

S 483

Fair Treatment of Airline Passengers Act

Congress: 107 (2001–2003, Ended)

Chamber: Senate

Policy Area: Transportation and Public Works

Introduced: Mar 7, 2001

Current Status: Read twice and referred to the Committee on Commerce, Science, and Transportation. (text of measure

Latest Action: Read twice and referred to the Committee on Commerce, Science, and Transportation. (text of measure as introduced: CR S1993-1994) (Mar 7, 2001)

Official Text: <https://www.congress.gov/bill/107th-congress/senate-bill/483>

Sponsor

Name: Sen. Wyden, Ron [D-OR]

Party: Democratic • **State:** OR • **Chamber:** Senate

Cosponsors

No cosponsors are listed for this bill.

Committee Activity

Committee	Chamber	Activity	Date
Commerce, Science, and Transportation Committee	Senate	Referred To	Mar 7, 2001

Subjects & Policy Tags

Policy Area:

Transportation and Public Works

Related Bills

Bill	Relationship	Last Action
107 HR 1792	Related bill	May 10, 2001: Referred to the Subcommittee on Aviation.
107 S 319	Related bill	Apr 26, 2001: Placed on Senate Legislative Calendar under General Orders. Calendar No. 35.

Fair Treatment of Airline Passengers Act - Requires an air carrier to: (1) disclose (without being requested), at the time a person contacts such air carrier to make a reservation or to purchase a ticket on a consistently-delayed or canceled flight reservation, the on-time performance and cancellation rate for such flight for the most recent month for which data is available; (2) post on its Internet website the on-time performance record of its flights for the most recent month for which data is available; (3) provide to its customers at the airport and on board its aircraft (including by telephone number or website if it has one), in a timely, reasonable, and truthful manner, the best available information regarding the delay, cancellation, or diversion of its aircraft; (4) establish, if it is a reporting carrier, a reasonable system for notifying air passengers before their arrival at the airport when such carrier knows sufficiently in advance of check-in time that their flight will be canceled or delayed by an hour or more; (5) increase the comprehensiveness and accessibility to the public of its reporting of frequent flyer award redemption information; (6) inform ticketed air passengers, upon request, whether their flight is oversold; (7) inform air passengers what such carrier will pay passengers involuntarily denied boarding (bumping) before making them offers to voluntarily relinquish their seats (including informing the public about their bumping policy); (8) revise its reporting for mishandled air passenger baggage (establishing performance goals to minimize incidents of mishandled baggage); (9) develop and adopt a customer service plan designed to implement the provisions of the Airline Customer Service Commitment executed by the Air Transport Association on June 17, 1999; (10) establish a quality assurance and performance measurement system for customer service; and (11) amend its customer service plan to state that it will offer to its customers the lowest fare available.

Requires the Secretary of Transportation to take specified related actions with respect to uniform check-in time, mishandled baggage statistics, airline bumping compensation, and regulations as they relate to air carrier's treatment of customers.

Actions Timeline

- **Mar 7, 2001:** Introduced in Senate
- **Mar 7, 2001:** Sponsor introductory remarks on measure. (CR S1992-1993)
- **Mar 7, 2001:** Read twice and referred to the Committee on Commerce, Science, and Transportation. (text of measure as introduced: CR S1993-1994)