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JAMES M. CRITES
EXECUTIVE VICE PRESIDENT

December 31, 2007

Department of Transportation
Office of the Secretary

Docket No. DOT-OST-2007-0108
National Task Force To Develop Model Contingency Plans To Deal With Lengthy Airline On-Board Ground Delays

Mr. Livaughn Chapman, Jr.

Dear Mr. Chapman:

This correspondence serves as my application to serve as a member of the National Task Force To Develop Model Contingency Plans to Deal With Lengthy Airline On-Board Ground Delays. In my position as Executive Vice President of Airport Operations for the Dallas/Fort Worth International Airport, and my past tenure with American Airlines Inc., appointment to this Task Force will provide an opportunity for me to represent the third busiest airport in the world as well as to provide insights resulting from my broad airline.

Dallas/Fort Worth International Airport, under my leadership, held an Aviation Industry Irregular Operations Workshop in September, 2007 at DFW Airport (correspondence regarding same recently forwarded to the Secretary of Transportation) focusing on our collective efforts to more effectively address aviation passengers needs during these types of operations. All major airlines as well as a number of prominent large and small airports and representatives of the Airports Council International North America and Air Transportation Association were in attendance.

These workshops included a diverse group of professionals comprised of airline, customer service providers, concessionaires and airport management that have already been engaged in identifying on-going needs and resources to assure high quality passenger service during major disruptive events. Enhanced strategies for better communicating, collaborating and coordinating our respective response plans were identified and are being implemented at several airports with their airlines and tenants. Additionally, there are plans to identify the lessons learned during this winter season so as to provide for continuous improvement across the industry.

A follow-on conference is scheduled to be convened in on January 17th and 18th by Airports Council International - in Arlington, VA to further develop our initial efforts to more effectively communicate, collaborate and coordinate our activities in responding to the flying.

Should you require additional information, please let me know. I greatly appreciate the opportunity to potentially serve as a member on this critically important Task Force.

Sincerely,

A handwritten signature in black ink that reads "James M. Crites". The signature is written in a cursive style and is enclosed within a hand-drawn oval.

James M. Crites
Executive Vice President, Operations

cc: Jeffrey Fegan