



**CAPBOR
AIRLINE
STRANDING
REPORT CARD**

February 14, 2008

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Coalition for an Airline Passengers Bill of Rights

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Executive Summary

Executive Summary

This report card is based on a combination of press reports, government statistics for the period from January 2007 through December 2007, and eye witness accounts provided by our coalition members for that period. Because airlines do not report and the US DOT does not collect most data on strandings, this report is necessarily incomplete, albeit based on the best available information.

As we reported in June 2007 and regret that nothing has changed, flaws in government statistics include the following:

- The government counts cancelled flights as having zero delay regardless of how long they sit on the tarmac before being canceled,
- does not collect tarmac data for diversions,
- does not collect data from air carriers that individually account for less than 1 percent of domestic scheduled passenger revenues, but in the aggregate account for approximately 20% of all passenger revenues.
- does not collect tarmac data for international flights (i.e. domestic carriers landing at U.S. airports),
- does not report abandonment of passengers for diverted flights,
- and ignores the observations and experiences of the people who actually fly.

As a result, airlines continue to make the misleading claim that strandings and extended-on-the-tarmac confinements are extremely rare, when the truth is that there have been many such incidents in the past year that have involved tens of thousands of passengers.

This report is an attempt 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

4) What We Know Now:

- a. We know that the statistics published by the Department of Transportation regarding Strandings don't tell the whole truth. Reporting to the public that only 42 flights were held on the tarmac in 2007 for 5 hours or more "prior to departure" without specifying that international flights, cancellations, diversions, and flights that return to the gate at least once and then depart is a misrepresentation of the truth. In other words, it's not what the statistics say, but what they don't say here that matters.
- b. We know that An Ounce of prevention is worth a pound of cure!

What We Don't Know Now:

- a. We don't know how many additional flights are stranded each year other than passenger accounts related to us through our hotline, our petition, press articles, and media releases from airline spokespersons.
- b. We don't know the extent to which the airlines are hiding these events

How this Document is Organized

- DOT Report Card
- Airline Report Cards
- CAPBOR "When You're on the Ground, They Treat You Like Dirt" Award
- Special Awards
 - Above and Beyond
 - Most Absurd Event
- Additional Report Cards
 - California Events
 - Preview of 2008 – What we've already seen this year!
- Endnotes (References)

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 and Aloha are 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 these airlines would handily beat out the others if we were to include them here.

At the time of this evaluation no performance data were available for ATA Airlines and therefore that carrier was also excluded.

The editors struggled with the inclusion of Frontier and Alaska airlines due to the unique nature of these carrier's operations versus the domestic operations of the main legacy carriers. Nevertheless, we chose to include them in this study.

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.

DOT Report Card

Before we talk about the airlines, we think it is important that we lay some groundwork in regard to the Department of Transportation. Much of the data we will discuss later about the airlines comes from press reports and observations made by passengers. The reason that we must rely so much on empirical observation is that the DOT does not require the airlines to disclose 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), or
- 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, and
- any arriving or departing international flights by any of our domestic carriers.

The following report card shows how many diverted, cancelled and flights completed as scheduled occurred last year, but for which the DOT collects and reports wholly inaccurate data.

In fairness, but thanks in large part to the efforts of CAPBOR, the DOT is engaged in a rulemaking exercise to correct some of the loopholes mentioned above. However, strong airline industry opposition exists in reporting the 25% of unreported data (international flights, etc).

Unfortunately, it has been almost a year since CAPBOR made the reporting deficiencies public, and we estimate it will be another year if and when the necessary changes are implemented.



2007 CAPBOR DOT Statistics¹ REPORT CARD

Volume	Category	DOT Grade
17,179	Diversions No tarmac data collected for taxi-in at diverted airport or destination airport.	F*
160,748	Cancellations No tarmac data collected for canceled flights.	F*
7,275,288	Completed Flights Incomplete tarmac data reported for flights that leave gate, return, and leave again.	F*
+25%	The Other "25%" Approximately 25% of commercial traffic for which no performance statistics are collected at all (smaller carriers, international flights, etc.).	F

* DOT/BTS are engaged in rulemaking discussions to implement changes.



2007 CAPBOR Air Transport Association REPORT CARD

Subject	Grade
Opposes giving passengers a bottle of water and a granola bar when stranded for 3 hours. ²	F
Continues to deceive media and public about the frequency of lengthy tarmac delays. ³	F
Objects to the private right of action for consumers to sue the airlines. ⁴	F
Objects to DOT requirement that airlines coordinate with airports on the basis that the airlines already coordinate with airports.	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
Worried that a planeload of passengers with Bubonic Plague (pandemic disease) might need to be kept on a plane for more than three hours. ⁵	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

Airline Report Cards

We present the following report cards for the airlines.

- **1. Four + Hours on the Tarmac**

Based on incomplete DOT data (see executive summary).

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

- **2a. Fewest Tarmac Delays of 2 or more hours**

and ...

- **2b. Most Tarmac Delays of 2 or more hours**

Based on incomplete DOT data (see executive summary). High rate of delays is primarily a function of poor scheduling and staffing. Weather is a factor, but poor overall management is controlling even in the face of weather.

Scoring for fewest and most tarmac delays is as follows:

.00% - .04% = A

.05% - .09% = B

.10% - .14% = C

.15% - .19% = D

.20% and above = F

- **3. Diverted / Cancelled Flights of 4 Hours or More**

Shows known tarmac strandings based on press reports and eyewitness accounts. DOT does not collect or report this data.

- **4. Longest Known Tarmac Delays**

Lists worst known tarmac strandings based on press reports and eyewitness accounts. DOT does not collect or report this data.

- Effects of Tarmac Delays:

- **5. Crisis Management (During Extended Tarmac Delays)**

Based on both eyewitness accounts and press reports.

- **6. Essential Needs (beverages and food)**

Gleaned from airline websites during the period of February 8-10, 2008, 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.

- **7. Overflowing Toilets**

- **8. Customer Service Plans / Contracts of Carriage**

Analysis and scoring of airline customer service plans.

Summary of Report Cards

Airline	1. Tarmac Delays 4+ Hours	2. Tarmac Delays 2+ Hours	3. Diverted/ Cancelled Flights 4+ Hours	4. Longest Tarmac Delays	5. Crisis Mgt	6. Menu	7. Toilets	8. CSPs	Scoring Average	Final Grade
AirTran	A	B				F		D	3.0	C
Alaska	A	A	D	F	F	B		F	3.28	C
American	D	F	D	F	F	C	F	F	4.50	F
American Eagle	B	C	D			C		F		
Atlantic Southeast	A	B				NA		NA		
Continental	F	F	B	F	F	B	F	F	4.25	F
Comair	B	D			F	NA		NA		
Delta	F	D	F	F	F	C	F	D	4.50	F
ExpressJet	F	F				NA		F		
Frontier	A	B				D		F	3.0	C
JetBlue	D	F	D	F		D	F	B	4.14	D
Mesa	A	B				NA		N/A		
Northwest	A	B	B	F		C		F	3.0	C
Pinnacle	A	B				N/A		N/A		
Southwest	B	A				D		F	3.0	C
United	D	D	C	F	F	D		F	4.28	D
US Airways	F	C	F	F		C		D	4.16	D

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 one category graded. So for example, while Atlantic Southeast had an A in DOT reported tarmac delays, since there is no data for the other categories, no final grade is assigned.

1.0-1.7 = A

1.8-2.5 = B

2.6-3.3 = C

3.4-4.2 = D

4.3-5.0=F



2007 CAPBOR Airline Stranding REPORT CARD

Grade	1. Tarmac Delays of Four Hours or More	#	Worst
F	ExpressJet – 9 flights over 5 hours.	46	6hr 32min
F	Continental – 7 flights over 5 hours.	29	6hr 23min
F	Delta – 6 flights over 5 hours.	25	6hr 43min
F	US Airways – 3 flights over 5 hours.	22	5hr 17min
D	JetBlue – 11 flights over 5 hours.	20	7hr 15min
D	American – 1 flight over 5 hours.	18	5hr 25min
D	United – 3 flights over 5 hours.	17	6hr 22min
B	Southwest – 2 flights over 5 hours.	9	5hr 16min
B	American Eagle – 0 flights over 5 hrs	8	4hr 57min
B	Skywest – 1 flights over 5 hours.	6	6hr 8min
B	Comair – 1 flights over 5 hours.	6	5hr 22min
A	Northwest – 0 flights over 5 hours.	3	4hr 25min
A	AirTran – 1 flights over 5 hours.	3	5hr 27min
A	Mesa – 0 flights over 5 hours.	3	4hr 49min
A	Alaska – 0 flights over 5 hours.	1	4hr 11min
A	Aloha, Atlantic Southeast, Frontier, Hawaiian, Pinnacle – 0 flights over 4 hours.	0	N/A



2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	2a. Fewest Tarmac Delays of Two Hours or More	Flights 2006 ⁶ - 2007 ⁷
A	Aloha Airlines (0% of total flights)	1 – 0
A	Hawaiian Airlines (0% of total flights)	0 – 1
A	Alaska Airlines (.01% of total flights)	27 – 20
B	Frontier Airlines (.05% of total flights)	29 – 46
B	Pinnacle (.04% of total flights)	NA – 101
B	Atlantic Southeast Airlines (.05% of total flights)	80 – 139
B	Mesa Airlines (.07% of total flights)	164 – 207
B	Air Tran (.08% of total flights)	171 – 207
B	Northwest (.06% of total flights)	238 – 267
A	Southwest Airlines (.02% of total flights)	218 – 270



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	2b. Most Tarmac Delays of Two Hours or More	Flights 2006 – 2007
F	American Airlines (.20% of total flights)	1206 – 1275
F	Express Jet (.24% of total flights) slight decrease	1135 - 1055
F	Continental (.27% of total flights)	795 – 875
D	Delta (.16% of total flights)	410 – 778
D	United (.16% of total flights) – slight decrease	884 – 778
C	American Eagle (.14% of total flights)	678 – 733
F	Jet Blue (.35% of total flights)	294 – 671
C	US Airways (.14% of total flights)	545 – 702
D	Comair (.17% of total flights)	222 – 415



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	3. Diversions and Cancellations 4+ Hours on Tarmac (thanks to press and passenger accounts)	Flights																																																		
D	<p>American Airlines and American Eagle</p> <p>4/24/07 Austin, Midland and San Antonio 13 flights + 5/8/07 – 1 flight – Palm Beach,</p> <p>6/26/07, St. Louis # 2352, 9/25/07, Seattle #1172, 6/26/07, San Antonio #740, 12/1/2007, ?, # 3975, 8/6/07, Miami #869</p>	19																																																		
C	<p>United Airlines</p> <p>O'Hare, Newark, Milwaukee,</p> <p>O'Hare 12/01/07 #644, Kona 11/25/07 #54, Denver 11/28/06 #1494, Florida 11/25/2007</p> <p>#1466, Dulles 06/27/07 #7495</p>	8																																																		
F	<p>Delta Airlines: 12 individual accounts + 20 Accounts October 9th & March 17th JFK and Philly 8 accounts</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">02/14/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">142</td> <td style="padding-left: 20px;">Philly</td> <td style="padding-left: 20px;">10</td> </tr> <tr> <td style="padding-left: 20px;">06/01/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">1901</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">4+</td> </tr> <tr> <td style="padding-left: 20px;">06/10/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">PM</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">4</td> </tr> <tr> <td style="padding-left: 20px;">06/12/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">151</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">5</td> </tr> <tr> <td style="padding-left: 20px;">06/21/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">5557</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">5</td> </tr> <tr> <td style="padding-left: 20px;">06/25/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">6499</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">7</td> </tr> <tr> <td style="padding-left: 20px;">07/29/07</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">279</td> <td style="padding-left: 20px;">JFK</td> <td style="padding-left: 20px;">4+</td> </tr> <tr> <td style="padding-left: 20px;">12/2/2007</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">132</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">4</td> </tr> <tr> <td style="padding-left: 20px;">01/16/08</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">1201</td> <td style="padding-left: 20px;">Atlanta</td> <td style="padding-left: 20px;">10</td> </tr> <tr> <td style="padding-left: 20px;">01/18/08</td> <td style="padding-left: 20px;">Delta</td> <td style="padding-left: 20px;">1975</td> <td style="padding-left: 20px;">Atlanta</td> <td style="padding-left: 20px;">7.5</td> </tr> </table>	02/14/07	Delta	142	Philly	10	06/01/07	Delta	1901	JFK	4+	06/10/07	Delta	PM	JFK	4	06/12/07	Delta	151	JFK	5	06/21/07	Delta	5557	JFK	5	06/25/07	Delta	6499	JFK	7	07/29/07	Delta	279	JFK	4+	12/2/2007	Delta	132	Delta	4	01/16/08	Delta	1201	Atlanta	10	01/18/08	Delta	1975	Atlanta	7.5	49
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Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	3. Diversions and Cancellations 4+ Hours on Tarmac (thanks to press and passenger accounts)	Flights																																			
F	<p>US Airways: October 9 -20 Jets on tarmac per passenger accounts: Philly November 20 Jets PHL + 7 March 17th 8</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">08/09/07</td> <td style="width: 15%;">US Air</td> <td style="width: 15%;">1276</td> <td style="width: 15%;">PHL</td> <td style="width: 15%;">4</td> </tr> <tr> <td>11/01/07</td> <td>US Air</td> <td>846</td> <td>Charlotte</td> <td>6</td> </tr> <tr> <td>12/8/2007</td> <td>US Air</td> <td>1584</td> <td>JFK</td> <td>4</td> </tr> <tr> <td>10/09/07</td> <td>US Air</td> <td>3351</td> <td>PHL</td> <td>7.5</td> </tr> <tr> <td>08/17/07</td> <td>US Air</td> <td>272</td> <td>JFK</td> <td>4</td> </tr> <tr> <td>11/09/07</td> <td>US Air</td> <td>346</td> <td>PHL</td> <td>7.5</td> </tr> <tr> <td>11/09/08</td> <td>US Air</td> <td>17</td> <td>JFK</td> <td>7</td> </tr> </table>	08/09/07	US Air	1276	PHL	4	11/01/07	US Air	846	Charlotte	6	12/8/2007	US Air	1584	JFK	4	10/09/07	US Air	3351	PHL	7.5	08/17/07	US Air	272	JFK	4	11/09/07	US Air	346	PHL	7.5	11/09/08	US Air	17	JFK	7	55
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D	<p>Alaska - August 9th, LAX, no food, no water, no blankets Estimate conservatively 10</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">06/27/07</td> <td style="width: 15%;">Alaska</td> <td style="width: 15%;"></td> <td style="width: 15%;">Newark</td> <td style="width: 15%;">5+</td> </tr> <tr> <td>08/11/07⁸</td> <td>Alaska</td> <td></td> <td>LAX</td> <td>6-10</td> </tr> </table>	06/27/07	Alaska		Newark	5+	08/11/07 ⁸	Alaska		LAX	6-10	12																									
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B	<p>Continental Airlines Houston and JFK (flight 82 12/29/06)</p>	2																																			
B	<p>Spirit Air - 4/9/2007, Detroit</p>	3																																			
D	<p>JetBlue February 14th 10 reported jets on the tarmac</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">06/27/07</td> <td style="width: 15%;">Jet Blue</td> <td style="width: 15%;">29</td> <td style="width: 15%;">JFK</td> <td style="width: 15%;">6+</td> </tr> </table>	06/27/07	Jet Blue	29	JFK	6+	11																														
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B	<p>Northwest - Flight #1192, March 24, 2007 Flight #3405, 12/21/07</p>	3																																			



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	4. Longest Time on the Tarmac / Stranding (thanks to press and passenger accounts)	Hours
F	United Airlines Dec. 1 st Chicago 644	7.5+
F	American Airlines August 9 th , LAX JFK: Flight 955	6-10+ 12+
F	Alaska August 9, LAX 4 flights up to 10 hours	6-10+
F	Delta Airlines October #1201, #1975	10+
F	Continental Airlines Dec. 29 th # 82	9+
F	US Airways October...9 #17 JFK to Phoenix Philadelphia March 17 th 2007	8+ 8+
F	Northwest Airlines 12/21/07 #3405 Flight #1192, March 24, 2007	8+ 8+
F	JetBlue February 14 th June 27, 2007 Jet Blue 29 JFK 6+	10+ 6+



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

**“How much are people
willing to tolerate award”**

Events	5. Crisis Management	Grade
1	<p>Continental Airlines: Flight #1669 July 2007</p> <p>Passengers' Protested, Homeland Security brings Attack dogs. Passengers have been stranded for 5 hours, but in the plane for 13 hours without food or water. Diabetics, 3 disabled persons left on board aircraft, passengers went back to retrieve them.</p>	F
1	<p>Delta Comair Flight #5637: July 2007</p> <p>11 year old removed from plane after vomiting and passing out. Passengers still not allowed to deplane, captain gave lame excuse as to why not.</p>	F
1	<p>United Airlines Flight #644: Dec. 1st Gonzales Family</p> <p>5 year old vomiting incessantly, given a blanket to cover up vomit after each exhale, layers of vomitous material, flight attendants didn't want to give water, family had 2 premature twins that needed formula. 7.5 hours on tarmac. Begged for medical attention for 5 year old who was nearly passed out. Finally allowed to deplane.</p>	F
1	<p>LAX : Aug. 9th 2007 Alaska Airlines, American Airlines⁹</p> <p>Up to 10 hours on the tarmac, some planes got some snacks, some didn't, some got water, some didn't, when folks were deplaned one man had a heart attack, ambulances were called to rescue diabetics, elderly, children and the frail.</p>	F



2007 CAPBOR AIRLINE ESSENTIAL NEEDS REPORT CARD

“The Hunger Pain Award”



Grade	Airline	Minimum Service	0 - 1.5 Hours	1.5 - 3 Hours	3 – 4.5 Hours	> 4.5 Hours
B	Alaska ¹⁰	Bev. (\$0)	None	SB(\$5)	SB(\$5), M(\$5)	SB(\$5), M(\$5)
C	American ¹¹	Bev. (\$?)	None	SB(\$3)	SB(\$3), M(\$5)	SB(\$3), M(\$5)
C	American Eagle ¹²	Bev. (\$?)	None	SB(\$4)	SB(\$4), M(\$5)	SB(\$4), M(\$5)
F	Air Tran ¹³	Bev. (\$?)	None	S	S	S
B	Continental ¹⁴	Bev. (\$0)	None	SB(\$0), M(\$0)	SB(\$0), M(\$0)	SB(\$0), M(\$0)
C	Delta ¹⁵	Bev. (\$0)	None	S	SB(\$3), M(\$8)	SB(\$3), M(\$8)
D	Frontier ¹⁶	Bev. (\$0)	None	SB	SB	SB
D	JetBlue	Bev. (\$0)	S	S	SB	SB
C	Northwest ¹⁷	Bev. (\$?)	None	SB(\$2)	SB(\$2), M(\$5)	SB(\$2), M(\$5)
D	Southwest ¹⁸	Bev. (\$0)	S	S	S	SB
D	United ¹⁹	Bev. (\$?)	None	None	SB(\$?)	SB(\$?), M(\$?)
C	US Air ²⁰	Bev. (\$0)	None	SB(\$5)	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 counted as red because typical human cannot be sustained on 50 calories for very long.



**Jan – Nov 2007
CAPBOR
AIRLINE
I survived the bathroom
award
“The nausea award”**

Grade	7. PU: Overflowing Toilets
F	<p style="text-align: center;">American Airlines</p> <p>Quote from Purser at American Airlines about toilets on American Airlines Flights: For months now my co-workers and I have put up with broken airplanes, nasty airplanes, entertainment systems that don't work for days on end, toilets leaking into the galleys, toilet seats falling off the toilets, running out of water (a near daily occurrence on our 757 MIA SFO operation), broken seats, broken lights, and half dead bloody mice still in their traps under passenger seats.</p> <p style="text-align: center;">Flight #556 Midland Texas April 24th 2007.</p>
F	<p style="text-align: center;">Continental Airlines flight #1970</p> <div style="text-align: center;">  <p>Figure 1 New Flight Attendant Outfits</p> </div> <p style="text-align: center;">Raw Sewage running down the aisle</p> <div style="text-align: center;">  <p>Figure 2 Enter at your own risk!</p> </div>
F	<p style="text-align: center;">Delta Airlines</p> <p style="text-align: center;">Delta planes in Atlanta were a horror show of clogged toilets & overflowing trash cans</p>
F	<p style="text-align: center;">JetBlue</p> <p style="text-align: center;">Toilets, tempers overflow as passengers left stuck on plane for 11 hours</p>



**Jan - Nov 2007
CAPBOR
Airline
REPORT CARD**

Grade	8. Customer Service Plans / Contracts of Carriage
D	AirTran ²¹
F	Alaska ²²
F	American ²³
F	Continental ²⁴
D	Delta ²⁵
F	ExpressJet
F	Frontier ²⁶
B	JetBlue ²⁷
F	Northwest ²⁸
F	Southwest ²⁹
F	United ³⁰
D	US Airways ³¹

Contract of Carriage Details

AIRLINE	1	2	3	4	5	6		Score*
AirTran	Y	N	N	N	Y	N		4
Alaska	N	N	N	N	N	N		0
American	Y	N	N	N	N	N		1
Continental	Y	N	N	N	N	N		1
Delta	Y	N	N	Y	N	N		4
ExpressJet	N	N	N	N	N	N		0
Frontier	N	N	N	N	N	N		0
Jet Blue	Y	Y	N	Y	Y	N		10
Northwest	Y	N	N	N	N	N		1
Southwest	N	N	N	N	N	N		0
United	Y	N	N	N	N	N		1
US Airways	Y	N	N	N	N	Y		3
Weighting	1	3	3	3	3	2		-

***Final Scores out of 15 possible points**

See legend and notes 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 the Contract of Carriage ("COC") specifically address long tarmac confinements, and diversions?
- 2) Does the COC guarantee a passenger the right to deplane after a specific period of time he or she is confined to the tarmac?
- 3) Does the COC guarantee that passengers subjected to prolonged tarmac confinements receive appropriate temperature controls?
- 4) Does the COC guarantee that passengers confined to prolonged tarmac confinement be provided food and beverages?
- 5) Does the COC provide that passengers confined to prolonged tarmac confinement be afforded the use to restrooms?
- 6) Does the COC provide information to the passengers on how to make a formal complaint to the Federal Aviation Administration or the U.S. Department of Transportation about the performance of the Airline?

Final Results



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

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

Delta Airlines and American Airlines: Epitomize callous disregard for airline passengers. "They are the weakest link"

Special Awards



Jan - Nov 2007 CAPBOR AIRLINE STRANDING REPORT CARD

Grade	Above and Beyond
A	Virgin America They just don't seem to strand people! Plenty of food, water, chat rooms, purple lighting, electricity so your phone and laptop are kept vital, productivity wouldn't wane...lots of good stuff here.
A	Aloha Airlines During a stranding event the pilot allowed them to return to the terminal and wait in the comfort of the terminal.
B	Southwest Airlines They have strandings, occasionally, and don't emplane prior to ½ hour hard departure, but are adamant and arrogant about not incorporating deplanement into their contract of carriage.
A	Hawaiian Rarely Strand people,



**Jan - Nov 2007
CAPBOR
AIRLINE
Most Bizarre Event Award
REPORT CARD**

Grade	Most Absurd Event by an Airline
F	<p>US Airways</p> <p>U.S. Airways Strands Woman In Wheelchair On The Tarmac?³²</p> <p>A woman is claiming that U.S. Airways employees helped her off of her flight from Bakersfield to Las Vegas, then left her parked in a wheelchair on the tarmac, causing her to miss her connection to Orlando. Eventually, another employee found the woman, wheeled her into a hallway and left. The woman's daughter says that the employee told her mother, "this is not my job, but I can park you here."</p>
F	<p>US Airways</p> <p>Hotline: Sends 8 Year old Girl, daughter of Leslie Yurra, off of plane by herself into the terminal and leaves her there. She wanders around the terminal eventually finding her mother who was about to board another aircraft 2 hours later.</p>
F	<p>Spirit Air:</p> <p>Hotline: Judy Codner, Grandmother flies to New York from Florida to see her new grandchild. When she returns to the airport 3 weeks later for her return flight they won't let her on.</p>
F	<p>NORTHWEST AIRLINES:</p> <p>Hotline: Louis C Archovio calls NWA for wheelchair, they told him to call our hotline for help getting one. Our Priest answered the phone.</p>



**2007
CAPBOR
California Statistics**

**This is very limited, only a
few examples are given
REPORT CARD**

Grade	Airline	Coliform %
F	American	Refused Data Release
F	US Airways	Refused Data Release
B	AirTran	3%
D	Alaska	28%
F	Atlantic Southeast	49%
C	Continental	16%
C	Delta	12%
B	Northwest	4%
B	United	6%
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



A Coalition of Passengers and Flight Attendants

2008 Preview of things to come CAPBOR AIRLINE STRANDING REPORT CARD

Grade	What will the future hold?	Passengers
F	Delta: Jan. 16-90 Jets 10 hrs, Jan. 17 th 30 Jets 10 hrs. Jan 18 th 30 Jets 10 hrs. ³³	20,000
F	United Airlines: Albany Jan. 3 st 8hrs, Flt 5309	100

Endnotes

- ¹ Source: Bureau of Transportation Statistics;
http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp?pn=1
- ² Christian Science Monitor, January 8, 2008;
<http://www.csmonitor.com/2008/0108/p02s02-usgn.htm>
- ³ The Seattle Times, January 23, 2008 et al;
<http://archives.seattletimes.nwsource.com/cgi-bin/texis.cgi/web/vortex/display?slug=airlines23m&date=20080123>
- ⁴ 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>
- ⁵ See for example, HHS Pandemic Influenza Plan, Supplement 9, Managing Travel-Related Risk of Disease Transmission (<http://www.hhs.gov/pandemicflu/plan/sup9.html#III.A.3>).
- ⁶ Source: Bureau of Transportation Statistics;
http://www.bts.gov/programs/airline_information/taxi_out_times/html/by_carrier_2006.html
- ⁷ Source: Bureau of Transportation Statistics;
http://www.bts.gov/programs/airline_information/taxi_out_times/html/by_carrier_2007.html ;
- ⁸ LAX Computer Glitch Strands 20,000 for 14 Hours, August 12, 2007,
http://laist.com/2007/08/12/lax_computer_gl.php
- ⁹ At LAX, computer glitch delays 20,000 passengers, LA Times, August 11, 2007,
<http://travel.latimes.com/articles/la-trw-lax12aug12>
- ¹⁰ <http://www.alaskaair.com/as/www2/help/faqs/MealService.asp>
- ¹¹ http://www.aa.com/aa/pubcontent/en_US/travelInformation/duringFlight/dining/domesticMealService.jsp
- ¹² http://www.aa.com/aa/pubcontent/en_US/travelInformation/duringFlight/dining/domesticMealService.jsp
- ¹³ http://www.airtran.com/inflight_entertainment.aspx
- ¹⁴ <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>
- ¹⁵ http://www.delta.com/traveling_checkin/inflight_services/food/index.jsp
- ¹⁶ <http://www.frontierairlines.com/frontier/flight-info/inflight-catering.do>
- ¹⁷ <http://www.nwa.com/services/onboard/special/meals.html>
- ¹⁸ http://www.southwest.com/about_swa/customer_service_commitment/customer_service_commitment.pdf

- ¹⁹ <http://www.united.com/page/middlepage/0,6823,1056,00.html?navSource=Dropdown07&linkTitle=in-flight-services>
- ²⁰ <http://www.usairways.com/awa/content/traveltools/intheair/default.aspx>
- ²¹ **contract of carriage - Customer Service Commitment**
http://www.airtranairways.com/about-us/customer_service_commitment.aspx
- ²² Domestic Contract of Carriage;
http://www.alaskaair.com/as/www2/company/tariff/domestic/tariff_domestic_toc.asp
- ²³
<http://www.aa.com/aa/i18nForward.do?p=/customerService/customerCommitment/conditionsOfCarriage.jsp>
- ²⁴ http://www.continental.com/web/en-US/content/co_contract_of_carriage.2008012901.pdf
- ²⁵ http://images.delta.com.edgesuite.net/delta/pdfs/contract_of_carriage_dom.pdf
- ²⁶ http://www.frontierairlines.com/frontier/pdf/Contract_of_Carriage.pdf
- ²⁷ http://www.jetblue.com/p/jetblue_coc.pdf
<http://www.jetblue.com/about/ourcompany/promise/index.html>
- ²⁸ <http://www.nwa.com/plan/contract2.pdf>
<http://www.nwa.com/plan/>
- ²⁹ http://www.southwest.com/travel_center/coc.pdf
http://www.southwest.com/about_swa/customer_service_commitment/customer_service_commitment.pdf
- ³⁰ <http://www.united.com/ual/asset/COC04feb08final.pdf>
<http://www.united.com/page/article/0,1360,2981,00.html>
- ³¹ 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>
- ³² <http://consumerist.com/338124/us-airways-strands-woman-in-wheelchair-on-the-tarmac>
- ³³ DELAYED: The Soaring Toll, Washington Post, Jan 27, 2008, Del Quentin Wilber,
<http://www.washingtonpost.com/wp-dyn/content/article/2008/01/26/AR2008012602330.html>