

**Coalition for an Airline Passengers' Bill of Rights/FlyersRights.org**  
**Consumer Federation of America**  
**Consumers Union**  
**National Association of Consumer Advocates**  
**National Consumers League**  
**Public Citizen**  
**U.S. PIRG**

**Support Strong Airline Passenger Rights, Support Retaining Committee-  
Approved Boxer-Snowe Language In FAA Reauthorization**

9 March 2010

Dear Senator,

Please support strong FAA reauthorization including the Boxer-Snowe passenger rights provisions included in the bill unanimously by the Commerce Committee. The Boxer-Snowe airline passenger rights legislation is needed to codify passenger rights rules approved recently by Transportation Secretary LaHood. It is critical that the Congress take this step to guarantee passenger rights and improve safety for all airline passengers.

Too many passengers have been forced to endure near-record level delays, strandings, cancellations, and plunging airline customer service. While passengers have always feared being stranded on the tarmac without water or sanitary facilities, the problem has been exacerbated by airlines not having contingency plans in place to ensure basic passenger needs. This year, the Airline Passengers Bill of Rights introduced by Senators Boxer and Snowe has been included in the FAA Reauthorization bill in its entirety.

**The Boxer-Snowe Airline Passengers Bill of Rights would:**

- Require airlines to provide passengers with food, potable water, adequate restrooms, comfortable cabin temperature and ventilation, and access to medical care while a plane is delayed on the ground.
- Require airlines to offer passengers the option of deplaning once they have sat on the ground for three hours after the plane door has closed, provided deplanement can be done safely. This option would be provided every three hours the plane continues to sit on the ground, and can often be handled remotely -- without the aircraft having to return to the terminal.

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- Make airports and airlines develop contingency plans for delayed flights to be reviewed and approved by DOT. The bill also allows the DOT to fine air carriers and airports that do not submit or fail to comply with contingency plans. The bill provides a passenger security exception to the three-hour deplaning option, in addition to the safety requirement.
- Direct the Department of Transportation (DOT) to create a consumer complaint hotline so that passengers can alert the agency about delays.

We look forward to final passage of the Boxer-Snowe Airline Passenger Bill of Rights legislation as part of the FAA Reauthorization.

Sincerely,

Kate Hanni  
President  
Coalition for an Airline Passengers' Bill of Rights/FlyersRights.org

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