

110TH CONGRESS  
1ST SESSION

# S. 1085

To require air carriers to publish customer service data and flight delay history.

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IN THE SENATE OF THE UNITED STATES

APRIL 11, 2007

Mr. THUNE introduced the following bill; which was read twice and referred to the Committee on Commerce, Science, and Transportation

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## A BILL

To require air carriers to publish customer service data and flight delay history.

1       *Be it enacted by the Senate and House of Representa-*  
2       *tives of the United States of America in Congress assembled,*

3       **SECTION 1. SHORT TITLE.**

4       This Act may be cited as the “Informed Air Traveler  
5       Act of 2007”.

6       **SEC. 2. PUBLICATION OF CUSTOMER SERVICE DATA AND**  
7       **FLIGHT DELAY HISTORY.**

8       (a) IN GENERAL.—Subchapter I of chapter 417 of  
9       title 49, United States Code, is amended by adding at the  
10      end the following:

1 **“§ 41724. Publication of customer service data and**  
2 **flight delay history**

3 “(a) IN GENERAL.—Not later than 180 days after  
4 the date of the enactment of the Informed Air Traveler  
5 Act of 2007, the Secretary shall promulgate rules that re-  
6 quire all passenger air carriers—

7 “(1) to publish customer service data for all  
8 passenger flights on, or in conjunction with the  
9 issuance of, an airline ticket and on the Internet  
10 website of each such air carrier; and

11 “(2) to disclose the on-time performance and  
12 cancellation rate for a chronically delayed or chron-  
13 ically canceled flight whenever an individual makes  
14 a reservation or purchases a ticket for such flight in  
15 person, by telephone, or through an Internet  
16 website.

17 “(b) DEFINITIONS.—In this section:

18 “(1) CUSTOMER SERVICE DATA.—The term  
19 ‘customer service data’ means with respect to an air  
20 carrier, information relating to customer service col-  
21 lected by the Secretary for the most recent 12-  
22 month period preceding the making of a reservation  
23 or the issuance of a ticket. The information shall in-  
24 clude the following:

25 “(A) The percentage of on time depar-  
26 tures.

1 “(B) The average delay on departure.

2 “(C) The percentage of flights canceled.

3 “(D) The number of flights with taxi out  
4 times of over 2 hours before takeoff.

5 “(2) CHRONICALLY DELAYED FLIGHT.—The  
6 term ‘chronically delayed flight’ means a regularly  
7 scheduled flight that has failed to arrive on time (as  
8 such term is defined in section 234.2 of title 14,  
9 Code of Federal Regulations) at least 40 percent of  
10 the time during the most recent 3-month period for  
11 which data is available.

12 “(3) CHRONICALLY CANCELED FLIGHT.—The  
13 term ‘chronically canceled flight’ means a regularly  
14 scheduled flight at least 30 percent of the departures  
15 of which have been canceled during the most recent  
16 3-month period for which data is available.”.

17 (b) CONFORMING AMENDMENT.—The analysis for  
18 chapter 417 of title 49, United States Code, is amended  
19 by adding after the item relating to section 41723 the fol-  
20 lowing:

“41724. Publication of customer service data and flight delay history.”.

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