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U.S. Department of Transportation Needs a Coalition Wake-Up Call

We understand that when President Bush calls DOT Secretary Mary Peters to the White House for a meeting, she has to go. He's her boss. But we can't understand why Secretary Peters won't answer our letters asking what the DOT is doing to help the American airline consumer. Don't these people ultimately all work for all of us?

We think it's because she hasn't heard from YOU. We think it's because the DOT doesn't know how serious we are. We think they're asleep at the switch. So let's give them a wake-up call. Please send an email to the secretary, and copy both her deputy and the consumer affairs office. Here are their email addresses:

mary.peters@dot.gov, andy.steinberg@dot.gov, bobby.sturgell@faa.gov

Here's a sample email to send;

*Hon. Mary Peters
Secretary of Transportation
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590*

Re: Letter sent to your office by Kate Hanni, October 15, 2007 re: Request that DOT consult with Coalition on DOT/FAA airline consumer plans to respond to President Bush's direction to improve travel on nation's scheduled airlines.

Dear Secretary Peters,

I am writing to respectfully request that you respond to the letter sent to you by Kate Hanni, Founder of CAPBOR, on my behalf asking that the Coalition be consulted regarding airline consumer plans.

Our coalition is fighting for basic human rights during air travel, and we are the only true airline passenger consumer advocacy group; we must have a seat at the table for discussions that affect the flying public.

Thank you for your prompt response,

Coalition for an Airline Passenger Bill of Rights

Download "We Gotta Get Outta this Plane"

As a result of a number of recent calls to the 1-877-FLYERS6 hotline from people stranded on tarmac in Philadelphia and New York last week, it is becoming clear that stranded passengers don't know what to do when they're stranded on tarmacs.

In a recent stranding at BWI airport, where passengers sat on the tarmac for seven hours, they started banging on the walls and overhead compartments of the plane in order to be let off. We don't recommend that, but we do have an interesting and fun alternative. Sing!

On their own dime, Kate along with a friend of hers, Reed Fromer, recorded a parody of the 1965 Animals song "We Gotta Get Out of this Place". The new version, "We Gotta Get Outta This Plane" can be downloaded from <http://www.flyersrights.com/8.html>. It's a great song! Download it to your cellphone or iPod. Next time you get stuck on a plane, play it and sing along as a form of protest.

"WE GOTTA GET OUT OF THIS PLANE"

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VERSE:

*In this dirty old part of the tarmac
Where the sun refuse to shine
People tell me there ain't no use in flyin'*

*You might have missed your daughter's wedding
But try to look on the brighter side
At least you'll get some pretzels from this ride*

CHORUS:

*We Gotta Get out of this plane
If it's the last thing we ever do
We Gotta Get out of this plane
Boy there's a Cinnabon for me and you*

VERSE

*Watch the passengers' seated and helpless
Now their hair is turning grey
They been trapped ain't got no rights today*

*Yeah this water's tastin' funky
Yeah this bathroom line's so long
Still they won't admit that somethin's wrong*

CHORUS

*We Gotta Get out of this plane
If it's the last thing we ever do
We Gotta Get out of this plane
Boy there's a Cinnabon for me and you*

CHORUS

*We Gotta Get out of this plane
If it's the last thing we ever do
We Gotta Get out of this plane
Boy there's a Cinnabon for me and you*

We'll be unveiling a survival guide in the coming weeks.

And on the Hill

Your all-volunteer coalition senior staff and consultants have spent the last couple of weeks developing strategies for how to proceed in the coming weeks with Senate legislation changes and other initiatives. We don't want to say too much here right now, because the airlines and their lobbies get our newsletter too. But in the next week or two, we'll be revealing our plans and asking our members to take specific actions. So stay tuned.

Donations

We need funds for radio ads in key senate regions, and also for upcoming trips to Washington, DC. We think we've finally broken even on the Strand-In. Thanks so much for your donations to pay for this. You are making the difference. Even ten dollars from each member would make a huge difference. To those who have donated, thank you! Please visit our website and donate if you can <http://www.flyersrights.com/4.html>. Credit cards and Paypal accepted. Send checks directly to:

*CAPBOR
C/O Kate Hanni
159 Silverado Springs Drive
Napa, CA 94558*

FYI, no one gets paid from these donations. All monetary contributions pay for our bulk email service, website, advertising and other necessary expenses. Coalition volunteers use their own money for travel, hotels and meals, and these expenses are not tax deductible.

Tell Us Your Story

If you have a stranding or other harrowing story to tell, send it to us and we'll print it here. Please keep them to 150 words or less. All submissions will be anonymous. We will only print your first name and state. Here's this week's entry;

Carl from MA

On August 31, 2007, I boarded Continental Airlines flight 1030F in Cleveland bound for home to Boston Logan International Airport and was assigned to a seat in First Class. During the boarding the lead flight attendant asked me if I wanted a beverage before departing and I politely requested a glass of juice. While waiting for the juice, I receive an urgent cell phone call from my son and to minimize the impact on other passengers and maintain some level of privacy, I bent over and cupped my hand around my cell phone. While in that position I suddenly felt a sharp "whack" to my left leg. When I abruptly looked up, the lead flight attendant was standing there glaring at me with an adult to child facial expression and thrust the glass of juice in front of me. When I politely said "thank you" for the juice, she gave me another "dirty" look and walked away without responding to me.

What she had done was "knead me" in my left leg and it was by no means a soft tap, but rather a real whack to get my attention. I actually developed a black and blue mark where she had contact with me. There is no question that if I had gone to the galley and knead her in exactly the same manner and force that she did to me, that I would have been arrested for assault.

I was going to politely make a comment to her about her unprofessional conduct; however, I recalled a recent incident on Continental Express Airlines where a flight attendant lied to the Captain about a mother and her young child being a security threat and had them both removed from the plane. Fortunately, in this case, passengers came forward as witnesses and told authorities that the flight attendant had lied to the Captain. Continental Airlines has never revealed what action it took against this flight attendant to set an example for this type of egregious behavior of falsely accusing a passenger of being a security threat resulting in their being removed from the plane.

New Articles

Airline Passengers Bill of Rights lands on Congress – The Capital Times

<http://www.madison.com/tct/news/columns/251561>

Airlines squeeze fliers as profit soars – LA Times

<http://www.latimes.com/business/la-fi-airlines19oct19,0,464513.story?page=1&coll=la-home-center>

Airline Passenger Bill of Rights – Innovation Analysis Group

http://iagblog.podomatic.com/entry/2007-10-17T15_21_52-07_00

Flying past those airport nightmares -What to do if your business trip devolves into a worst-case scenario. - CNN

http://money.cnn.com/magazines/business2/business2_archive/2007/10/01/100434051/

Subscriber Information

You are receiving this email because you signed the petition at <http://www.petitiononline.com/airline/petition.html>.

If you have trouble unsubscribing to these emails or changing your email address, please email mark@flyersrights.com. If you're a Hotmail or MSN user, please just unsubscribe or contact Mark. Be careful with that Unsafe button. That creates a lot of extra work for us.

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Best Regards,

The Coalition for an Airline Passengers Bill of Rights

Kate Hanni
Spokeswoman
CAPBOR
(707) 337-0328

<http://www.flyersrights.com>

<http://Strandedpassengers.blogspot.com>