

Donations needed: Folks, we only put this at the top when we're in trouble. We desperately need frequent flyer miles for upcoming press conferences and we need money for related expenses. Kate is going to be spending holidays in hub airports in the Eastern corridor forwarding the message of the coalition and holding the airlines to account for their behavior. Another way you can help is to forward this email to several of your flying friends and ask them to sign our petition (<http://www.petitiononline.com/airline/petition.html>).

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Press Conference in Washington DC or at JFK – Please Attend

We're planning to have a press conference on Monday morning (November 19th) to announce the coalition's exciting initiatives for the winter and holiday seasons. We have a lot happening! (See below.) We'd like to get a vote from our members on how many could attend a press conference at JFK airport in NYC or somewhere in Washington, DC. We'll try to schedule based on your convenience. So please let Kate or Mark know where you prefer to attend on Monday morning (kate@flyersrights.com or mark@flyersrights.com). Please let us know ASAP – we need to announce the press conference this Friday.

Coalition to Visit Airports and Provide Holiday Travelers with Free Hotline Services – We Need Volunteers

The heaviest travel days of the year are the day before Thanksgiving and the Sunday afterward. To help holiday air travelers with the inevitable airline service problems that will occur, your coalition is doing two important things;

1. We'll be at key airports around the country handing out brochures that explain what to do if you have extended tarmac delays, lost baggage, get bumped from a flight, etc. We need volunteers to help us organize and hand out brochures at O'Hare, Dallas-Fort Worth, JFK, Newark, LaGuardia, Denver, Atlanta, and Philadelphia among others. We already have permits for many of these airports, but we could use some help with Denver and DFW where we need someone local to go to the airport and pick up a permit even if you can't hand out brochures on the specified dates.
2. We'll be announcing enhanced, free services for our hotline (1(877)FLYERS6) for the Thanksgiving holiday weekend. Stranded passengers will be able to call and get free travel advice and weather, hotel, airline, car rental and other information that is critical when you're stranded in an airline terminal or airplane. Again, we need volunteers to help "man the phones" during this period. It's actually all done over a computer, so you don't really have to answer a phone. And you can do it from your home.

If you can help, please email Kate or Mark (kate@flyersrights.com or mark@flyersrights.com).

Semi-Annual Coalition Airline Report Card Coming Out in December – Who's Naughty and Who's Nice

In June, the coalition held a press conference in the House of Representatives, Cannon Office Building in Washington, DC to announce our first semi-annual report card on the performance of the airlines in regard to tarmac strandings and other customer service issues. You may recall that American Airlines had the dubious honor of winning the *When you're on the Ground, They Treat You like Dirt Award*. United Airlines was only a fraction of a percentage behind.

We can't give anything away, but so far there could be a dark horse vying for the follow-up *Who's Naughty Award* in December. It doesn't look pretty. Stay tuned. And please plan to join us in Washington, DC on December 13th for the exciting conclusion.

Enhanced Website Forums for Collecting Airline Complaints and Your Opinions

If you've been following over the last couple of weeks, you know that your U.S. Department of Transportation has a consumer complaint hotline with a Washington DC area code because (in their words) if they had a toll free number they might get more complaints and they can't handle more complaints. By the way, our revelation of this fact caused an article to be written in yesterday's USA Today (see *New Articles* below).

Anyway, the coalition is happy to announce that coming soon to the <http://www.flyersrights.org> website will be a forum where airline passengers can log their complaints, the airline's response, and we'll make sure the DOT gets them anyway!

The other purpose of the new forums will be to give you a place to voice your opinions on what we should be working on in Congress going forward.

Distribute Coalition Business Cards

One of the keys to making our efforts successful is to get as much exposure as possible with Congress, the press and the public. You can help with the public exposure by forwarding these newsletters to your friends and family, and you can also help by leaving Coalition business cards in airplanes and airports when you fly. You can download Kate's business card in Word format from <http://www.flyersrights.org/BusinessCardKatePBOR.doc>. Feel free to modify them for your own use. Use Avery Clean Edge Business Cards #8869 stock for printing.

Donations

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.

New Articles

DOT slammed for handling of airline complaints – USA Today
http://www.usatoday.com/money/industries/travel/2007-11-13-dot-complaints_N.htm

How Fewer Flights at JFK Could Affect You - Wall Street Journal
http://online.wsj.com/article/SB119430650205383203.html?mod=googlenews_wsj

U.S. Airlines, Under Fines Threat, Cut Chronic Delays – Bloomberg News
<http://www.bloomberg.com/apps/news?pid=20601103&sid=aHCcY9OWNibM&refer=us>

Airline hostages demand food and release
http://seattlepi.nwsource.com/opinion/339054_firstperson12.html

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. Please be careful with that Unsafe button. That causes us a lot of extra work.

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Best Regards,

The Coalition for an Airline Passengers Bill of Rights

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<http://www.flyersrights.com>
<http://Strandedpassengers.blogspot.com>