

Airline Passenger Bill of Rights - Compliance

August 30, 2010

Follow the Plan – Avoid Penalty

Recently the US Congress passed the Airline Passenger Bill of Rights law (H.R. 624). This law requires airlines to provide passengers the opportunity to deplane from an aircraft if they encounter an extended delay on the ground either before takeoff or after landing. They must be given this opportunity if the ground delay is projected to exceed three hours. The law also required contingency plans to have been submitted to regulatory authorities prior to April 30, 2010, outlining policies and procedures each airline will follow to achieve compliance with the new rule.

If an airline fails to comply with its contingency plan or is not able to validate the fact that the plan was followed, it could be subject to a civil penalty of up to \$27,500 per passenger per event. If the plan is followed and the airline can provide solid evidence of its efforts to comply with its submitted plan, the probability of having a civil penalty levied and the negative publicity associated with such a penalty can be significantly reduced.

The key to minimizing an airlines exposure to both the civil penalty and associated negative publicity lies in the airlines ability to reconstruct and document all actions taken during the event in order to demonstrate compliance with approved company policies and compliance procedures. The more clarity and hard data available to validate these actions, the more likely the airline will avoid both fines and adverse publicity.

Aircraft Data Fusion has developed a comprehensive Taxi Monitoring/Alerting (TM/A™) system that both tracks and documents all ground taxi delays and alerts. The nature of the alert and actions to be taken are predefined in the customer airline data base. These alerts and recommended actions are then directly communicated to the responsible individual(s) in the form of a checklist. Once the items are completed the checklist, along with actual compliance times, becomes part of a permanent record. This record can then be used, when needed, to accurately reconstruct these events with clarity and focus. This analysis can also be used to identify those areas where the rule may be flawed or can be improved upon.



As a hosted, web enabled software application, the TM/A™ system tirelessly monitors aircraft taxi time. It requires minimal interface with an airlines core IT infrastructure and staff. All TM/A™ maintenance and upgrades are managed and maintained by Aircraft Data Fusion. The customer's data is stored, processed and continuously accessible in a stand-alone, dedicated server rack installed in a highly secured data center.

The Aircraft Data Fusion TM/A™ system will ensure that all elements of your airlines corporate contingency plan for an extended taxi delay are both followed and accurately recorded. Use of the ADF TM/A™ system will minimize the risk of civil penalty and associated negative publicity when conditions beyond your airlines control occur.

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