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## **Association for Airline Passenger Rights Applauds DOT Regulation Implementing the Passenger Bill of Rights; New Rule Limits Time Airlines Can Hold Delayed Passengers to 3-Hours**

WASHINGTON, D.C. (December 21, 2009) – The [Association for Airline Passenger Rights](http://www.flyfriendlyskies.com) (AAPR) today praised the Obama Administration and the U.S. Department of Transportation’s decision to limit the amount of time airline passengers can be stranded on the tarmac. The new regulation implements key provisions of the Passenger Bill of Rights – and now will allow stranded passengers to deplane after three hours on the tarmac.

“The Transportation Department had 613 valid reasons to implement the long-overdue standard on excessive tarmac delays,” said **Brandon M. Macsata**, Executive Director of the Association for Airline Passenger Rights referring to the number of flights between January 2009 and June 2009 that were delayed on the tarmac for over three hours. “After a decade of inaction by the airline industry, passengers can now book their travel with a greater degree of certainty that the airlines will treat them more humanly during long delays on the tarmac. The days of treating airline passengers as a mere commodity are over and it is time for the airline industry to shape up its act.”

According to the new DOT rule, domestic airlines will now be required to provide food and water within two hours of being delayed, maintain working lavatories and when necessary, provide appropriate medical attention.

“Airline passengers have rights, and these new rules will require airlines to live up to their obligation to treat their customers fairly,” said **Transportation Secretary Ray LaHood**.

The Association for Airline Passenger Rights is a 501(c)(4) tax-exempt, nonprofit organization whose mission is to promote fairer customer service and accessibility standards in the airline industry and to improve passenger satisfaction. AAPR was formed in response to growing dissatisfaction among American consumers toward the airline industry. According to the American Consumer Satisfaction Index (ACSI), a polling organization that rates over forty-three businesses in ten sectors based on in-depth interviewing and computer-based extrapolation of its results, the Big Six legacy airlines (full-service providers with national or international flight routes) rate the lowest of all sixteen industries surveyed in the first quarter of 2008.

For more information about the Association for Airline Passenger Rights or the need for a strong, meaningful Passenger Bill of Rights, please visit [www.flyfriendlyskies.com](http://www.flyfriendlyskies.com) or contact AAPR directly at [info@flyfriendlyskies.com](mailto:info@flyfriendlyskies.com).

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