



Year	Category	DOT Grade
2008	New Rule: Doubled Bumping Compensation from \$200-\$400 to \$400-\$800	A+
2008	New Rule: Data now required for Diverted, Canceled and Multiple Gate Return flights	A+
2010	New Rule: Tarmac Delay Rule for Domestic Flights	A+
April 2011	<p>PRM: Enhancing Airline Consumer Protections looks promising! Refund of Baggage Fees if your baggage doesn't arrive in one hour of your arrival</p> <p>Increase of bumping compensation to \$650-\$1300</p> <p>International Flights will have to report data for time on the tarmac</p>	?
2010	BTS Data is disorganized: difficult for consumers to find...	C

Grade	Most Absurdly Horrifying Event by an Airline
F	<p style="text-align: center;"><b>US Airways</b></p> <p>8/12/2010: On a US Airways flight, Olga Ebanco's Father, a 78 Year old non English speaking male passenger was asked to move to another seat. When he remained stationary, the Flight Attendant had him arrested.</p>
F	<p style="text-align: center;"><b>American Airlines</b></p> <p>10/29/2010: On an American Airlines flight, Judy Issinger, a wheelchair ridden passenger was made to walk to the plane, when they realized she couldn't walk they attempted to help her but dropped her.</p>
F	<p style="text-align: center;"><b>Spirit Airlines</b></p> <p>Promised to re-book passengers on another air carrier in the event they had a strike. They made public statements to the Associate Press (AP) that they had everyone covered. However, when the strike happened no one was rebooked, two (2) 14 year old girls were left stranded and penniless in Aruba without their parents or a guardian.</p>

Issue	Wanted	Responsible Agency
When passengers lose their baggage, it is next to impossible to receive compensation for lost items	Fines should be imposed for every 24 hours a bag is not returned to its owner, and if passengers need to replace items due to lost, damaged or pilfered items they should get reimbursed immediately upon providing receipts or a pre-determined amount for not having receipts.	DOT
Seat space inadequate for a comfortable journey especially on long trips	Increase seat pitch in all aircraft. Develop minimum standards for seat pitch taking into account passengers comfort; and mandate a rule for reasons of safety in an emergency egress situation.	DOT FAA
DOT's Three-Hour Rule does not include International Flights	Modify the Three-Hour Rule to include International Flights. Whether an aircraft is flying internationally or domestically, American citizens flying abroad should not be treated any differently from American Citizens flying domestically.	DOT
Passengers have no way to recover their losses from long TARMAC delays and strandings	Fines imposed for tarmac strandings should be apportioned in part to the Flying public similar to the European Union (EU) regulations and those of India.	DOT
Privacy is invaded when passengers go through security screening	Work with TSA to implement security measures without unnecessary privacy invasion	DOT FAA
Passengers and Airline Employees have no voice or representation in the DOT and FAA.	An independent Passenger-Centric Air Travel Ombudsman that reports to the Secretary of the DOT and the FAA Administrator to serve as a liaison between passengers and the Dot-FAA to ensure that passenger and airline employee issues are heard and resolved.	DOT FAA

Minors have been left unaccompanied at airports and have been molested despite passengers having to pay additional fees to insure their child's safety	Airlines should be forced to perform as committed to in their contract of carriage (COC) regarding the services they offer for unaccompanied minors. Heavy fines should be imposed and legal action should be taken against the airlines.	DOT
No Passenger advocate on Blue Ribbon Panels	Kate Hanni as the Passengers' Representative on any Blue Ribbon Panel	DOT
For long TARMAC delays and strandings, there is no solution in place to allow passengers to get off the aircraft in the near term	The FAA should mandate that a portion of the Airport Improvement Program (AIP) grants should be specifically allocated for the purchase of a bus service which will increase capacity until the modernization of the system can be completed	FAA
No data is available from the DOT about International Flights	Provide a way for consumers to get data on international flight strandings and long TARMAC times exceeding two (2) hours.	DOT
DOT's data website is extremely difficult to navigate and find relevant data to conduct any meaningful analysis. Information appears to be obscured and does not contain the detail that was available in previous years.	Revamp the BTS and RITA websites so that they are easier to navigate and allow consumers to select and specify time blocks to retrieve information that they are interested in and not pre-defined categories that may or may not be beneficial. Give users Tarmac times as was available in previous years and not just the number of flights in a time block.	DOT
Lack of fines imposed when an Airline violate the Three-Hour Rule	Please levy fines when an airline violates the Three-Hour Rule. If no fines are imposed, the Airlines will think that the DOT is weak and does not have the guts to enforce the rule.	DOT

Grade	Above and Beyond: Heavenly Skies
A	<p style="text-align: center;"><b>Virgin America: Best Newcomer</b></p> <p>They just don't seem to strand people, and when they do they apologize right away! Plenty of food, water, chat rooms, purple lighting, electricity so your phone and laptop are kept vital, productivity remains high...lots of good stuff here.</p>
A	<p style="text-align: center;"><b>Hawaiian Airlines</b></p> <p>During a stranding event, the pilot allowed passengers to return to the terminal and wait in the comfort of the terminal.</p>
A+	<p style="text-align: center;"><b>Southwest Airlines</b></p> <p>3 years in a row! For the volume of flights, they have the least strandings. They treat their passengers with respect and fun. There are NO ancillary fees.</p>

<b>Grade</b>	<b>7. PU: Overflowing Toilets</b>
A	We are retiring the Golden Plunger: 0 reports of overflowing toilets for 2010

**“When You are on the Ground They Treat You like Dirt”  
Award**

**US Airways**

Most Tarmac Events and Least care for their customers

**“Flying Fickle Finger of Fate”**

**JFK Airport**

The Port Authority of New York and New Jersey did not make gates available for all of the international flights that were stuck for 4 days waiting for gates. The passengers, who were lucky enough to get off the planes, had no food or water inside the terminal. The Port Authority was determined to be “right” rather than doing the “right thing”.

**“Welcome to Our Country”**

**Cathay Pacific, China Air, and EI AI**

With a combined total of **31+** hours of tarmac time plus flight times of at least 7 hours!

Date	Source	Airline	Flight	From	To	Tarmac Time
02/20/2010	FRO Hotline: Vicki Ackermann	American	1001	DFW	SJD	4.5
03/13/2010	FRO Hotline: Amanda Butler	Egypt Air	985	CAI	JFK	3
03/17/2010	FRO Hotline: Carl Swartz	TACA	374	TGU	MIA	4
03/26/2010	Email to FRO	United	423	SFO	MAD	4
06/04/2010	FRO Hotline: Lindsay Berg	British Airways	N/A	JFK	LHR	5
06/27/2010	FRO Hotline: Angela Laubersan	China Eastern	N/A	LAX	PEK	5
07/06/2010	FRO Hotline: Lisa Laub	Spirit	746	NAS	FLL	4.5
09/23/2010	FRO Hotline: Leyla Fields	Qantas	12	LAX	SYD	7
10/05/2010	FRO Hotline: Ronald Ross	Continental	N/A	BRU	JFK	4
12/10/2010	News Report	Qantas	74			4.5
12/26/2010	News Report	EL AL	008			7
12/26/2010	News Report FRO Hotline: Mary Bennett	EL AL	002	JFK	TLV	9
12/26/2010	FRO Hotline: Marilyn Moran	Austrian	88	JFK	VIE	4
12/28/2010	FRO Hotline: Angana Rola	Lufthansa	410	JFK		6
12/28/2010	News Report	Cathay Pacific	888	YVR	JFK	12
12/28/2010	News Report	Cathay Pacific	N/A	YYZ	JFK	8

Date	Airline	Flight	From	To	Tarmac Time
12/28/2010	Air China	12		JFK	10:10
12/28/2010	Air France	10	CDG	JFK	7:58
12/28/2010	Turkish Airlines	751		JFK	7:32
12/28/2010	Al Italia	610	FCO	JFK	7:15
12/28/2010	Air France	006	CDG	JFK	6:43
12/29/2010	Turkish Airlines	1		JFK	6:42
12/29/2010	Lufthansa	404		JFK	6:34
12/28/2010	Lufthansa	410		JFK	6:30
12/28/2010	Air France	8		JFK	6:22
12/28/2010	Aeromexico	402		JFK	6:03
12/28/2010	Al Italia	608	FCO	JFK	5:55
12/29/2010	China Eastern	587		JFK	5:54
12/29/2010	Air France	12		JFK	5:49
12/28/2010	Korean Air	101		JFK	5:26
12/28/2010	Aeromexico	404		JFK	5:26
12/28/2010	TACA	510		JFK	5:22
12/28/2010	Al Italia	604	MXP	JFK	5:04
12/28/2010	Swiss Air	22B		JFK	4:34
12/28/2010	Virgin Atlantic	9		JFK	4:19
12/29/2010	Japan Air Lines	6		JFK	4:06
12/28/2010	Lan Chile	532		JFK	4:03
12/28/2010	Korean Air	85	ICN	JFK	4:01
12/29/2010	Air China	981		JFK	3:57
12/28/2010	Lan Chile	530		JFK	3:45
12/26/2010	British Airways	183		JFK	5:00
12/29/2010	Lufthansa	400		JFK	3:37



<b>Strandings</b>	<b>Airline</b>	<b>Total Tarmac Time</b>
<b>4</b>	<b>Air France</b>	<b>26:52</b>
<b>4</b>	<b>Lufthansa</b>	<b>22:41</b>
<b>3</b>	<b>Al Italia</b>	<b>18:14</b>
<b>2</b>	<b>Cathay Pacific</b>	<b>20:00</b>
<b>2</b>	<b>El Al</b>	<b>16:00</b>
<b>2</b>	<b>Air China</b>	<b>14:14</b>
<b>2</b>	<b>Quantas</b>	<b>11:30</b>
<b>2</b>	<b>Aeromexico</b>	<b>11:29</b>
<b>2</b>	<b>China Eastern</b>	<b>10:54</b>
<b>2</b>	<b>British Airways</b>	<b>10:00</b>
<b>2</b>	<b>Korean Air</b>	<b>9:27</b>
<b>2</b>	<b>TACA</b>	<b>9:22</b>
<b>2</b>	<b>Lan Chile</b>	<b>7:48</b>

Passengers on Cathay Pacific Flight 888 experienced the worst flight nightmare that they could have imagined: spending 12 hours on the TARMAC at New York's JFK airport. This event is inexcusable. Cathay Pacific believed that a gate would be available at JFK prior to leaving Vancouver but was told that no gate was available when they arrived at JFK. Hence, passengers spent 12 terrible hours on the TARMAC at JFK AFTER a long flight that originated in Hong Kong.

<b>Grade</b>	<b>Fewest Tarmac Delays of Two (2) Hours or More</b>	<b>Airline</b>
A+	1 XSD in <b>9,293</b> flights	Southwest
A+	1 XSD in <b>6,657</b> flights	Hawaiian
B	1 XSD in <b>3,703</b> flights	SkyWest
B	1 XSD in <b>3,654</b> flights	Alaska
D	1 XSD in <b>2,788</b> flights	ExpressJet
F	1 XSD in <b>951</b> flights	US Airways
F	1 XSD in <b>1,116</b> flights	Delta
F	1 XSD in <b>1,207</b> flights	Comair
F	1 XSD in <b>1,264</b> flights	American
F	1 XSD in <b>1,274</b> flights	United
F	1 XSD in <b>1,324</b> flights	American Eagle
F	1 XSD in <b>1,440</b> flights	JetBlue
F	1 XSD in <b>1,445</b> flights	Frontier
F	1 XSD in <b>1,751</b> flights	AirTran
F	1 XSD in <b>1,925</b> flights	Atlantic Southeast
F	1 XSD in <b>1,942</b> flights	Pinnacle
F	1 XSD in <b>2,319</b> flights	Continental
F	1 XSD in <b>2,489</b> flights	Mesa

Grade	Fewest Tarmac Delays of Three (3) Hours or More	Airline
A+	No XSDs	Continental
A+	No XSDs	ExpressJet
A+	No XSDs	Alaska
A+	No XSDs	Hawaiian
A	1 XSD in <b>155,689</b> Flights	Comair
A	1 XSD in <b>160,641</b> Flights	Southwest
A	1 XSD in <b>179,184</b> Flights	Mesa
A-	1 XSD in <b>127,202</b> Flights	Pinnacle
B	1 XSD in <b>102,220</b> Flights	JetBlue
C	1 XSD in <b>99,465</b> Flights	Atlantic Southeast
F	1 XSD in <b>12,803</b> Flights	US Airways
F	1 XSD in <b>24,082</b> Flights	American
F	1 XSD in <b>29,380</b> Flights	Frontier
F	1 XSD in <b>32,104</b> Flights	United
F	1 XSD in <b>36,120</b> Flights	AirTran
F	1 XSD in <b>47,516</b> Flights	SkyWest
F	1 XSD in <b>45,846</b> Flights	Delta
F	1 XSD in <b>48,553</b> Flights	American Eagle