardia or JFK to Reagan (DCA) or Dulles (IAD) in Washington, DC ranged from 59 to 101 minutes. According to government data, the distance from the two NY airports to DCA and IAD didn't change between 2006 and 2008 - 213 and 228 miles respectively. Yet in 2008, the schedules for those same flights increased to between 63 and 111 minutes.

In October 2006 over 33% of flights from NYC to DC airports arrived late. In October 2008, only 10% were late. Average air time for these flights is 44 minutes, so the padding for these flights ranges from a reasonable 15 minutes to the absurd 67 minutes.

October 2006 – 1955 total flights

October 2008 - 1447 total flights



## 2008 Real Air Travel Consumer Report Card

Tarmac Delays of 4+ Hours	2007 <sup>1</sup>				2008 <sup>2</sup>			
	4-5	5+	Worst	Grade	4-5	5+	Worst	Grade
Frontier	1	0	N/A	A	1	0	N/A	A
Pinnacle	1	0	N/A	A	3	1	5:06	A
Hawaiian	0	0	N/A	A	0	0	N/A	A
Southwest	7	2	5:16	B	1	1	5:05	A
Skywest	5	1	6:8	B	3	0	N/A	A
Northwest	3	0	4:25	A	4	0	N/A	A
AirTran	2	1	5:27	A	2	0	N/A	A
Mesa	3	0	4:49	A	0	0	N/A	A
Alaska	1	0	4:11	A	0	0	N/A	A
American Eagle	9	0	4:57	B	1	5	5:35	B
United	18	7	6:22	D	9	2	5:37	C
Atlantic Southeast	0	0	N/A	A	11	1	5:22	C
ExpressJet	49	7	6:32	F	12	10	7:09	F
Continental	33	7	6:23	F	13	15	6:26	F
Delta	32	6	6:43	F	44	14	7:02	F
US Airways	26	2	5:17	F	27	2	6:33	F
JetBlue	13	11	7:15	D	44	7	6:07	F
American	20	1	5:25	D	22	2	5:40	F
Comair	11	1	5:22	B	18	7	6:14	F
<b>TOTALS</b>	<b>234</b>	<b>46</b>			<b>215</b>	<b>67</b>		



## 2008 Real Air Travel Consumer Report Card

<b>Fewest Tarmac Delays of Two Hours or More</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>Grade</b>
Hawaiian Airlines (0% of total flights)	0	1	0	A
Alaska Airlines (.01% of total flights)	27	20	16	A
Southwest Airlines (.02% of total flights)	218	270	206	A
Frontier Airlines (.03% of total flights)	29	46	34	A
Pinnacle (.05% of total flights)	N/A	101	134	B
Mesa Airlines (.06% of total flights)	164	207	157	B
Atlantic Southeast Airlines (.07% of total flights)	80	139	209	B
Northwest (.07% of total flights)	238	267	252	B
Air Tran (.09% of total flights)	171	207	248	B

\*\* Effective 10/08 DOT changed reporting methodology



## 2008 Real Air Travel Consumer Report Card

<b>Most Tarmac Delays of Two Hours or More</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>Grade</b>
American Eagle (.11% of total flights)	678	733	547	C
United (.12% of total flights)	884	778	580	C
US Airways (.12% of total flights)	545	702	545	C
American Airlines (.15% of total flights)	1206	1275	909	D
Delta (.16% of total flights)	410	778	738	D
Express Jet (.19% of total flights)	1135	1055	726	D
Comair (.20% of total flights)	222	415	397	F
Continental (.21% of total flights)	795	875	647	F
Jet Blue (.25% of total flights)	294	671	502	F

# The Real Story behind Airline Contracts of Carriage, Food and Airline Water

## Contracts of Carriage

FlyersRights analyzed the contracts of carriage and customer service commitments for the major airlines. We found that while many of the airlines had posted all sorts of customer friendly policies in their customer service commitments, that these policies are completely voluntary and unenforceable by passengers. Only one carrier, Southwest, mentions the Customer Service Commitment in their contract of carriage as an integral extension to that contract.

“The Southwest Airlines Customer Service Commitment (CSC), attached as an Addendum hereto, is incorporated by reference in this Contract of Carriage. Carrier’s CSC further explains, augments, and expands upon Carrier’s policies, procedures, methods of operation, obligations, and dedication to Customer safety, service, and satisfaction.”

For this reason, we made an exception in the case of Southwest and considered their CSC in this evaluation.

Continental Airlines, following wide-scale stranding incidents in Houston in December, announced that they had incorporated policies in their customer service commitment that would enable passengers to deplane aircraft after 3 hours. And while their CSC does explain in great detail what they might do in such an event, any mention of this policy is conspicuously absent from their contract of carriage which says simply;

“CO will use *reasonable efforts* [emphasis added] to provide food, water, lavatory facilities and medical attention, if needed, when an aircraft remains on the tarmac for an extended period of time without access to the terminal, consistent with Passenger and employee safety and security concerns.”

American Airlines mentions in their contract of carriage what they will do for passengers during a tarmac delay, but they immediately follow that by saying We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

Several airlines don’t even bother to discuss the matter of tarmac delays in their contracts of carriage; Alaska, Air Tran among them.

This report card grades each carrier’s Contract of Carriage in regard to what services are offered to stranded passengers.

## Airline Food

We don’t grade the quality of airline food. We grade whether or not there’s enough food on board to feed hungry passengers in the event of a long tarmac delay. Gleaned from airline websites February 6, 2009, this report card alerts passengers to the types of flights they should ensure they bring their own food on-board. Shorter flights of less than 1.5 hours are notorious for having little or no essential needs available, while at the same time spending hours on airport tarmacs. This report card shows red spaces for those flights on which the most risk exists to have no food on board. Yellow is used where only snacks are available (pretzels, chips, etc.), usually consisting of too few calories to make a difference in an extended delay. Green indicates that a meal is available. Question marks are used for prices where carrier’s website does not publish prices or indicate whether provisions are complimentary. Scoring is red space = 2 pts, yellow = 1 pt, green = 0. Rating 8-7=F, 6-5=D, 4-3=C, 2-1=B, 0=A.

We found some websites that were contradictory. For example, Northwest Airlines website says in one place that;

“Northwest has discontinued meal service on most domestic flights and eliminated many special meals. We recommend that you bring your own food and beverages with you.”

While elsewhere they describe what they do provide. We gave them the benefit of the doubt here.

## ***Airline Water***

On Thursday, February 14, 2008, KGO – San Francisco published an article on information they gathered through the Freedom of Information Act. They found that “fewer than half the airlines ordered as early as 2005 to begin testing their water have done so. Meantime, it's clear that some water on planes is contaminated.”

“In 2004, tests conducted on 327 planes by the Environmental Protection Agency found 15-percent of the aircraft evaluated had water contaminated with coliform.” “Coliform bacteria can indicate that the water has been contaminated and it could be contaminated by something that can make people sick,” explains June Weintraub, an epidemiologist with the San Francisco Department of Public Health. The presence of coliform could mean other more harmful bacteria could be in the water, and that could lead to diarrhea, nausea and other symptoms. This is the same water many airlines use to make your coffee and tea. “For coffee and tea on an airplane, they don't boil it long enough to destroy any germs,” says Weintraub. It's also the same water you use to wash your hands or even brush your teeth on the plane. Weintraub says the bacteria can get on your hands and then be transmitted to your food.

In fact, since 2005, 45 airlines have signed orders agreeing to test the water on those planes. But through the Freedom of Information Act, we discovered only 16 of those airlines have actually released results of those tests. Those tests results show water samples taken from 2,200 aircraft found coliform 10-percent of the time. Meantime, 29 airlines either haven't completed or begun their first round of testing or haven't released their test results.

We showed our findings to the senior scientist at the Natural Resources Defense Council in San Francisco and a member of the EPA's scientific advisory board on drinking water. “We don't have data from some of the most major airlines out there. The data that we do have still shows contamination in quite a number of aircraft,” says Gina Solomon with the Natural Resources Defense Council.

Delta, Continental, Northwest and United have released test results. However, American and US Airways are refusing to allow their data to be made public, claiming the results are “confidential business information.” That concerns Yeggie Dearborn, the laboratory director at Cel Analytical in San Francisco. “I would probably not drink coffee anymore on the airline. I would probably just stick with canned sodas and stuff like that,” says Dearborn.

Among the major airlines that have released data, 12-percent of the 323 planes tested by Delta over two years came back positive with coliform contaminated water. Delta says the overwhelming majority of its water samples came back negative. Sampling on Continental revealed 16-percent of the 883 aircrafts tested found water contaminated with coliform. The airline believes that data is seriously inflated due to faulty testing procedures it is now working to improve.

Other averages include Northwest at 4-percent and United at 5.6-percent. United says it provides bottled water for brushing teeth and antiseptic napkins with every meal. Northwest says keeping its water supply free from contamination is a top priority.

According to the EPA, the tolerance for coliform in water is zero.

“We don't like to see any bacteria, especially coliform bacteria, in potable water, and especially not water that's being served to passengers,” says Solomon.

A regional East Coast airline that served 12 million passengers in 2006 had the highest rate of positive tests for coliform -- 49-percent of the 84 aircraft tested by Atlantic Southeast contained water samples testing positive for coliform. The airline says if it detects coliform; it deactivates the water system until the problem is cleared.

Those airlines that don't comply could have their planes grounded. The Air Transport Association says the industry is working hard to insure water quality on board planes.

Ron Wilson is ABC7's aviation consultant. He thinks passengers need to be better informed about when airlines test their water and what those results might be.

"What you need on board an airplane in every restroom is a little placard on the wall that when they do the testing, they sign off on it and they tell you that the water is clean," says Wilson.

We've compiled all the data we've obtained through the Freedom of Information Act, including test results from each airline and a list of the airlines that have not yet completed or even begun testing. View the data below.

**AIRLINES THAT HAVE NOT MADE THEIR WATER TEST RESULTS AVAILABLE TO THE PUBLIC:**

- American Airlines
- US Airways

These airlines have submitted test results to the Environmental Protection Agency, but they are challenging ABC7's Freedom of Information Act request for that information. The EPA has yet to rule on that challenge. If the data is released to us, we will update the test results.

**AIRLINES THAT HAVE NOT SUBMITTED WATER TEST RESULTS TO THE EPA THROUGH FEBRUARY 11, 2008:**

- American Eagle
- ExpressJet
- Freedom Airlines
- GoJet
- Horizon Air
- Jet Blue
- Mesa Airlines
- Skyway Airlines
- Southwest Airlines
- Spirit Airlines

The Environmental Protection Agency says these airlines are expected to submit their first water test results this spring.

Airlines must have their water testing plans approved by the Environmental Protection Agency. The following airlines have not had their testing plans approved and have not submitted testing data to the EPA.

- Comair
- Frontier
- Mesama
- Miami Air
- North American Airlines
- Pace Airlines
- Pinnacle Airlines
- Primaris Airlines
- Republic Airways
- Ryan International
- Sierra Pacific Airlines
- Sky King Airlines
- Sky West Airlines
- Sun Country Airlines
- Tem Enterprises
- USA3000 Airlines
- PSA Airlines



## 2008 AIRLINE FOOD REPORT CARD

Grade	Airline	Minimum Service	0 - 1.5 Hours	1.5 - 3 Hours	3 - 4.5 Hours	> 4.5 Hours
B	Alaska <sup>3</sup>	Bev. (\$0)	None	SB(\$5)	SB(\$5), M(\$5)	SB(\$5), M(\$5)
B	American <sup>4</sup>	Bev. (\$0)	None	SB(\$3-6)	SB(\$3-4), M(\$6)	SB(\$3-4), M(\$6)
B	Air Tran <sup>5</sup>	Bev. (\$0)	None	SB(\$3-6)	SB(\$3-6)	SB(\$3-6)
B	Continental <sup>6</sup>	Bev. (\$0)	S	SB(\$0), M(\$0)	SB(\$0), M(\$0)	SB(\$0), M(\$0)
B	Delta <sup>7</sup>	Bev. (\$0)	S	SB(\$3)	SB(\$3), M(\$6-8)	SB(\$3), M(\$6-8)
A	Frontier <sup>8</sup>	Bev. (\$0)	N/A	SB(\$3), M(\$6-8)	SB(\$3), M(\$6-8)	SB(\$3), M(\$6-8)
C	JetBlue <sup>9</sup>	Bev. (\$0)	S	S	S	S
B	Northwest <sup>10</sup>	Bev. (\$?)	None	S(\$3-5)	S(\$3-5)	S(\$3-5)
B	Southwest <sup>11</sup>	Bev. (\$0)	S	S	SB(\$0)	SB(\$0)
C	United <sup>12</sup>	Bev. (\$0)	None	S(\$3)	S(\$3) SB(\$6)	SB(\$6), M(\$9)
C	US Air <sup>13</sup>	Bev. (\$2)	None	None	SB(\$5), M(\$7)	SB(\$5), M(\$7)

M = Meal (breakfast, lunch sandwich or dinner) SB = Snack Box (more than 100 calories) S = (peanuts, pretzels, etc) Bev. = Beverage service This card is predictive of the capability for a flight scheduled for a particular duration to sustain people in the event of an extended tarmac delay. A snack is yellow because typical human cannot be sustained on 50 calories for very long.

Yellow: 50 calories or less

Green: Paid Snack or Snack box over 100 calories

Red: No snack

Hot Pink: Snack, Snack Box or Meal that there is no charge for



## 2008 Real Air Travel Consumer Report Card

Airline Contracts of Carriage	Grade
JetBlue <sup>14</sup>	B
Southwest <sup>15</sup>	B
Continental <sup>16</sup> /Continental Express	C
Delta <sup>17</sup> /Comair/Atlantic Southeast/Pinnacle/SkyWest	C
Hawaiian	C
Northwest <sup>18</sup> /Pinnacle	C
American <sup>19</sup> /American Eagle	D
United <sup>20</sup> /SkyWest	D
AirTran <sup>21</sup>	F
Alaska <sup>22</sup>	F
Frontier <sup>23</sup>	F
US Airways <sup>24</sup>	F

### Contract of Carriage Details

AIRLINE	1	2	3	4	5	6	7	8	9	Score*
AirTran	0	0	0	0	0	0	0	0	0	0
Alaska	0	0	0	0	0	0	1(1)	0	0	1
American Airlines/Eagle	1(2)	0	.75(7)	1	0	0	1(3)	0	0	4.25
Continental	1(4)	0	1(4)	1(4)	0	0	1(3)	.5(5)	0	6.5
Delta	1	0(6)	.75(7)	1	1(8)	0	1(3)	0	0	6.25
Frontier	0	0	0	0	0	0	1(3)	0	0	1
Hawaiian	1(10)	1	.75(7)	1	0	0	1(3)	0	0	8.25
Jet Blue	1	1(11)	.75(7)	1	0	1(12)	0	1	0	9.25
Northwest	1(13)	0	.75(7)	1	0	0	1(3)	0	0	8.5
Southwest	1	1(14)	.75(7)	1	1	0	1(3)	0	0	10.25
United	1(15)	0	.75(7)	1	0	0	1(3)	0	0	5.25
US Airways	1(16)	0	0	0	0	0	1(3)	0	0	2
Weighting	1	3	3	1	2	1	1	1	1	

\*Final Scores out of 15 possible points

See legend and footnotes below

**NOTES:**

Scoring/Grading:

- 12.0-15.0 = A
- 9.0-11.9 = B
- 6.0-8.9 = C
- 3.0-5.9 = D
- 0.0-2.9 = F

**Legend:**

1. Does Contract of Carriage (“CoC”) specifically address stranding, long tarmac confinements, and diversions?
2. Does CoC provide for passengers to deplane after 1, 2, 3, 4, 5 or more hours?
3. Does CoC provide for a/c, food, water, sanitary conditions to be maintained during long tarmac delays?
4. Does CoC provide for medical treatment for passengers in need of such?
5. Does CoC provide for passengers to communicate with the outside world?
6. Does CoC provide for compensation for long tarmac confinements? (If so how much or what in kind?)

7. Does CoC provide for hotel, ground transportation, and/or alternative transportation?
8. Is there a dispute resolution system? (If so, does it provide for a neutral decision maker?)
9. What if any penalty is there if an airline does not comply with its customer service plan or contract of carriage?

Scoring methodology: Items 2 and 3 given triple weight and item 5 double weight as judged most important by stranded passengers. Footnoted items may be given partial credit.

**Footnotes:**

1. Except for air traffic control, a weather situation, or another extraordinary circumstance beyond our control, delay of 1 hour = phone call, 2 hours or more = \$25 or 1000 FF miles. If canceled more than 100 miles from home, hotel and associated ground transportation.
2. "In the case of extraordinary events that result in very lengthy onboard delays, American Airlines and American Eagle will make every reasonable effort to ensure that essential needs of food (snack bar such as Nutri-Grain®), water, restroom facilities, and basic medical assistance are met. *We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.*"
3. Alternate transportation yes....only if airlines at fault; Not for reasons caused by ATC or weather.
4. "CO will use reasonable efforts to provide food, water, lavatory facilities and medical attention, if needed, when an aircraft remains on the tarmac for an extended period of time without access to the terminal, consistent with Passenger and employee safety and security concerns."
5. Assigns a company representative.
6. If an on-board ground delay exceeds the anticipated taxi time by more than one hour for an arriving flight or two hours for a departing flight, we will:
  - Make timely announcements regarding the flight status on a consistent basis.
  - Allow customers to use cell phones and laptop computers and move freely about the cabin, in accordance with safety and federal guidelines.
  - Provide snacks and beverages to customers when reasonable and safe to do so.
  - Offer free headsets and activate In-Flight Entertainment (IFE) systems (on aircraft equipped with an IFE system).
  - Make every reasonable effort to ensure the aircraft is properly serviced and appropriately provisioned based on factors such as aircraft type and trip length.
  - Monitor on-board cabin conditions and notify Delta operational officials to accelerate actions when necessary.

Every Delta station has developed clear and consistent procedures to ensure safety and limit inconvenience during extensive on-board delays. This includes gate and ramp sharing with other airlines and making essential services available inside the airport. When necessary and operationally safe to do so, we will deplane customers remotely via stairs and guide them to the terminal. Also, we will review incidents of lengthy on-board delays to identify trends and causes and implement solutions to mitigate future similar events.
7. Does not mention maintaining a reasonable cabin temperature.
8. After 1 hour on an arriving flight and 2 hours for a departing flight.
9. Does not mention maintaining a reasonable cabin temperature.
10. If extended delays (over two- (2) hours) are encountered for passengers already boarded, HA will attempt to arrange for deplaning. If that is not possible or deplaning would only lengthen the delay, HA will provide food (snack mix, pretzels etc.), water, juice and/or soft drinks, rest room facilities and access to medical treatment, consistent with passenger and employee safety.
11. JetBlue will provide Customers experiencing a Ground Delay with food and drink, access to restrooms and, as necessary, medical treatment. In addition to the relief under subsections E and F of this Section, for Customers who experience a Ground Delay for more than 5 hours, JetBlue will take necessary action so that Customers may deplane.
12. \$25 - \$50 vouchers for "controllable irregularity" of 1-4 hour delay. Credit on future flights for 4-6 hour delay. Double credit or \$100 voucher for 6+ hours delay.
13. AS APPROPRIATE IN EXTRAORDINARY CIRCUMSTANCES AND CONSISTENT WITH PASSENGER AND EMPLOYEE SAFETY AND SECURITY CONCERNS, NW WILL MAKE EVERY REASONABLE EFFORT TO PROVIDE FOR FOOD, WATER, RESTROOM FACILITIES AND ACCESS TO MEDICAL TREATMENT FOR PASSENGERS ABOARD AN AIRCRAFT THAT IS ON THE GROUND FOR AN EXTENDED PERIOD OF TIME WITHOUT ACCESS TO THE TERMINAL. NW WILL PREPARE CONTINGENCY PLANS TO ADDRESS SUCH CIRCUMSTANCES AND WORK WITH OTHER CARRIERS AND THE AIRPORT TO SHARE FACILITIES AND MAKE GATES AVAILABLE IN AN EMERGENCY.
14. However, if weather, gate-space limitations, visibility, airport conditions, mechanical problems, ATC requirements, or other uncontrollable circumstances cause ground delays of more than two hours, we will endeavor to:
  4. Work with airport officials and other airlines to share or acquire equipment such as available gates, portable stairs, buses, vans, or other means by which Customers may deplane and be safely escorted to a terminal or other reasonable facility.
15. IN ADDITION, WHERE EXTRAORDINARY CIRCUMSTANCES RESULT IN THE EXTENDED DELAY OF AN AIRCRAFT ON THE GROUND WITHOUT ACCESS TO THE TERMINAL, WHETHER PRIOR TO DEPARTURE OR AFTER

LANDING, UNITED WILL MAKE EVERY REASONABLE EFFORT, IN ACCORDANCE WITH AN ESTABLISHED CONTINGENCY PLAN, TO ENSURE THAT ITS PASSENGERS ARE PROVIDED WITH FOOD, WATER, RESTROOM FACILITIES, AND ACCESS TO MEDICAL TREATMENT CONSISTENT WITH CUSTOMER AND EMPLOYEE SAFETY AND SECURITY.

16. US Airways defines a long delay as starting at one hour from the time an aircraft pushes back from the gate. After one hour, real-time, automated systems alert operations managers so that the airline can manage the situation quickly and with accurate information. While away from the gate, US Airways' flight crews communicate frequently with customers onboard the airplane. US Airways' flights may be returned to the gate at any point during a delay depending on each flight's specific situation. At three hours, information about the flight is escalated through US Airways' senior operations management for a decision about returning to the gate. Inputs into that decision -making are based on situation-specific factors such as customer safety and comfort, airport capabilities, and crew status.



## 2008 Airline Water REPORT CARD

Grade	Airline	Coliform %
B	AirTran	3%
B	Northwest	4%
B	United	6%
C	Delta	12%
C	Continental	16%
D	Alaska	28%
F	Atlantic Southeast	49%
F	American	Refused Data Release
F	US Airways	Refused Data Release
F	American Eagle	No Tests
F	ExpressJet	No Tests
F	JetBlue	No Tests
F	Mesa	No Tests
F	Southwest	No Tests
F	Comair	No Plan
F	Skywest	No Plan



## FlyersRights.org Best and Worst 2008 Awards:

- When You're on the Ground, They Treat You Like Dirt
- Nausea
- Most Absurd Event
- Flying Fickle Finger of Fate
- How Much are People Willing to Tolerate
- My Heavens

### **“When you’re on the ground they treat you like dirt” Award**

Delta Airlines: WOW. Even we could not believe it. The sheer number of events, and callous disregard for the passengers in conjunction with flawed messaging and a practice of threatening the customer makes them the “dirtiest”. We couldn’t find a bag of dirt large enough for this one!

### **“Nausea” Award**

#### **US Airways**

On 8/12/08 flight #2257 from Charlotte to Pensacola spent 4 hours on tarmac, with overflowing toilets and no food or water. Passengers were told that the toilets were inoperable before boarding. The stench was unbearable. After waiting 4 hours on the tarmac with no food or water and non operable toilets they cancelled the flight.

### **“Most Absurd Event” Award**

#### **Alaska Airlines**

Flight #2217 from Seattle to Pullman diverted to Lewiston, let passengers deplane and left them. No transportation provided.

## **“Fickle Flying Finger of Fate” Award**

### **American Airlines**

On 12/16/08 flight #154 from Norita Japan to O’Hare diverted to DETROIT and sat on tarmac for 7.5 hours (after 13 hour flight time) forcing passengers to spend 20.5 hours on one aircraft. Vomit was in the sink and toilets, and toilets were inoperable.



## **“Welcome to our Country” Awards**

### **Aeromexico Flight #670**

01/22/2009 Flt #670 Acapulco to SEA, diverted to Portland:

16 total hours on aircraft – 4.5 hours on tarmac

After 6 hours in flight this flight from Acapulco to Seattle was DIVERTED to Portland and sat for 4.5 hours on the tarmac. When passengers expressed a desire to deplane into the safety of the airport, Security boarded the aircraft and exclaimed “if you want to get off the plane you’ll be arrested”. The passengers had no food or water. When paramedics arrived to treat a potential heart attack, passengers begged to get off of the plane. Medics called police who boarded and told them “If you want off of this plane you’ll be arrested”. Medics bought Big Macs for everyone on board. But due to further breakdowns they turned around and flew all the way back to Puerto Vallarta making it 16 hours inside the plane without medications, goods or services.

### **TACA Flight # 670**

After a 4.5 hour flight from San Salvador to LAX, TACA diverted to Ontario airport due to fog at LAX. Passengers begged to get off of the plane. They were told no way, no water no food, no rest for the weary. They were only one hour from LAX. The airline blamed the airport and government officials, who pointed the finger back at TACA and declared TACA never asked to have passengers de-plane. They were on the flight a total of 15 hours. 9 hours on the ground in Ontario, 4.5 hours of flight and the time for boarding.

### **American Airlines flight #154**

Norita to O’hare 20 total hours on plane

7.5 on the Detroit Tarmac “A recurring nightmare in Detroit”.

**“My Heavens” Award**

Southwest Airlines

They treat you like you matter!

Southwest airlines has customers in mind. They say “The airline industry is complicated, but taking care of the passengers is simple”.

WOW what a concept.

## U.S. Department of Transportation Report Card

Much of the data discussed in this report comes from press reports and observations made by passengers. The reason that we must rely so much on empirical observation is that, although the DOT now requires the airlines to disclose tarmac delay times beginning October 1, 2008, the airlines have still not reported the data correctly.

Airlines are now required to report the amount of time that a flight sits on a tarmac when;

- it is diverted to an alternate airport, or
- when the flight leaves the gate but is later cancelled, or
- when a flight leaves the gate, sits on the tarmac for several hours only to return and then depart again (only counts time after second departure)

However, airlines (with the possible exception of Continental and Express Jet) are still not reporting this data correctly. In December 2008, following release of the DOT Consumer Air Travel Report, FlyersRights.org discovered that the data they were using for reporting tarmac delays was “garbage”. DOT has since removed from public view the underlying data from further analysis – an unprecedented act.

And, the following statistics are still not reported:

- for carriers that account for less than 1 percent of domestic scheduled passenger revenues even though in the aggregate these carriers are responsible for an estimated 20% of all passenger travel
- any arriving or departing international flights by any of our domestic carriers.

## Air Transport Association Report Card

The ATA reportedly spent \$5.8 million to push their agenda including defeating of the passenger bill of rights in Congress and weakening of proposed passengers’ rights regulations by the DOT. As our report card shows, they’ve been very busy.



## 2008 Real Air Travel Consumer Report Card

<b>Department of Transportation</b>
<b>New York Airport Caps</b>
<p>Providing much needed relief to passengers flying through New York's JFK International Airport, the DOT imposed caps that will allow 82 or 83 flights per hour at peak times, down significantly from the 90 to 100 that had been scheduled in the summer of 2007. However those caps expire in August of '09.</p>
<b>Holiday Airline Traveler Relief</b>
<p>In November and December the DOT opened up military airspace in the Northeast corridor and elsewhere throughout the US. This made no permanent difference to air travelers.</p>
<b>Tarmac Delay Task Force</b>
<p>DOT created a task force for examining long tarmac delays. Vastly outnumbered by airline and airport executives, consumer advocates argued in vain for specific protections for airline passengers.</p>
<b>Consumer Forums</b>
<p>DOT used hundreds of thousands of taxpayer dollars to hold consumer forums in several US locations. By all accounts, this was a waste of taxpayer money.</p>
<b>Passenger Protection Rulemaking</b>
<p>DOT continued to forward rulemaking that would allow airlines to create their own contingency plans for long tarmac delays. The plans would not be reviewed or approved by the DOT, allowing airlines to create whatever plans they want. The rulemaking does contain other consumer-friendly provisions.</p>
<b>Statistics for Tarmac Delays</b>
<p>DOT enacted rules to require airlines to more accurately report tarmac delays beginning October 1<sup>st</sup>. However, the new rules still omit reporting by international flights (including domestic airlines), and airlines that don't account for at least 1% of domestic traffic (even though collectively these airlines account for 20-25% of all traffic).</p> <p>In addition, DOT failed to recognize that the data reported was made up "out of thin air". To prevent FlyersRights from analyzing the data further, November data was hidden from the public necessitating a FOIA request to access data that should be available to the public.</p>



## 2008 Real Air Travel Consumer Report Card

<b>New Tarmac Data: Oct.</b>	<b>Volume</b>	<b>Airline Reporting Grade*</b>
<p style="text-align: center;"><b>Diversions</b></p> <p>Of 867 diverted flights, airlines claimed that 92 of those flights were on the ground for 10 minutes or less, that 565 of these flights deplaned passengers at a diverted airport – and then took off again - many of them in under ten minutes, and scores of other flight records couldn't pass a basic math test.</p>	867	F
<p style="text-align: center;"><b>Cancellations</b></p> <p>Of all cancelled flights in October, according to the airlines, 128 of those were canceled after they left the gate. 27 were supposedly canceled after 15 minutes.</p>	128	F
<p style="text-align: center;"><b>Completed Flights</b></p> <p>Of those flights that had one or more trips to the gate before they took off, 692 indicate they returned to the gate to let passengers get off, and then left again, took off - all inside 15 minutes.</p>	2145	F
<p style="text-align: center;"><b>The Other "25%"</b></p> <p>Approximately 25% of commercial traffic for which no performance statistics are collected at all (smaller carriers, international flights, etc.).</p>	25%	F

\*Continental and Express Jet appear to have made a gallant effort at reporting diverted and canceled flights correctly.



## 2008 FlyersRights Air Transport Association REPORT CARD

Subject	Grade
Opposes giving passengers a bottle of water and a granola bar when stranded for 3 hours. <sup>25</sup>	F
Continues to deceive media and public and the DOT about the frequency of lengthy tarmac delays. <sup>26</sup>	F
Objects to the private right of action for consumers to sue the airlines at the State level. <sup>27</sup>	F
Claims that blood clots are NOT caused by confinement in an aircraft.	F
Claims to be advocating for additional delay reporting requirements but in fact opposes reporting of diversion tarmac delays to DOT.	F
Opposes legislated "patchwork quilt" or minimum standards – prefers their own "patchwork quilt" with no standards.	F
Contends that complaint contact information should only be provided on carrier's websites – ignoring the well-known digital-divide that discriminates against lower income people.	F
Objects to providing flight delay information on their websites on the basis that average consumers possess the software engineering expertise to download enormous BTS databases to acquire this information.	F

## Summary of Report Cards

Airline	1. Tarmac Delays 4+ Hours	2. Tarmac Delays 2+ Hours	3. Unreported Tarmac Delays 3+ Hours	4. Longest Tarmac Delays	5. Menu	6. CoCs	Final Grade
AirTran	A	B	A	F	B	F	<b>C</b>
Alaska	A	A	N/A	N/A	B	F	B
American	F	D	A	F	B	D	<b>D</b>
American Eagle	B	C	A	B	B	D	<b>C</b>
Atlantic Southeast	C	B	N/A	C	N/A	C	<b>N/A</b>
Continental	F	F	F x 3	F	B	C	<b>F-</b>
Comair	F	F	N/A	F	N/A	C	<b>N/A</b>
Delta	F	D	F x 15	F	B	C	<b>F---</b>
ExpressJet	F	D	N/A	F	N/A	C	<b>N/A</b>
Frontier	A	A	N/A	A	A	F	<b>B</b>
JetBlue	F	F	N/A	F	C	B	<b>F</b>
Mesa	A	B	N/A	A	N/A	D	<b>N/A</b>
Northwest	A	B	N/A	A	B	C	<b>B</b>
Pinnacle	A	B	N/A	A	N/A	C	<b>N/A</b>
Southwest	A	A	A	A	A*	B	<b>A</b>
United	C	C	A	F	C	D	<b>C</b>
US Airways	F	C	F	F	C	F	<b>F</b>

This report card is not an overall consumer performance evaluation. It focuses on how airlines react to extended ground delays. In the absence of necessary DOT information, it relies on press accounts and empirical data collected by the Coalition. Grading system is A-F with points awarded 1-5 (A=1). Incomplete data = 0. Due to the incomplete way that the DOT collects data, this is the most prevalent grade. In order to get a final grade, there had to be more than four categories graded. So for example, Atlantic Southeast is not considered for a final grade because they have only 4 categories graded.

\*Southwest Airlines makes snacks available upon request, so you are not limited to one snack in the event of a long on ground delay.



## 2008 Real Air Travel Consumer Report Card

Grade	What's in Your Future? (based on press and passenger accounts)	Flights
F	<b>United Airlines</b> 1/19/2009 Flt #686 ORD-IAD 5 hrs	1
F	<b>Air Tran</b> 01/28/2009 Flt #373 CMH-MCO 9 hrs	1
F	<b>Aero-Mexico</b> 01/22/2009 Flt #670 Acapulco to SEA, diverted to Portland: 16 total hours on aircraft – 4.5 hours on tarmac	1

## Endnotes

---

- <sup>1</sup> [http://www.bts.gov/programs/airline\\_information/taxi\\_out\\_times/html/by\\_carrier\\_2007.html](http://www.bts.gov/programs/airline_information/taxi_out_times/html/by_carrier_2007.html)
- <sup>2</sup> [http://www.bts.gov/programs/airline\\_information/taxi\\_out\\_times/html/by\\_carrier\\_2008.html](http://www.bts.gov/programs/airline_information/taxi_out_times/html/by_carrier_2008.html)
- <sup>3</sup> <http://www.alaskaair.com/as/www2/help/faqs/MealService.asp>
- <sup>4</sup> [http://www.aa.com/aa/pubcontent/en\\_US/travelInformation/duringFlight/dining/domesticMealService.jsp](http://www.aa.com/aa/pubcontent/en_US/travelInformation/duringFlight/dining/domesticMealService.jsp)
- <sup>5</sup> [http://www.airtran.com/inflight\\_entertainment.aspx](http://www.airtran.com/inflight_entertainment.aspx)
- <sup>6</sup> <http://www.continental.com/web/en-US/content/travel/inflight/dining/beverages/default.aspx>  
<http://www.continental.com/web/en-US/content/travel/inflight/dining/domestic/default.aspx>
- <sup>7</sup> [http://www.delta.com/traveling\\_checkin/inflight\\_services/food/index.jsp](http://www.delta.com/traveling_checkin/inflight_services/food/index.jsp)
- <sup>8</sup> <http://www.frontierairlines.com/frontier/flight-info/inflight-catering.do>
- <sup>9</sup> [http://www.jetblue.com/about/whyyoulllike/about\\_why2.html](http://www.jetblue.com/about/whyyoulllike/about_why2.html)
- <sup>10</sup> <http://www.nwa.com/services/onboard/special/meals.html>
- <sup>11</sup> [http://www.southwest.com/about\\_swa/customer\\_service\\_commitment/customer\\_service\\_commitment.pdf](http://www.southwest.com/about_swa/customer_service_commitment/customer_service_commitment.pdf)
- <sup>12</sup> <http://www.united.com/page/article/0,6722,51501,00.html>
- <sup>13</sup> <http://www.usairways.com/awa/content/traveltools/intheair/default.aspx>
- <sup>14</sup> [http://www.jetblue.com/p/jetblue\\_coc.pdf](http://www.jetblue.com/p/jetblue_coc.pdf)  
<http://www.jetblue.com/about/ourcompany/promise/index.html>
- <sup>15</sup> [http://www.southwest.com/travel\\_center/coc.pdf](http://www.southwest.com/travel_center/coc.pdf)  
[http://www.southwest.com/about\\_swa/customer\\_service\\_commitment/customer\\_service\\_commitment.pdf](http://www.southwest.com/about_swa/customer_service_commitment/customer_service_commitment.pdf)
- <sup>16</sup> [http://www.continental.com/web/en-US/content/co\\_contract\\_of\\_carriage.2008012901.pdf](http://www.continental.com/web/en-US/content/co_contract_of_carriage.2008012901.pdf)
- <sup>17</sup> [http://www.delta.com/legal/contract\\_of\\_carriage/index.jsp](http://www.delta.com/legal/contract_of_carriage/index.jsp)
- <sup>18</sup> <http://www.nwa.com/plan/contract2.pdf>  
<http://www.nwa.com/plan/>
- <sup>19</sup> <http://www.aa.com/aa/i18nForward.do?p=/customerService/customerCommitment/conditionsOfCarriage.jsp>
- <sup>20</sup> <http://www.united.com/ual/asset/COC04feb08final.pdf>  
<http://www.united.com/page/article/0,1360,2981,00.html>
- <sup>21</sup> **contract of carriage - Customer Service Commitment**  
[http://www.airtranairways.com/about-us/customer\\_service\\_commitment.aspx](http://www.airtranairways.com/about-us/customer_service_commitment.aspx)

<sup>22</sup> Domestic Contract of Carriage;  
[http://www.alaskaair.com/as/www2/company/tariff/domestic/tariff\\_domestic\\_toc.asp](http://www.alaskaair.com/as/www2/company/tariff/domestic/tariff_domestic_toc.asp)

<sup>23</sup> [http://www.frontierairlines.com/frontier/pdf/Contract\\_of\\_Carriage.pdf](http://www.frontierairlines.com/frontier/pdf/Contract_of_Carriage.pdf)

<sup>24</sup> [http://usairways.com/common/resources/downloads/aboutus/US\\_contract\\_of\\_carriage.pdf](http://usairways.com/common/resources/downloads/aboutus/US_contract_of_carriage.pdf)

Customer Service Plan

<http://www.usairways.com/awa/content/aboutus/customersfirst/customerserviceplan.aspx>

<sup>25</sup> Christian Science Monitor, January 8, 2008;  
<http://www.csmonitor.com/2008/0108/p02s02-usgn.htm>

<sup>26</sup> The Seattle Times, January 23, 2008 et al;  
<http://archives.seattletimes.nwsource.com/cgi-bin/taxis.cgi/web/vortex/display?slug=airlines23m&date=20080123>

<sup>27</sup> DOT Docket Management System, ATA Response to ANPRM (DOT-OST-2007-0022-0189.1)  
<http://www.regulations.gov/fdmspublic/component/main?main=DocketDetail&d=DOT-OST-2007-0022>