

Association for Airline Passenger Rights (AAPR)

PO Box 15275

Washington, DC 20003

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Association for Airline Passenger Rights Applauds DOT's Decision to Fine American Eagle for Violating its Tarmac Delay Rule; \$900,000 fine represents first of its kind under new rule to protect airline passengers against excessive tarmac delays

WASHINGTON, D.C. (November 14, 2011) – The [Association for Airline Passenger Rights](http://www.flyfriendlyskies.com) (“AAPR”) today applauded the U.S. Department of Transportation’s (“DOT”) decision to levy the first-of-its-kind fine under its new tarmac delay rule. The \$900,000 fine, which was announced against American Eagle, came in response to excessive tarmac delays at Chicago's O'Hare International Airport on May 29, 2011, which impacted 15 flights and 608 passengers.

“DOT’s decision to exercise its regulatory authority to fine American Eagle for excessive tarmac delays is a small victory for airline passengers in their ongoing fight to force the airline industry to treat its customers humanely during incidents such as the one that occurred on May 29th at O’Hare,” said **Brandon M. Macsata**, Executive Director of the Association for Airline Passenger Rights. “While we most certainly don’t hold airlines accountable for inclement weather, we definitely hold them responsible for the way in which they respond to the bad weather especially when it results in passengers being trapped on the runway for lengthy periods of time. We hope that this fine sends a strong message to the airlines.”

According to DOT, a total of \$650,000 must be paid within 30 days, and up to \$250,000 can be credited for refunds, vouchers, and frequent flyer mile awards provided to the passengers on the 15 flights on May 29, as well as to passengers on future flights that experience lengthy tarmac delays of less than three hours.¹

For more information about the Association for Airline Passenger Rights or excessive tarmac delays, please visit www.flyfriendlyskies.com or contact AAPR directly at info@flyfriendlyskies.com.

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About AAPR: 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.

¹ “U.S. Department of Transportation Issues First Fine for Tarmac Delay Rule Violations; American Eagle Airlines Fined for Lengthy Tarmac Delays,” U.S. Department of Transportation, Office of Public Affairs, November 14, 2011.