

HR 1792

Airline Customer Service Improvement Act

Congress: 107 (2001–2003, Ended)

Chamber: House

Policy Area: Transportation and Public Works

Introduced: May 9, 2001

Current Status: Referred to the Subcommittee on Aviation.

Latest Action: Referred to the Subcommittee on Aviation. (May 10, 2001)

Official Text: <https://www.congress.gov/bill/107th-congress/house-bill/1792>

Sponsor

Name: Rep. Watts, J. C., Jr. [R-OK-4]

Party: Republican • State: OK • Chamber: House

Cosponsors

No cosponsors are listed for this bill.

Committee Activity

Committee	Chamber	Activity	Date
Transportation and Infrastructure Committee	House	Referred to	May 10, 2001

Subjects & Policy Tags

Policy Area:

Transportation and Public Works

Related Bills

Bill	Relationship	Last Action
107 S 319	Related bill	Apr 26, 2001: Placed on Senate Legislative Calendar under General Orders. Calendar No. 35.
107 S 483	Related bill	Mar 7, 2001: Read twice and referred to the Committee on Commerce, Science, and Transportation. (text of measure as introduced: CR S1993-1994)

## Summary (as of May 9, 2001)

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Airline Customer Service Improvement Act - Directs the Secretary of Transportation to increase Department of Transportation (DOT) resources allocated to providing: (1) airline passenger consumer protection and related services; and (2) oversight and enforcement of laws and regulations that provide protection for air travelers.

Amends Federal aviation law to require each large air carrier to incorporate in its contract of carriage: (1) the provisions of the Airline Customer Service Commitment executed by the Air Transport Association on June 17, 1999; and (2) its customer service plan developed in accordance with the Commitment.

Requires each large air carrier to institute specified practices with respect to flight information disclosure, lowest fares, the on-time performance and cancellation rate for chronically-delayed or canceled flights, a customer service quality assurance and performance measurement system, realistic performance goals for reducing the number of mishandled bags, and comprehensive reports of frequent flyer redemption information.

Requires the Secretary to initiate a rulemaking to amend DOT regulations to: (1) consider establishing a uniform check-in deadline and to require air carriers to disclose their policies on how such deadlines apply to passengers making connections; and (2) increase the maximum amount of denied boarding compensation for passengers denied boarding involuntarily (bumped).

Directs the Secretary to prescribe regulations to establish minimum standards for resuscitation, emergency medical, and first-aid equipment and supplies to be carried on board an aircraft operated by an air carrier that is capable of carrying at least 30 passengers.

## Actions Timeline

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- **May 10, 2001:** Sponsor introductory remarks on measure. (CR E769)
- **May 10, 2001:** Referred to the Subcommittee on Aviation.
- **May 9, 2001:** Introduced in House
- **May 9, 2001:** Introduced in House
- **May 9, 2001:** Referred to the House Committee on Transportation and Infrastructure.