

**Transcript of
Coalition for an Airline Passengers' Bill of Rights Audio Presentation
Tarmac Delay Task Force Meeting
February 26, 2008**

Caller 1: Yes, I was on a U.S. Air jet for 7 ½ hours. Uh—my phone number is area code [REDACTED]. There are a lot of horror stories and the behavior of U.S. Air people was despicable. My name is [REDACTED] and I'm at [REDACTED]. Thank you.

Caller 2: Flight number 5637—it's a commuter jet, Delta Comair—uh—has stranded passengers—no air conditioning—children are in distress. It's happening right now at JFK. Uh—it's a very bad situation. It's been 4 hours.

Caller 3: Hi, my name is [REDACTED]. My husband and I were stranded in Norfolk on Monday for 6 hours trying to get to Newark Airport in New Jersey. It's Norfolk, Virginia. Um—if someone would like to call me, my number is [REDACTED]. Thank you.

Caller 4: Yes, I am an airline pilot and—uh—I have a big problem with these reduced rest overnights. Uh—we did one last night where we ended up with only 4 hours of sleep and yet we're expected to go fly the next day. I believe this is very unsafe and needs to be addressed. Thank you.

Caller 5: Hi, this is [REDACTED] calling. I am in Newark, New Jersey, at Newark Airport on Alaska Airlines flight number 7 from Newark to Seattle, Washington. Um—our original departure time was 6:15 p.m. Eastern Standard Time. We boarded—um—at about 6:20 p.m. Eastern Standard Time and have been on the airplane since then, and it is now—uh—10:30 p.m. Eastern Standard Time. We have been set back at the gate and not—um—not getting off the plane. All amenities are closed. Um—the airplane people have told—the flight attendants have told us there is no where to go to because all facilities are closed. That all—the entire—all of the hotels have been booked as well so basically we're stuck. So if I could speak with you about any type of—uh—recommendations or advice that you could give us because we now—um—4 hours post sitting here on the tarmac in Newark. So, I look forward to speaking with somebody. My telephone number is—cell phone [REDACTED]. Again [REDACTED], [REDACTED]. Thank you so much. Bye-bye.

Caller 6: Hello, this is [REDACTED]. I have been stuck on the tarmac. It's been 5 hours and we have not left. I am on JetBlue, supposed to be flying from Dulles to JFK and we have not left. We were supposed to leave at 5:30 and it is now almost 10:00—uh—Eastern Time. Area code is [REDACTED]. Thank you.

Caller 7: Yes, my name is [REDACTED] and my number is [REDACTED], and I was on a flight on April 24th, flight 556, and they kept us for 8 hours on the plane in Midland, Texas. Thank you.

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Caller 8: Good morning. Uh—this is [REDACTED], [REDACTED]. I was wondering if—if I could get you to give me a call. I was on the flight 740 from San Antonio to Dallas. We were stranded for over 5 hours—uh—on Tuesday. And I—uh—was wondering how we could—uh—impact legislation on this and—uh—exactly—you know—where do I proceed from here. I am getting ready to contact American Airlines. Um—we all made several calls from the flight that day. It did no good. We were treated very callously and—uh—you know people needed medication, needed to get off, this, that, and the other. But—uh—certainly it was just—it was just very unreasonable and some poor decisions were made. So—um—again my name is [REDACTED], [REDACTED], and I was on that famous flight from San Antonio and wasted my—uh—whole day, and—uh—et cetera, et cetera. Give me a call back when you can [REDACTED]. Thank you.