



FlyersRights.org

2009 Real Air Travel Consumer Report Card

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Executive Summary

The 2009 edition of the Airline Report Card include grades for the performance of various entities in how they manage, mitigate, and reduce excessive surface delays or long TARMAC times. The categories include:

1. Airline performance
2. Airport Performance
3. Affiliated Airlines Performance
4. Unreported Performance Data
5. Longest Aggregated Times

In addition, Grades for the following items are included:

1. Airline Food Availability if an Excessive Surface Delay Occurs
2. Water Quality

Also, the 2009 Report Card includes:

1. Passenger Costs to Fly
2. Best and Worst Performance Awards
3. Most Wanted

The grading system used is discussed for each grading category. The scores given to each airline is mostly based on information that the airlines provided as public information as well as data from news releases and data obtained from the Flyers Rights Organization Hotline.

The information contained in this report is meant to inform the public of what is really happening to passengers flying in the National Airspace System (NAS). This report card also grade the Federal Aviation Administration (FAA), the Department of Transportation (DOT), and the Air Transport Association in their performance in either hindering or supporting the passenger's safety, comfort, and experience in choosing to travel by air.

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1 Introduction

This report card is based on government statistics, press reports, airline website data, FlyersRights.org hotline reports, and eye witness accounts provided by our coalition members for the period from January 2009 through December 2009.

Released on the eve of the third 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, water, access to medical facilities and with overflowing toilets.

Fortunately, some progress has been made. On December 21, 2009 the DOT announced their enforceable version of a 3 hour rule, as ordered by President Obama in an executive order of the same date. And the outlook is good for some form of legislation to pass this year.

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

This report card focuses primarily on airlines that report performance data to the U.S. Department of Transportation (DOT), but with emphasis on those carriers for which no Government data is available such as those code share partners that represent less than 1% of the GDS or International flights. The data included herein is empirical data reported by passengers who have been on these planes reporting the amount of time they've been trapped without the ability to deplane, and media accounts that covered these events.

2 2009 Airline Report Card

Airlines that report to the Department of Transportation (DOT) their TARMAC performance are graded for their ability to manage and reduce excessive surface delays. The grades are assigned based on the frequency of occurrence of an excessive surface delay experienced by the airline. This grading system is scaled based on the average number of flights between each occurrence of an excessive surface delay.

There are two (2) grades that are awarded for each airline:

1. A grade for all excessive surface delays \geq two (2) hours
2. A grade for all excessive surface delays \geq three (3) hours

The data for the grades are derived from the Department of Transportation (DOT) Bureau of Transportation Statistics (BTS) from January through December, 2009. This data is summarized in **Table 1**.

Table 1: 2009 Airline Excessive Surface Delays Data

Carrier	120-179 Minutes	180+ Minutes	Total	Flights	120+ Minutes Rank	180+ Minutes Rank
JetBlue	262	70	332	194,336	2	1
Comair	267	54	321	151,774	1	2
Delta	478	146	624	428,007	3	3
United	278	99	377	377,049	7	4
US Airways	492	112	604	413,907	4	5
American	440	110	550	551,597	8	6
ExpressJet	381	46	427	310,717	5	7
Northwest	169	43	212	293,133	10	8
Continental	302	35	337	258,159	6	9
Mesa	91	32	123	244,128	12	10
American Eagle	307	56	363	437,009	9	11
AirTran	103	19	122	251,415	11	12
Pinnacle	93	18	111	262,973	13	13
Frontier	28	4	32	86,989	14	14
Atlantic Southeast	73	10	83	299,000	16	15
SkyWest	158	16	174	547,572	15	16
Southwest	182	33	215	1,132,278	17	17
Alaska	5	1	6	137,322	18	18
Hawaiian	0	0	0	72,920	19	18
Total	4,109	904	5,013	6,450,285		

The ranking for each airline is based on the number of excessive surface delays experienced by the airline on a per flight basis. As shown in **Table 1**, JetBlue, Comair, and Delta Airlines hold the

top three (3) spots for the worst performers through November in 2009. Alaska and Hawaiian Airlines are the best performers through November in 2009.

2.1 Airline Report Card for Excessive Surface Delays \geq Two (2) Hours

Table 2 shows the airline grades for their performance in 2009 for handling excessive surface delays \geq two (2) hours. **Table 3** shows the grading system that was used for scoring each airline.

Table 2: 2009 Airline Report Card for Excessive Surface Delays \geq Two (2) Hours

Airline	Grade	Frequency ¹
Comair	F	1 in 473
JetBlue	F	1 in 585
US Airways	F	1 in 685
Delta	F	2 in 686
ExpressJet	F	1 in 728
Continental	F	1 in 766
United	D-	1 in 1000
American	D-	1 in 1,003
American Eagle	D-	1 in 1,204
Northwest	D-	1 in 1,383
Mesa	D	1 in 1,985
AirTran	D+	2 in 2,061
Pinnacle	D+	1 in 2,369
Frontier	C-	1 in 2,718
SkyWest	C	1 in 3,147
Atlantic Southeast	C+	1 in 3,602
Southwest	B	1 in 5,266
Alaska	A+	1 in 22,887
Hawaiian	A+	No Delays

Note that Comair, JetBlue, Delta, US Airways, ExpressJet, Continental, and United all received a failing grade for their performance in managing excessive surface delays \geq two (2) hours, while Southwest, Alaska, and Hawaiian Airlines had a respectable grade. Hawaiian Airlines is to be especially commended. Passengers that flew Hawaiian Airlines did not experience a single excessive surface delay through November of 2009.

Table 3: 2009 Airline Grading System for Excessive Surface Delays \geq Two (2) Hours

Grade	Frequency
A+	6,500+
A	6,000 - 6,499
A-	5,500 - 5,999
B+	5,000 - 5,499

¹ Frequency of Occurrence: Average number of flights between an Excessive Surface Delay \geq two (2) hours

B	4,500 - 4,999
B-	4,000 - 4,499
C+	3,500 - 3,999
C	3,000 - 3,499
C-	2,500 - 2,999
D+	2,000 - 2,499
D	1,500 - 1,999
D-	1,000 - 1,499
F	1 - 999

2.2 Airline Report Card for Excessive Surface Delays \geq Three (3) Hours

Table 4 shows the airline grades for their performance in 2009 for handling excessive surface delays \geq three (3) hours.

Table 4: 2009 Airline Report Card for Excessive Surface Delays \geq Three (3) Hours

Airline	Grade	Frequency ²
JetBlue	F	1 in 2,776
Comair	F	1 in 2,811
Delta	F	1 in 2,932
United	F	1 in 3,809
US Airways	F	1 in 3,696
American	F	1 in 5,015
ExpressJet	F	1 in 6,755
Northwest	F	1 in 6,817
Continental	F	1 in 7,376
Mesa	F	1 in 7,629
American Eagle	F	1 in 7,804
AirTran	D-	1 in 13,232
Pinnacle	D	1 in 14,610
Frontier	C+	1 in 21,747
Atlantic Southeast	B+	1 in 29,900
SkyWest	A	1 in 34,223
Southwest	A	1 in 34,311
Alaska	A+	1 in 137,322
Hawaiian	A+	No Delays

Atlantic Southeast, SkyWest, Alaska, and Hawaiian Airlines are to be commended for their excessive surface delay performance in 2009. Hawaiian Airlines is to be especially commended for their performance where no passenger experienced an excessive surface delay \geq three (3) hours for 2009. Alaska Airlines also had excellent performance where only one (1) excessive surface delay \geq three (3) hours was reported in 2009.

² Frequency of Occurrence: Average number of flights between an Excessive Surface Delay \geq three (3) hours

Table 5 shows the grading system that was used for scoring each airline.

Table 5: Airline Grading System for Excessive Surface Delays \geq Three (3) Hours

Grade	Frequency
A+	37,007+
A	33,548 - 37,006
A-	30,955 - 33,547
B+	28,362 - 30,954
B	25,768 - 28361
B-	23,174 - 25,767
C+	21,445 - 23,173
C	19,716 - 21,444
C-	17,987 - 19,715
D+	16,258 - 17,986
D	14,529 - 16,257
D-	12,799 - 14,528
F	1 - 12,798

3 Airport Score Card

The Operational Evolution Partnership (OEP) Airports were graded for their performance in managing and reducing excessive surface delays. According to the FAA, the OEP 35 airports are commercial U.S. airports with significant activity. These airports serve major metropolitan areas and also serve as hubs for airline operations. More than 70 percent of passengers move through these airports.

Because of the inconsistent data reporting by DOT's BTS, a different grading system is used to grade the OEP 35 Airports. The OEP 35 airport grades are based on the following DOT BTS data:

Table 6: OEP 35 Airport Excessive Surface Delays Data: 2009

OEP Airports	ID	180-239 minutes	240-299 minutes	300+ minutes	Total	Flights ³
Chicago Midway	MDW	0	0	0	0	84,218
Cleveland-Hopkins International	CLE	0	0	0	0	56,305
Honolulu International	HNL	0	0	0	0	56,700
Los Angeles International	LAX	0	0	0	0	193,486
Phoenix Sky Harbor International	PHX	0	0	0	0	184,119
Portland International	PDX	0	0	0	0	52,285
San Diego International Lindbergh	SAN	0	0	0	0	82,941
Tampa International	TPA	0	0	0	0	69,449
Seattle -Tacoma International	SEA	1	0	0	1	100,980
George Bush Intercontinental	IAH	2	0	0	2	183,035
Lambert St. Louis International	STL	1	1	0	2	58,868
Fort Lauderdale-Hollywood International	FLL	1	0	0	1	62,694
Las Vegas McCarran International	LAS	1	0	0	1	154,482
Orlando International	MCO	2	0	0	2	121,718
San Francisco International	SFO	2	0	0	2	136,923
Memphis International	MEM	3	0	0	3	72,030
Greater Pittsburgh International	PIT	2	0	0	2	34,914
Salt Lake City International	SLC	6	0	0	6	131,845
Miami International	MIA	8	0	0	8	64,159
Denver International	DEN	11	1	0	12	236,179
Cincinnati-Northern Kentucky	CVG	6	5	2	13	57,993
Dallas-Fort Worth International	DFW	13	0	0	13	265,100
Minneapolis-St Paul International	MSP	13	0	0	13	120,080
Detroit Metro Wayne County	DTW	14	1	0	15	152,499
Boston Logan International	BOS	17	3	0	20	110,760
Baltimore-Washington International	BWI	19	3	0	22	101,281
Charlotte/Douglas International	CLT	23	4	0	27	117,323
Ronald Reagan National	DCA	28	3	0	31	80,179
Newark International	EWR	34	2	0	36	119,134
Chicago O'Hare International	ORD	39	2	0	41	314,690
Atlanta Hartsfield International	ATL	31	11	6	48	419,211
New York LaGuardia	LGA	51	3	1	55	100,686
Philadelphia International	PHL	75	14	0	89	93,210
Washington Dulles International	IAD	69	18	2	89	66,535
New York John F. Kennedy International	JFK	160	33	2	195	119,672

The airport grades are based on an equivalent weighting system for each excessive surface delay category. Each excessive surface delay between three (3) and four (4) hours is multiplied by the number 3, between four (4) and five (5) hours is multiplied by the number 4, and > five (5) hours is multiplied by the number 5. The number of flights is divided by the equivalency factor to obtain the score that is used to grade the airport performance. Hence, **Table 7** shows

³ Flight Data is based on the number of Departures from January to December 2009 at each airport

the grade received by each OEP 35 Airport and **Table 8** shows the grading system used to score the OEP 35 Airports for their excessive surface delays performance.

Table 7: 2009 OEP 35 Airport Score Card

OEP 35 Airports	ID	Equivalency Factor	Score	Grade
Chicago Midway	MDW	0	∞	A+
Cleveland-Hopkins International	CLE	0	∞	A+
Honolulu International	HNL	0	∞	A+
Los Angeles International	LAX	0	∞	A+
Phoenix Sky Harbor International	PHX	0	∞	A+
Portland International	PDX	0	∞	A+
San Diego International Lindbergh	SAN	0	∞	A+
Tampa International	TPA	0	∞	A+
Las Vegas McCarran International	LAS	3	51,494	A+
Seattle -Tacoma International	SEA	3	33,660	A-
George Bush Intercontinental	IAH	6	30,506	A-
San Francisco International	SFO	6	22,821	B+
Fort Lauderdale-Hollywood International	FLL	3	20,898	B+
Orlando International	MCO	6	20,286	B+
Lambert St. Louis International	STL	7	8,410	C-
Memphis International	MEM	9	8,003	C-
Salt Lake City International	SLC	18	7,325	D+
Dallas-Fort Worth International	DFW	39	6,797	D+
Denver International	DEN	37	6,383	D+
Greater Pittsburgh International	PIT	6	5,819	D
Detroit Metro Wayne County	DTW	46	3,315	D-
Minneapolis-St Paul International	MSP	39	3,079	D-
Miami International	MIA	24	2,673	D-
Chicago O'Hare International	ORD	125	2,518	D-
Atlanta Hartsfield International	ATL	167	2,510	D-
Boston Logan International	BOS	63	1,758	F
Baltimore-Washington International	BWI	69	1,468	F
Charlotte/Douglas International	CLT	85	1,380	F
Cincinnati-Northern Kentucky	CVG	48	1,208	F
Newark International	EWR	110	1,083	F
Ronald Reagan National	DCA	96	835	F
New York LaGuardia	LGA	170	592	F
Philadelphia International	PHL	281	332	F
Washington Dulles International	IAD	289	230	F
New York John F. Kennedy International	JFK	622	192	F

From **Table 7**, it is clear that JFK is the worst airport and certainly deserves an F for its performance in handling excessive surface delays. BOS, BWI, CLT, CVG, EWR, DCA, LGA, PHL, and IAD also received a grade of F for their performance.

It is to be noted that MDW, CLE, HNL, LAX, PDX, PHX, SAN, and TPA did not have a single excessive surface delay from January through December of 2009. These OEP 35 Airports are commended for this achievement.

Table 8: OEP 35 Airport Grading System

Score	Grade
1 - 2000	F
2001 - 4000	D-
4001 - 6000	D
6001 - 8,000	D+
8,001 - 10,000	C-
10,001 - 12,000	C
12,001 - 14,000	C+
14,001 - 16,000	B-
16,001 - 20,000	B
20,001 - 30,000	B+
30,001 - 40,000	A-
40,001 - 50,000	A
> 50,000	A+

4 2009 Affiliated Airline Score Card

Airlines that are in some way affiliated by having the same parent company, working agreement, or being a subsidiary of a larger airline are graded as a group for their performance in handling excessive surface delays. There are three (3) such conglomerates that have been identified. These conglomerates are:

1. American Airlines Conglomerate
2. Delta Airlines Conglomerate
3. Continental Airlines Conglomerate

American and American Eagle Airlines are really associated airlines being owned by the AMR Corporation; Delta, Northwest (wholly owned subsidiary of Delta Airlines), Atlantic Southeast (Delta Connection), and Comair (wholly owned subsidiary of Delta Airlines) are associated airlines; and Continental and ExpressJet are associated airlines based on their new 7-year Capacity Purchase Agreement.

The same grading system used for grading each individual airline will be used to assign grades for the conglomerates. **Table 9**, **Table 10**, and **Table 11** form the basis for grading these conglomerates.

The grades for these conglomerates are based on the following data obtained from BTS:

Table 9: Delta Conglomerate

Carrier	120-179 minutes	180+ minutes	Total	Flights
Delta	478	146	624	428,007
Comair	267	54	321	151,774
Atlantic Southeast	73	10	83	299,000
Northwest	169	43	212	293,133
Total	987	253	1240	1,171,914

Table 10: American Conglomerate

Carrier	120-179 minutes	180+ minutes	Total	Flights
American	440	110	550	551,597
American Eagle	307	56	363	437,009
Total	747	166	913	988,606

Table 11: Continental Conglomerate

Carrier	120-179 minutes	180+ minutes	Total	Flights
Continental	302	35	337	258,159
ExpressJet	381	46	427	310,717
Total	683	81	764	568,876

4.1 Affiliated Airlines Report Card for Excessive Surface Delays \geq Two (2) Hours

Table 12 shows the affiliated airlines grades for their performance in 2009 for handling excessive surface delays \geq two (2) hours. As listed in **Table 12**, only the American Airline conglomerate did not receive a grade of F. The Delta and Continental conglomerates both received a grade of F for their performance in 2009.

Table 12: Affiliated Airlines Report Card for Excessive Surface Delays \geq Two (2) Hours

Conglomerate	Grade	Frequency
Delta	F	1 in 945
American	D-	1 in 1,083
Continental	F	1 in 745

4.2 Affiliated Airlines Report Card for Excessive Surface Delays \geq Three (3) Hours

Table 13 shows the affiliated airlines grades for their performance in 2009 for handling excessive surface delays \geq three (3) hours. As listed in **Table 13**, all affiliated airlines received a grade of F. Their performance as a group was simply terrible and they all deserved an F for 2009.

Table 13: Affiliated Airlines Report Card for Excessive Surface Delays \geq Three (3) Hours

Conglomerate	Grade	Frequency
Delta	F	1 in 4,632
American	F	1 in 5,955
Continental	F	1 in 7,023

5 Flyers Rights Organization Most Wanted List

Table 14 is a list of items that the Flyers rights Organization is requesting of the DOT and the FAA to make these organizations more passenger-centric as opposed to airline-centric. The DOT and FAA have been historically airline-centric in their rule-making and policies and have forgotten that it is the passengers that are the real customers. As a result, the Flyers Rights Organization has drafted a most wanted list to balance this inequity.

Table 14: FAA-DOT Most Wanted List

Issue	Wanted	Responsible Agency
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
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
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
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.	FAA
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 Co-Bus's which will increase capacity until the modernization of the system can be completed	FAA

6 2009 Airline Grades for Unreported Excessive Surface Delays

Table 15 lists some unreported excessive surface delays of three (3) hours or more that have been uncovered by the Flyers Rights Organization from press releases and eyewitness accounts for the year 2009. The DOT does not include international flights in their reports and do not include smaller air carriers that have less than 1% of the gross domestic service. Based on the severity of the incident, a grade is assigned to the airline.

Table 15: 2009 Grades for Some Unreported Excessive Surface Delay Flights

Grade	Airline	Flight	Date	Hours	Incident Description
F	Spirit	268	May16	9	Three jets were diverted to Philadelphia, one was allowed to go to a gate, the remaining two were held all night without food, water or clean toilets.
F	Delta	510	Apr 17	6	Flight from the Turks and Caicos headed to Atlanta was diverted to Columbia, SC. After 6 hours on the tarmac, they were removed and put in an underground dungeon cell. One woman had an insulin reaction/diabetic shock.
D	US Airways	1576	Jun 26	5	A brave passenger (Michael Anderson) began yelling to the other passengers about their rights to food and water. The pilot decided to take the aircraft back to the gate where the passengers were given vouchers and a schedule for their next flight.
F	AirTran	373	Jan 28	9	No food or water while passengers sat for 9 hours
F	Delta	5935	Dec 13	5	Vicky Spier reported that she was pregnant and having contractions and received no help
F	US Airways	7113	Jun 10	6	Flight was canceled after spending 6 hours on the TARMAC at Dulles. Airline did nothing for passengers, it was midnight. Passengers had no food or water and were stranded.
F	Sun Country	242	Aug 22	6	No food, water, or access to hygienic toilets. No help from Sun Country personnel.
F	British Airways	11	Dec 20	11	Flight from JFK to London was cancelled after spending 11 hours on TARMAC.
F	American Eagle	642	Jun 10	7	Flight was diverted to Wichita Falls, Kansas after having multiple mechanical failures that left passengers scared and sitting for 7 hours before taking off to DFW where they spent the night on cots. FRO sent pizza's to the airport but they were never delivered to the plane.
D	Virgin America	VX97	Jun 03	6	President Obama's flight was diverted to Dulles. All flights at Dulles were delayed until his flight could be completed.
F	United	686	Jan 19	5	Chicago, O'Hare to LaGuardia, NY
F	US Airways	17	Jun 26	5.5	Flight from JFK to Phoenix, AZ, was canceled after spending 5.5 hours on the TARMAC. Michael Moore reported that passengers had no food or water. They were left to make their own arrangements once they got back to the gate,

7 2009 Longest Recorded Aggregated Times

Table 16 lists the longest *aggregated time* (Time Spent on the TARMAC plus Flight Time) that have been uncovered by the Flyers Rights Organization from press releases and eyewitness accounts for the year 2009. The DOT does not include international flights in their reports and do not include smaller air carriers that have less than 1% of the gross domestic service. Based on the severity of the incident, a grade is assigned to the airline.

Table 16: 2009 Longest Recorded Aggregated Times

Grade	Airline	Flight ⁴	Date	TARMAC Hours	Flight Hours	Total
F	Continental Express (Express Jet)	2816	Aug 7-8	6	4	10
F	AirTran	373	Jan 28	9	3	12
F	Spirit	268	May 15-16	9	3	12
F	Delta	510	Apr 10	6	4	10
F	American Eagle	642	Jun 10	7.5	2.5	10
F	AeroMexico	670	Jan 20	4	14	18
F	British Airways	11	Dec 20	11	0	11
F	Air Jamaica	0040	Dec 19	8	0	8

8 2009 Grades for Airline Food Availability

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 on February 6, 2009, this report card alerts passengers to the types of flights they should bring their own food on-board if allowed by airport security. Shorter flights of less than 1.5 hours are notorious for having little or no essential needs available, while spending hours on airport TARMACs.

The food availability report card shows red spaces for those flights on which the most risk exists for a passenger to experience having no food on board if an excessive surface delay occurs. A Yellow space is used when only snacks are available (pretzels, chips, etc.), usually consisting of too few calories to make a difference in an extended delay. A Green space indicates that a meal is available for a fee. A Hot Pink space indicates that a meal is available free of charge. Question marks are used for prices where carrier's website does not publish prices or indicate whether provisions are complimentary.

These colors (hot pink, red, yellow, and green) are used to calculate a score for each airline for the food availability report card. Each color is assigned a number of points. Using the points representing the colors, a score is obtained. Based on the score, a grade is assigned to the airline for its food availability if an excessive surface delay occurs.

Airline scoring is based on the following color scheme:

Red Space	3 points
Yellow Space	2 points
Green Space	1 point
Hot Pink Space	0 points

Table 17 lists the grading system for Airline Food Availability grades. A score of "A" would indicate that the airline is prepared to provide passengers with food and water in case of an excessive surface delay, while a grade of "F" indicates that the airline is not prepared and

⁴ By clicking on the flight number, you can read the news account of the excessive surface delay incident.

passengers will most likely experience the worst scenario where they would be stuck on the TARMAC with no food or water.

Table 17: 2009 Airline Food Availability Grading System

Grade	Score
A	0
B	1 – 2
C	3 – 4
D	5 – 6
F	7 – 8

Table 18: 2009 Airline Grades for Food Availability

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

M = Meal SB = Snack Box: **Yellow:** Snack Box 50 calories or less; **Green:** Paid Snack or Snack box over 100 calories; **Red:** No snack; **Hot Pink:** No charge Snack, Snack Box or Meal

9 2009 Airline Water Quality Grades: Don't Drink the Water

Passengers with severely compromised immune systems, infants, and some elderly may be at increased risk if water is contaminated on airlines. These passengers should seek advice about drinking water on airlines from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791 and in their Revised Public Notification Handbook which can be found at the following link:

http://www.epa.gov/safewater/publicnotification/pdfs/guide_publicnotification_pnhandbook.pdf

In 2009, the EPA created a final rule to force airlines to test their drinking water to ensure it's not contaminated, however the testing mandates are infrequent and the airlines may choose the facility they want to test their water and the facility does not have to be certified by the EPA. Since there are no checks and balances, the Flyers Rights Organization recommends **DON'T DRINK THE WATER**. Only drink bottled water or sodas and certainly no ice.

On Thursday, February 14, 2009, 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.

Since 2005, 45 airlines have signed orders agreeing to test the water on their 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 bacteria 10-percent of the time. Meanwhile, 29 airlines either haven't completed or begun their first round of testing or haven't released their test results.

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.”

Among the major airlines that have released data, 12-percent of the 323 planes tested by Delta over a two (2) year period 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.

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

"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. The following airlines have not made their water testing 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.

The following airlines that have not submitted water test results to the EPA through February 11, 2009:

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

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

Table 19 lists the 2009 airline grades for water quality.

Table 19: 2009 Airline Grades for Water Quality

Grade	Airline	Coliform %
B	AirTran	3%
B	Northwest	4%
C	United	6%
F	Delta	12%
F	Continental	16%
F	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

The grading system is based on the following scale:

A	0%
B	1 – 4%
C	5 – 8%
D	9 – 10%
F	> 10%

Note the significant number of airlines receiving a grade of “F”. No airline received an “A” grade as the water showed some amount of contamination. The Flyers Rights Organization will continue to monitor the water quality issue and provide updates as necessary.

10 What does it really Cost to Fly?

It is important that passengers know what it really cost to fly. Many airlines are now charging extra for items that use to be free. Airlines are charging extra for phone reservations, checked baggage (number, size, and weight), type of coach seat, beverages, snacks, meals, drinks, standby or confirmed seats, travel with pets, unaccompanied minors, non-refundable ticket changes, and curbside check-ins. **Table 20, Table 21, and Table 22** list these additional fees.

Lower fees are paid for online transactions and for longer flights of two (2) hours or more. Additional information can be obtained on the web sites for each online.

Table 20: Phone Reservations, Checked Baggage, and Seat Selection Fees

Airline	Reservation by Phone (person)	1 st Checked Bag Fee (each-way)	2 nd Checked Bag Fee (each-way)	Seat Selection; Priority; Leg Room
American	\$20	\$25	\$35	None
Continental	\$15	\$23 – \$25	\$32 – \$35	None
Delta	\$20	\$23 – \$25	\$32 – \$35	None
Northwest	\$20	\$23 – \$25	\$32 – \$35	\$5 – \$35
United	\$25	\$20 – \$25	\$30 – \$35	\$14 – \$109
US Airways	\$25 – \$35	\$23 – 25	\$32 – \$35	\$5 – \$30
AirTran	\$15	\$15	\$25	\$6 – \$20
Alaska	\$15	\$15	\$25	None
Frontier	\$25	\$20	\$30	None
JetBlue	\$15	Free	\$30	\$10 – \$30
Southwest	Free	Free	1-2: \$0; 3+: \$25	\$10 – \$30
Spirit	Free	\$15 – \$25	\$25	\$5 – \$15
Midwest	\$25	\$20	\$30	\$65
Hawaiian	\$10 – \$25	\$15	\$25	None
Go	Free	\$10	\$17	None

ExpressJet	Free	Free	Free	None
Virgin America	\$15	\$20	\$20	\$50 – \$100
Allegiant	\$10 – \$15 each way	\$15 – \$35	\$25 – 35	\$11 – \$13
Sun Country	\$10	\$15	\$25	?

Table 21: Beverages, Drinks, Meals, Oversize Bag, and Standby or Confirmed Seat Fee

Airline	Beverage/Snack Packet	Meal	Alcohol	Oversize Bag Fee (each-way)	Overweight Bag Fee (each-way)	Standby/Confirmed Seat Fee
American	Free/none	\$3 – \$10	\$6	\$150	\$50 – \$100	\$50
Continental	Free	Free	\$5	\$100	\$50	\$0 – \$50
Delta	Free	\$3 – \$8	\$7	\$175	\$90 – \$175	\$50
Northwest	Free/\$3 – \$5	\$7 – \$10	\$5	\$175	\$90 – \$175	\$25
United	Free	\$9	\$6	\$175	\$125	Free
US Airways	Free/\$5	\$7	\$7	\$100	\$50 – \$100	\$25
AirTran	Free	None	\$6	\$49 – \$79	\$49 – \$79	\$0 – \$49
Alaska	Free	\$5	\$5	\$50 – \$75	\$50	\$0
Frontier	Free	\$3	\$5	\$75	\$75	Varies

Table 22: Travel with Pets, Unaccompanied Minors, Curbside Check-in, and Non-Refundable Ticket Change Fees

Airlines	Travel with Pets (each-way)	Unaccompanied Minors (per flight)	Curbside Check-In	Non-Refundable Ticket Change Fee
American	\$100 – \$150	\$100	Free	\$150
Continental	\$125	\$75 – \$100	Free	\$150
Delta	\$100 – \$175	\$100	Free	\$150
Northwest	\$100 – \$175	\$100	\$2	\$150
United	\$125 – \$250	\$99	\$2	\$150
US Airways	\$100	\$100	\$2	\$150
AirTran	\$69	\$39 – \$59	Free	\$75
Alaska	\$100	\$75	\$2	\$50 – \$75
Frontier	\$150	\$50	n/a	\$100
JetBlue	\$100	\$75	\$2	\$100
Southwest	\$75	\$25	Free	Free
Spirit	\$100	\$75	\$2	\$80 – \$90
Midwest	\$150	\$50 – \$100	Free	\$100
Hawaiian	\$175 – \$225	\$35 – \$95	n/a	\$150
Go	\$25	\$25	n/a	\$20
ExpressJet	\$50	\$50	n/a	\$50
Virgin America	\$100	\$75	n/a	\$50
Allegiant	\$100	\$100	n/a	\$50
Sun Country	\$100 – \$199	\$50	Free	\$75 – \$100

11 2009 Best and Worst Awards

The Flyers Rights Organization Best and Worst 2009 Awards are given to airlines, airports, the DOT, FAA, and individuals for their contributions to improving or hindering passengers flying experience. The awards are given based on the following categories:

1. Special Awards
 - a. They Treat You Like Dirt Award
 - b. The Nausea Award
 - c. The Most Absurd Event Award
 - d. The Flying Fickle Finger of Fate Award
 - e. Welcome to Our Country Award
 - f. The My Heavens Award
2. Agency and Association Awards
 - a. DOT
 - b. FAA
 - c. ATA

11.1 Special Awards

The recipients of the Special Awards are shown in **Table 23**.

Table 23: Special Award Winners

Award	Winner
They Treat You Like Dirt	Delta Airlines
Nausea	Continental and Mesaba Airlines
Most Absurd Event	American Airlines
Flying Fickle Finger of Fate	Spirit Airlines
Welcome to Our Country	Air Jamaica, British Airways, AeroMexico
My Heavens	SouthWest

Delta Airlines is the recipient of the *They Treat You Like Dirt Award* as our members continue to complain about the service provided by Delta Airlines during an excessive Surface Delay \geq three (3) hours.

The winner of the *Nausea Award* is Continental and Mesaba Airlines (affiliate of Delta Airlines). Continental Express Flight 2816 left Houston at 9:23 PM on August 7, 2009 and arrived in Minneapolis at 9:30 AM on August 8, 2009. This nearly 12-hour event caught the attention of all the major news organizations and was a nightmare for the passengers. Although the flight was operated by Express Jet, the pilot for Express Jet pleaded with Continental Airline dispatchers to do something for the passengers. The DOT exonerated ExpressJet for the incident. Mesaba Airlines personnel did not understand airport security rules and refused to let the passengers off the airplane for the flight to Minneapolis that was diverted to Rochester where babies were screaming for six (6) hours, toilets were unusable, no food or water, and passengers had to smell toxic air for the entire duration.

The winner of the *Most Absurd Event Award* is American Airlines. Mr. Gorden McCracken lost the opportunity to bid on a house that he was renting due to American Airlines holding him on the TARMAC for seven (7) hours. He was forced to move out of the property immediately upon arrival at Dallas, Ft. Worth. His American Eagle Flight 642 from Denver, CO to Dallas Ft Worth, TX was diverted to Wichita Falls, KS where he sat on the TARMAC for seven (7) hours. Flyers

Rights Organization ordered 10 pizzas and 12 liters of soda which were delivered to the airport with instructions to get the food and beverages to the airplane. The food ordered by FRO never made it to the airplane and it disappeared.

The winner of the *Flying Fickle of Fate Award* is Spirit Airlines. Spirit Airlines flight 268 and two (2) other flights were on their way to Atlantic City, NJ from Fort Meyers, FL on May 15. The flights were diverted to Philadelphia where passengers on two (2) of the flights sat for nine (9) hours on the TARMAC. One of the flights deplaned at Atlantic Aviation but there was no room for the passengers of the other two (2) flights. After nine (9) hours on the TARMAC, buses were provided to take the passengers to Atlantic City, NJ. The entire episode took 24 hours for the passengers to arrive at Atlantic City, NJ from Fort Meyers, FL.

The winners of the *Welcome to Our Country Award* are Air Jamaica, British Airways, and AeroMexico. Air Jamaica flight 0040 got stuck on the TARMAC at BWI for eight (8) hours on December 19, 2009 during a snow storm where it was difficult for it to maneuver. After being stuck for eight (8) hours, the flight was cancelled and the passengers were left at the airport with no help from Air Jamaica. British Airways Flight 11 from New York JFK to London on December 20, 2009 was on the TARMAC for 11 hours when the flight was cancelled and no help was offered to the passengers. Passengers on AeroMexico’s flight 670 had a nightmare come true. The flight from Mexico to Seattle, WA was diverted to Portland, OR where they spent four (4) hours on the TARMAC with no food or water. Paramedics were called in because some passengers had diabetic shock. The paramedics felt so bad about the way the passengers were treated that they bought all of the passengers McDonald’s Big Macs. Passengers got so angry that airport police boarded the plane and gave everyone an ultimatum: stay on the plane or be arrested. After four (4) hours on the TARMAC, the flight went back to Mexico. Ultimately, the flight left Mexico and landed in Seattle after an 18 hour ordeal.

The winner this year of the prestigious *My Heavens Award* is SouthWest Airlines. SouthWest Airlines treat passengers like they matter and they appear to be passenger-centric. They say “The airline industry is complicated, but taking care of the passengers is simple.” The Flyers Rights Organization wants to congratulate SouthWest Airlines for the being the recipient of the prestigious My Heavens Award.

11.2 2009 Agencies and Associations Report Card

The Agency and Association Awards are shown in **Table 24**. As shown in **Table 24**, only the ATA received a failing grade.

Table 24: Agency/Associations Score Card

Agency/Association	Grade
DOT	A+
FAA	A+
ATA	F

11.2.1 2009 DOT/FAA Report Card

Although the DOT’s Enforcement Division and their Consumer Affairs Division received an A+ for all of their work on the Rulemaking for Tarmac Delays, and their help with our members

who have exhausted all efforts to get help from the airlines, there are still gross reporting issues that the BTS could be handling differently in an effort to provide the public with better information on tarmac delays. The BTS relies entirely on what the airlines report to them and there are no measures taken to verify the accuracy of the reports. However, the DOT has released a new and improved website for aviation consumer protection and enforcement that's going to be much easier for passengers to navigate through. Here is a link to the new site: <http://airconsumer.dot.gov>. We believe the flying public will appreciate this new format.

This is not your Grandmothers Cadillac to coin a phrase, we are now dealing with a consumer friendly DOT and FAA who are willing to listen and respond to the needs of the flying public. **Table 25** is a list detailing why DOT/FAA received an A+ grade for their efforts in 2009.

There are several individuals at DOT that deserve recognition in the Enforcement Division: Sam Podberesky, Dayton Lehman, Robert Rivkin, and Secretary Ray LaHood. There are several people in the Consumer Affairs Division who have gone above and beyond to help our members with complicated issues: Norman Strickman, Patrick Nemons, and Kathleen Blankreither to name a few. Although the DOT has no obligation to mediate individual complaints, when we send them a complaint for which we have run into a dead end, they have stepped in and saved the day and for that we are really grateful! This new administration is truly consumer oriented and we appreciate all of their help. We would be remiss in not mentioning President Obama whose insistence that passengers deserve better caused the executive order to be implemented and a 2nd rulemaking is on the way.

Table 25: Rationale for Assigning a Grade of A+ for the DOT actions in 2009

DOT/FAA: A+
<i>\$175,000 Fine for Rochester Continental, Express Jet/Mesaba incident</i>
Secretary Ray LaHood and the enforcement division of the DOT imposed fines dissuasive enough to discourage airlines from making promises in their Customer Services Commitments that they cannot keep
Consumer Affairs response to complaints forwarded by FlyersRights.org A+
<i>Hawaiian Airlines: \$50,000 fine</i>
For not disclosing code share arrangements implying that the passengers would be traveling on Hawaiian airlines and not one of their code share partners
<i>\$15,000 Univair Airlines (a charter airline) Fine</i>
Ordered to cease and desist from unauthorized transportation between US and Canada
<i>US Airways: \$70,000 Fine</i>
For violation of code share disclosure rules
<i>Paragon Air: \$25,000 Civil Penalty</i>
Assessed a civil penalty for not providing refunds due to passengers at all or in a timely manner
<i>Delta Airlines fined \$375,000 related to the over sales rule</i>
The violations stem from the carrier's failure 1 to solicit volunteers before involuntarily denying boarding to passengers on oversold flights, 2) to furnish the required written notice to passengers who were denied boarding involuntarily ("bumped"), and 3) to provide bumped passengers with the appropriate amount and type of denied boarding compensation DBC in a timely manner. The order directs Delta to cease and desist from such further violations
<i>United Airlines : \$80,000 Civil Penalty</i>
Violated the Departments code-share disclosure rule and the statutory prohibition against unfair and deceptive practices. The order directs United to cease and desist from future violations of part 257. In other words United must declare if you are booking on a code share flight
<i>Ticket Agent Fined \$50,000</i>
A ticket agent was fined for deceiving consumers about airport taxes and fees

<p align="center">Air Ambulance Worldwide, Inc fined \$12,000</p> <p>for unfair and deceptive practices and unfair methods of competition</p>
<p align="center">Holiday Airways: \$50,000 Fine</p> <p>For purporting to the public it was an airline with public charter service when in fact it had not applied or been approved for such air transportation services. Holiday air held out service on its Internet website in a manner that could confuse the public into believing it was an airline, and distributed advertisements that failed to comply with the Departments rule on full fare advertising</p>
<p align="center">Angel Medflight: \$10,000 Fine</p> <p>For purporting it is a direct air carrier, when in fact it is a service providing nurses and medical personnel for ill patients.</p>
<p align="center">SmartTours: \$40,000 Fine</p> <p>Penalties for failing to publish the entire price to be paid by the passenger to the firm for certain air transportation</p>
<p align="center">Turismo Public Charter Operator: \$40,000 Fine</p> <p>For unfair and deceptive practices by failing to maintain an escrow account and improperly used and handled charter participant funds in violation of 14 CFR parts 380</p>
<p align="center">Condor Flugdienst GmbH ("Condor"): \$22,000 Fine</p> <p>Violated the Department advertising requirements and assessed civil penalties</p>
<p align="center">Miami Air International Inc.: \$50,000 Fine</p> <p>For violations of accounting and reporting requirements per 14 CFR Part 241</p>
<p align="center">Statistics for Tarmac Delays</p> <p>DOT enacted rules to require airlines to more accurately report tarmac delays beginning October 1st. 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). In addition, DOT failed to recognize that the data reported was made up "out of thin air". To prevent Flyers Rights Organizations 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>
<p align="center">Liberty Travel Inc.: \$55,000 Fine</p> <p>A ticket agent, failed to comply with the Department's rule on full fare advertising. A civil Penalty was assessed and Liberty was asked to cease and desist from future similar violations</p>
<p align="center">Virgin America \$40,000 Fine</p> <p>For violating accounting and reporting requirements by failing to report certain quarterly financial reports with the Department for both the first and second calendar quarters of 2008.</p>
<p align="center">Pascan Air \$20,000</p> <p>A charter airline traveling between Canada and US provides passenger and cargo charter air service. DOT fined them for failing to obtain safety authority from the FAA</p>
<p align="center">DOT ANNOUNCES "TARMAC RULE" DEC. 21ST 2009: WE WON!</p> <p>On December 21, 2009, DOT announced their long awaiting "tarmac delay rule". President Barak Obama gave an executive order mandating that no longer can the airlines hold you for longer than 3 hours without giving you the option to deplane, and after 2 hours of confinement in an aircraft they must give you access to potable water, food, hygienic toilets (toilets must be serviced), access to medications etc. April 29th 2010 the new rule takes effect!</p>
<p align="center">Spirit Airlines Consent Order: \$375,000</p> <p>Denied Boarding Compensation, Baggage, Full Fare Advertising Rule; \$215,000 paid immediately; \$160,000 due if within 1 year if Spirit Airlines violates any aspect of this consent order</p>
<p align="center">United Airlines: \$75,000</p> <p>For false advertising and deceptive practices related to United Airlines advertising "special deals" that did not contain appropriate notice of the amount or nature of additional taxes and fees that were excluded from the advertised fare</p>
<p align="center">2nd Passenger Protection Rulemaking</p> <p>DOT is considering a 2nd passenger protections rulemaking that could include international flights for time on the tarmac.</p>
<p align="center">DOT Increased Bumping Compensation:</p> <p>Doubled from 200/400 to 400/800</p>

11.2.2 2009 Air Transport Association Grade and Award

The ATA reportedly spent \$5.8 million to push their agenda including attempting to defeat 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. But they have failed to convince this president and this DOT of the merits of their arguments. We anticipate more consumer friendly regulations in the near future and are grateful to the DOT for hearing our pleas for help and finally putting the consumer first.

The Air Transport Association (ATA) received the *Worst Association Award* for their documented positions on issues that only serve to make a flying passenger's experience a nightmare. **Table 24** shows the positions that the ATA has taken on critical issues and their 2009 Report Card.

Table 26: Air Transport Association 2009 Report Card

Issue	Grade
Opposes giving passengers a bottle of water and a granola bar when stranded for 3 hours. ⁵	F
Continues to deceive media and public and the DOT about the frequency of lengthy TARMAC delays. ⁵	F
Objects to the private right of action for consumers to sue the airlines at the State level. ⁶	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

12 Most Wanted Transportation Safety Improvements

Table 27 is a list of the transportation Safety Improvements requested by the National Transportation Safety Board (NTSB). Flyers Rights Organization joins the NTSB in requesting that the FAA comply with this request.

⁵ The Seattle Times, January 23, 2008 et al;

<http://archives.seattletimes.nwsourc.com/cgi-bin/texis.cgi/web/vortex/display?slug=airlines23m&date=20080123>

⁶ 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>

MOST WANTED Transportation Safety Improvements

Aviation Issue Areas

Legend:











-  = Airline Unacceptable response
-  = Airline Acceptable response, progressing slowly
-  = Airline Acceptable response, progressing in a timely manner
-  = Being assessed, classification code to be assigned soon

Table 27: Airline Response and Required Action to NTSB Safety Requests

 <i>Unacceptable Airline response</i>	<p><u>Reduce Dangers to Aircraft Flying in Icing Conditions</u> Action Needed by The Federal Aviation Administration</p>	<p>Use current research on freezing rain and large water droplets to revise the way aircraft are designed and approved for flight in icing conditions.</p> <p>Apply revised icing requirements to currently certificated aircraft. Require that airplanes with pneumatic deice boots activate boots as soon as the airplane enters icing conditions.</p>
 <i>Unacceptable Airline response</i>	<p><u>Improve Runway Safety</u> Action Needed by The Federal Aviation Administration</p>	<p>Give immediate warnings of probable collisions/incursions directly to flight crews in the cockpit. Require specific air traffic control clearance for each runway crossing. Install cockpit moving map displays or automatic systems to alert pilots of attempted takeoffs from taxiways or wrong runways. Require landing distance assessment with an adequate safety margin for every landing.</p>
 <i>Unacceptable response</i>	<p><u>Require Image Recorders</u> Action Needed by The Federal Aviation Administration</p>	<p>Install crash-protected image recorders in cockpits to give investigators more information to solve complex accidents.</p>
 <i>Unacceptable response</i>	<p><u>Reduce Accidents and Incidents Caused by Human Fatigue</u> Action Needed by The Federal Aviation Administration</p>	<p>Set working hour limits for flight crews, aviation mechanics, and air traffic controllers based on fatigue research, circadian rhythms, and sleep and rest requirements. Develop a fatigue awareness and countermeasures program for air traffic controllers.</p>
 <i>Unacceptable response</i>	<p><u>Improve Crew Resource Management</u> Action Needed by The Federal Aviation Administration</p>	<p>Require commuter and on-demand air taxi flight crews to receive crew resource management training.</p>

 <p><i>Unacceptable response</i></p>	<p><u>Improve Safety of Emergency Medical Services Flights</u> Action Needed by The Federal Aviation Administration</p>	<p>Conduct all flights with medical personnel on board in accordance with commuter aircraft regulations. Develop and implement flight risk evaluation programs. Require formalized dispatch and flight-following procedures including up-to-date weather information. Install terrain awareness and warning systems on aircraft.</p>
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