

**From:**

(b)(6)

**To:**

**CC:**

**Subject:** FW: AUS personnel info related to 12/29 and 12/30

**Date:** Thursday, April 05, 2007 2:34:22 PM

**Attachments:**

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**From:**

(b)(6)

**Sen**

**To:**

(b)(6)

**Cc:**

**Sub**

Through overtime of our full time workers and extension of the schedules of part time workers, at AUS we added the equivalent of 15.5 personnel on 12/29 and 14.3 on 12/30 to deal with the delays, cancellations, and diverted flights.

In other words, over and above the planned staffing for the airport on that day, we added the equivalent of 15.5 and 14.3 personnel on 12/29 and 12/30 respectively.

This is exclusive of t (b)(6) unscheduled time spent at the station by management employees (such as (b)(6))

(b)(6) if I have misstated anything, please let me know.

(b)(6)

Senior Litigation Attorney

American Airlines

Mailing Address: (b)(6)

Physical Address: (b)(6)

Tel: (b)(6)

Fax: (b)(6)

Ema (b)(6)



**From:** (b)(6)  
**To:** (b)(6)  
**CC:**  
**Subject:** FW: 12/29  
**Date:** Thursday, April 05, 2007 3:04:33 PM  
**Attachments:**

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**From:** (b)(6)  
**Sent:**  
**To:** (b)(6)  
**Cc:**  
**Su**

Please see below from the Managing Director of our Customer Relations Department, confirming that AA proactively sent, as a customer service gesture, \$500 travel vouchers to the 4 flights that experienced long delays in AUS.

(b)(6)

Attorney

American Airlines,

Mailing Address: (b)(6) MD 5675

9616

Physical Address: (b)(6) MD 5675

Tel: (b)(6)

Fax:

Ema

(b)(6)

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**From:** (b)(6)

**Se** , 2007 3:30 PM

**To:** (b)(6)

**Su**

(b)(6)

Flights 1348, 2412, 1008 and 534 were included in the proactive mailings. We sent a \$500.00 travel voucher to every customer for whom we could find an address on these four flights.

(b)(6)

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**From:** (b)(6)  
**Sen** , 2007 3:20 PM  
**To:** (b)(6)  
**Sub**

Can you confirm that flights 1348, 2412, 1008 and 534 were included on the proactive mailings you guys did?

Also, what was the per passenger voucher amount?

Thanks (b)(6)

(b)(6)

Attorney

American Airlines,  
Mailing Address: (b)(6) MD 5675  
9616  
Physical Address: (b)(6) MD 5675  
Fort Worth, Texas 76155

Tel: (b)(6)  
Fax: (b)(6)  
Email: (b)(6)

**From:**

(b)(6)

**To:**

**CC:**

**Subject:** FW: information relating to AUS originating flights on 12/29

**Date:** Thursday, April 05, 2007 3:04:00 PM

**Attachments:**

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**From**

(b)(6)

**Sen**

**To:**

(b)(6)

**Sub**

AUS originating flights on 12/29

There were 35 AA and AE AUS originating flights scheduled for 12/29/06.

Of these, 13 operated on time, 8 were cancelled, and the remainder had delays ranging from 1 to up to 158 minutes.

(b)(6)

Attorney

American Airlines,

Mailing Address: (b)(6) MD 5675

9616

Physical Address: (b)(6) MD 5675

Fort Worth, Texas 76155

Tel:

(b)(6)

Fax

Em

(b)(6)

**From:** (b)(6)  
**To:** (b)(6)  
**CC:**  
**Subject:** FW: AUS Ramp closures on 12/29  
**Date:** Thursday, April 05, 2007 3:01:55 PM  
**Attachments:**

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**From:** Bramlett, Alec (b)(6)  
**Sen**  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Su**

Unlike the situation at DFW, at AUS we do not have automated lightning tracking functions that will track ramp closures. So, we can only approximate ramp closure times for 12/29 at AUS based on the memories of station personnel.

The best collective recollection is that the ramp was closed 3 to 4 times between 1430 and 1600 and approximately 3 times between 1700 and 1845. Each of these closures would have lasted, at a bare minimum, 10 minutes, because we wait for 10 minutes with no lightning strike within 3 miles of the airport before re-opening the ramp. We do not think any of the closures lasted more than 30 minutes.

This is the best information we can gather on the number and length of ramp closures on 12/19/06 at AUS.

(b)(6) if I have misstated anything here, please correct me.

(b)(6)

Senior Litigation Attorney  
American Airlines,  
Mailing Address:

(b)(6)

Physical Address:

(b)(6)

Fort Worth, Texas 76155

Tel:

(b)(6)

Fax:

Ema

(b)(6)

**From:**

**To:**

(b)(6)

**CC:**

**Subject:** FW: Diversion Data Sheet 4/24/07

**Date:** Wednesday, May 02, 2007 2:37:31 PM

**Attachments:** [24APR07.xls](#)

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Guys, here is the AUS "diversion work sheet" for the 4/24 flights – it addresses (at least to some degree) the information (b)(6) inquired about. It may help guide our discussion tomorrow.

(b)(6)

in Attorney

American Airlines, Inc.

Mailing Address: P.O. Box (b)(6) MD 5675

F (b)(6) -9616

Physical Address: (b)(6), MD 5675

F

Tel: (b)(6)

Fax:

Email: (b)(6)

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**From:** (b)(6)

**Sent:** Wednesday, May 02, 2007 4:30 PM

**To:** (b)(6)

**Cc:** (b)(6)

**Subject:** Data Sheet 4/24/07

Hi (b)(6)

As per your request, attached the diversion data sheet from April 24<sup>th</sup>, 2007. This chart was filled out by the Operations Agent throughout the diversions event. I passed the information to a soft copy so that I could email it to (b)(6). I added a column to it; "Gated" to show at what time the aircraft was brought to the gate, which was not on the original hardcopy.

Please let me know if there is any more information you need from us.

Thanks.

(b)(6)

of Services

(b)(6)

Pos	FLT	Type	A/C#	Orig.	IN	GATED	OUT	Ttl Psgr	Fuel	Flt Plan	Loads	Disp	Snack	Lavs	Remarks	Gate	Psgrs Rmvd		
																	F	Y	
MX	814	737	3CM	YVR	1327	1600	RON	10/67	X	X	7326	7109	X	X		17	4	1	
MX	2024	737	3AN	SNA	1333	2035	RON	16/132	X	X	7343	7111	X/PIZZA	X	Rfsd gate	14	5	20	
MX	482	757	5TT	PHX	1442	1800	RON	19/147	X	X	7322	7122	X/PIZZA	X		13	2	1	
MX	1712	S80	246	OAK	1435	N/A		1703	13/112	X	X	7336	7122	X	X	Rfsd gate	N/A	2	6
MX	470	757	5TK	LAS	1421	2100	RON	16/115	X	X	7326	7129	X	X		15		1	
MX	614	S80	485	SAN	1458	1800	CXLD	16/115	X	X	7338	7129	X	X	Rfsd gate	17			
MX	2430	S80	467	LAX	1400	1630	CXLD	11/99	X	X	7304	7124	X	X		14		26	
MX	1224	S80	552	BUR	1455	1800	CXLD	13/73	X	X	7344	7110	X	X		25			
MX	630	S80	553	SAN	1544	2015	CXLD	16/107	X	X	7338	7129	X	X		14			
MX	1474	S80	437	OAK	2209	N/A		2324	11/75	X	X			REFUSED		N/A			

REMARKS

THE GATED TIMES ARE A VERY CLOSE APPROXIMATE TIME.  
 AT ONE POINT THEY STOP TAKING COUNT OF PAXS REMOVED BECAUSE THEY WERE GOING TO DO ON BOARD COUNT AND THEN THEY CANCELED.

American Airlines  
Receipts for food provided 4/24.

**FAX**

RECEIVED

MAY 07 2007

Date 04/04/07

(9)(q)

Number of pages including cover sheet 12

TO: (9)(q)  
American Airlines

FROM: (9)(q)  
American Airlines  
(9)(q)  
Austin, Texas 78719

Phone  
Fax Phone (9)(q)

Phone (9)(q)  
Fax Phone

CC:

REMARKS:  Urgent  For your review  Reply ASAP  Please Comment

Per your request, attached are the receipts from the OSO we had on April 24, 2007. If you need further information please contact (9)(q) at (9)(q)

Thanks,  
  
(9)(q)

May 4, 2007

TO: (b)(6)

RE: Summary of Receipts for April 24<sup>th</sup>

(b)(6) here is a quick summary of the package of receipts we had for food and snacks for the 24<sup>th</sup> of April.

We gave out about 100 overnight kits. We don't have anything written on those, we simply keep some on hand in the baggage service office. They have toothbrush, toothpaste, comb, etc....if you haven't seen one I can send one to you.

Costco receipt for \$1124.85 which is about typical for the snacks, diapers and other items we buy to stock our storeroom.

We ordered pizzas from Mr. Gatti's, twice. First time we ordered 30 which we took out to the two airplanes on the pad the longest (470 and 2024) and gave them out on the pad. We then ordered 75 more from Gatti's, took some more out to the airplanes and then took the remainder out to the ticket counter where we had lots of customers in line and served them...hundreds out there and I didn't see even ONE irate passenger! They were all very content that we had done everything we could do for them.

Accent Foods receipt for 24 more cases of water. We used the 20 cases we had in the snack closet right away.

SkyChef invoice for more liters of water! We used almost all of that as well.

One receipt for 12 pizzas from Mangia Pizza here at the airport which we served to the people that were in the "cot" area at about midnight. We also ordered 20 more pizzas from Mangia and served them as well. (b)(6) is still looking for that receipt.

Last but not least, a copy of an email from (b)(6) of Southwest Airlines who brought us snacks, drinks and overnight kits to help us out with the 200 or so people we had overnighiting in the "cot" area.

(b)(6)

02 05/04 '07 12:04 NO.608

(b)(6)

AA ADMIM



6-11 S. AUSTIN, TX

MEMBER (b)(6)

10 @ 6.85	393619 24CT GOLDFSH	68.50
10 @ 11.99	953947 CKY/CRKR 30C	119.90
4 @ 6.19	42674 CHEEZ-ITS	24.76
4 @ 13.49	113340 FRUIT CRISPS	53.96
8 @ 10.69	995328 NABISCO BLUE	85.52
2 @ 7.19	698700 RICE KRISPIE	14.38
6 @ 8.69	171859 FM AMOS 42CT	52.14
8 @ 10.79	995333 NABISCO ORNG	86.32
6 @ 6.19	42674 CHEEZ-ITS	37.14
	32050 ANIMAL CRKR	4.99
	32050 ANIMAL CRKR	4.99
8 @ 8.45	901400 FRTSNACK36CT	67.60
12 @ 8.29	16889 TRAIL SNACK	99.48 T
6 @ 5.99	173009 AUSTIN VRTY	35.94
6 @ 4.89	953105 CRACKERS	29.34
6 @ 6.99	66791 CHZ&CRACKERS	41.94
4 @ 10.45	396139 PISTACHIOS	41.80
10 @ 8.85	188140 FRITO 30 VTY	88.50
6 @ 7.69	613703 TUBE NUTS	46.14
	529034 DIAPERS	34.89 T
	529034 DIAPERS	34.89 T
	529044 DIAPERS	34.89 T
****	8.25 % TAX RATE	16.84

TOTAL 1,124.85  
VF American Express

(b)(6)

American Express Resp: AA

APPROVED  
AMOUNT: \$1,124.85

0641 012 000000004 0075

CHANGE .00

TOTAL NUMBER OF ITEMS SOLD = 121  
CASHIER: HECTOR G REG# 12  
11:04 (b)(6)

Online Shopping: WWW.COSTCO.COM  
Member Service: 1-800-774-2678  
THANK YOU!  
PLEASE COME AGAIN

(b)(6)

AA ADMIN

030 closet  
food items

05/04 09:07 12:04 NO.608

**Location:** Austin : Bastrop Highway 1301778  
**Scheduled:** 4/24/2007 7:11 PM (ASAP)  
**For:** PICKUP from Austin : Bastrop Highway  
**Contact:** (b)(6)  
**Requests:** AMERICAN AREA LINES  
**Status:** Complete  
**Pos Ticket #:** 83  
**Served By:** (b)(6)

Qty	Item	Eac:	Amount
10	Build Your Own (Large) OPT: PEPPERONI; Original	10.19	60.00
10	Build Your Own (Large) OPT: Original; ITALIAN SAUSAGE; PEPPERONI	12.18	125.80
20	Build Your Own (Large) OPT: CHEESE; Original	10.19	120.00
20	Build Your Own (Large) OPT: Original; PEPPERONI	10.19	120.00
15	Build Your Own (Large) OPT: Original; CHEESE	10.19	90.00
<b>SUBTOTAL</b>			\$ 515.80
<b>TAX:</b>			\$ 42.55
<b>TOTAL</b>			\$ 558.35

Payments	Amt	Balance
Cash	558.35	0.00

This order is locked and may not be changed

*Attention*

(b)(6)

(b)(6)

Location: Austin : Bastrop Highway 1301397  
Scheduled: 4/24/2007 5:47 PM (ASAP)  
For: PICKUP from Austin : Bastrop Highway  
Contact: (b)(6)  
Requests: INVOICE FOR AMERICAN AIRLINES PEET PATTERSON  
Status: Complete  
Pos Ticket #: 53  
Served By: (b)(6)

Qty	Item	Each	Amount
10	Build Your Own (Large) OPT: Original; PEPPERONI	6.00	60.00
5	Build Your Own (Large) OPT: Original; ITALIAN SAUSAGE; PEPPERONI	7.59	37.95
5	Build Your Own (Large) OPT: Original; CHEESE	6.00	30.00
5	Sampler (Large) OPT: Original	9.00	45.00
5	Vegetarian Sampler (Large) OPT: Original	9.00	45.00
<b>SUBTOTAL</b>			<b>\$ 217.95</b>
<b>TAX:</b>			<b>\$ 17.98</b>
<b>TOTAL</b>			<b>\$ 235.93</b>

Payments	Amt	Balance
Cash	235.93	0.00
		0.00

This order is locked and may not be changed

Attention:

(b)(6)

Accent Food Services  
P O Box 81515  
Austin, Texas 78708-1515

AUS IN1

Date: 4-25-07 Delivery Ticket: 50564

Customer Name: AMERICAN AIRLINES

Address: 3600 PRESIDENTIAL BLVD

(9)(q)

CODE	QTY	PRODUCT	CODE	QTY	PRODUCT	CODE	QTY	PRODUCT	CODE	QTY	PRODUCT
		<b>Coffee</b>			<b>Coffee</b>			<b>Hot Drinks</b>			<b>Water</b>
2180		Austin Premier Bag	2144		Folgers Bag	2062		Bullnut Hot Choc	929		Everest 20 oz
2158		Austin Premier Decaf	2145		Folgers Decaf	2063		Bullnut S/P Hot Choc	6166		Everest 5 gal Drinking
2156		Austin Premier FP	2152		Folgers FP	2064		Swiss Miss Hot Choc	6291		Everest 5 gal Springs
2147		Austin Premier FP Decaf	2135		Folgers FP Decaf	2065		Swiss Miss w/Marshmellows	4774		Ozarka 16.9 oz
6130		Ruta Maya Med Grd	2938		Starbucks Bykfast Blind	2066		Swiss Miss S/P	1029		Dasani 12 oz
6131		Ruta Maya Med Decaf Grd	2939		Starbucks Col Blind	1900		Vend Kaya Choc	2914		Dasani 20 oz
6132		Ruta Maya Med W/B Kilo	2577		Starbucks House Blind	2192		Vend French Vanilla			Dasani 20 oz
6133		Ruta Maya Fsp W/B	2573		Starbucks House Blind Decaf	943		Vend Irish Cream	1045		Barga Rootbeer
6134		Ruta Maya Med Grd Kilo	2003		Starbucks Sumatra	1899		Vend Cappuccino	3881		Coke 12 oz
6135		Ruta Maya Esp Grd Kilo	2579		Starbucks Verona			Tea	389		D Coke 12 oz
6169		Ruta Maya Decaf Grd Kilo	2008		Vend Coffee Reg	2177		Lipton Tea Bagged Decaf	390		Dr Pepper 12 oz
6170		Ruta Maya Drk Roast Kilo	220		Vend Coffee Decaf	2177		Lipton Tea Decaf	396		Dr Pepper 12 oz
6256		Ruta Maya Cubita W/B			Creamer	2585		Celestial Earl Grey	395		Dr Pepper 12 oz
6259		Ruta Maya Cubita Grd Kilo	2036		Creamer Canister	2586		Celestial English Break	393		Sprite 12 oz
6257		Ruta Maya Decaf W/B Kilo	2053		Carnation Reg Canister	2587		Celestial Reppermint	894		Sprite 12 oz
5726		Cafe Blanco Vend Bld W/B	2033		Carnation Lite Canister	2594		Celestial Cinnamon Honey	409		Peppi 12 oz
5727		Cafe Blanco Decaf W/B	3585		Yogurt Pkts 100 ct	2595		Celestial Green Tea Decaf	410		Dr Pepsi 12 oz
5728		Cafe Blanco Sumatra W/B	2266		Mini Muu's 180 ct	2458		Bigelow Plantation Mint	412		Mtn Dew 12 oz
5729		Cafe Blanco Cuban W/B	1222		CoffeeMate Liquid 50 ct	2459		Bigelow English Teatime	796		Orangetan 12 oz
5730		Cafe Blanco Drk stld Blind W/B	1223		Irish Cream Liquid 50 ct	2460		Bigelow Earl Grey	398		DA & W 12 oz
5731		Cafe Blanco W/B Blind	1223		French Vanilla Liquid 50 ct	2461		Bigelow Dancehall	6285		Dr Pepper Spicred 12 oz
5732		Cafe Blanco Prem Bld W/B	1226		Hazelnut Liquid 50 ct	2462		Bigelow Decaf Eng Teatime	781		Coke 20 oz
5733		Cafe Blanco Decaf Col W/B	2428		Amaretto Liquid 50 ct	2463		Bigelow Green Tea	1048		D Coke 20 oz
5734		Cafe Blanco Decaf Prem Bld W/B			Sweetner	2464		Bigelow I Love Lemon	1049		Dr Pepper 20 oz
5737		Cafe Blanco Southern Roast W/B	2049		Equal 100 ct	2465		Bigelow Raspberry	1289		Dr Pepper 20 oz
6182		Cafe Blanco Col sup Vienna W/B	2047		Equal 500 ct	2470		Bigelow Cinnamon Stick			BIBS
6183		Cafe Blanco French Roast W/B	2040		Sugar Candy	2466		Bigelow Orange Slices	610		Coke 5.0
6184		Cafe Blanco MHZ W/B	2041		Sugar Pkts 100 ct	2471		Bigelow Constant Comment	611		D Coke 5.0
6202		Cafe Blanco 100% Col 40 ct	2042		Sugar Pkts 2000 ct			Cups	612		Dr Pepper 5.0
6333		Cafe Blanco Drk Roast 40 ct	2051		Sweet n Low 100 ct	2088		10 oz 1000 ct Paper	2992		Powerte 2.5
6334		Cafe Blanco Med Roast 40 ct	6548		Swing n Low 100 ct	2089		12 oz 1000 ct Paper	8119		K-Sug Sweet 2.5
6335		Cafe Blanco Hotel 40 ct	5797		Splenda 100 ct	2927		16 oz 1000 ct Paper	6487		Lipton Unsweet No Lem 5.0
6336		Cafe Blanco Decaf 50 ct 40 ct	5996		Splenda 500 ct	2082		10 oz 1000 ct Styro			
6393		Cafe Blanco Southern Roast 20 ct	4797		Splenda 2000 ct	2083		12 oz 1000 ct Styro			
6394		Cafe Blanco Col Supreme 20 ct			Misc	2084		16 oz 1000 ct Styro			
6395		Cafe Blanco French Roast 20 ct	2078		Coffee Stirr			Plates/Bowls			
6396		Cafe Blanco Casa Rican 20 ct	2076		Filters 12 cup	2100		9 in Paper Plates			
6397		Cafe Blanco Cust Arj 20 ct	2296		Forks Heavy 1000 ct	2097		9 in Styro Plates			
6398		Cafe Blanco Mlk Bld 30 ct	3929		Spoons Med 500 ct	3807		Dixie Paper Plates			
6399		Cafe Blanco Decaf Col Supreme 20 ct	2294		Spoons Heavy 1000 ct	3803		Chinet 10 in Plates			
6402		Cafe Blanco MHZ 2# Ground	3931		Spoons Med 500 ct	2109		Bowl Styro			
6413		Cafe Blanco MHZ 2#	3932		Knife Med 500 ct	3854		Bowl Dixie			
6414		Cafe Blanco Dark Sld 20 ct	2102		Paper Towels 30 ct						
6459		Cafe Blanco Brazil Monte 20 ct	2108		Kleenex						
6460		Cafe Blanco Sumatra 20 ct									

Received By

(9)(q)

THANK YOU FOR YOUR ORDER!

F & M Blank L.P.

INVOICE WILL FOLLOW

90 809 ON 50:21 20, 70/50

(9)(q)

WINDY WA

ACCENT FOOD SERVICES  
P.O. BOX (b)(6)  
AUSTIN, TX 78708-1915  
(b)(6)

INVOICE NO. 50564  
TERMS: NET 10  
Charge

\*PLEASE PAY FROM INVOICE\*  
\*STATEMENT WILL NOT BE SENT\*

BILL TO: AMERICAN AIRLINES  
3600 PRESIDENTIAL BLVD.  
AUSTIN, TX 78719

SHIP TO: AMERICAN AIRLINES  
3600 PRESIDENTIAL BLVD.  
AUSTIN, TX 78719

(b)(6) DELIVERY DATE 04/25/07 Charge PO#

\*\*ANY INVOICES NOT PAID WITHIN THIRTY (30) DAYS WILL  
ACCRUE INTEREST AT A RATE OF 1-1/2% PER MONTH.\*\*

QTY	ITEM	DESCRIPTION	CASE	CT	PRICE	NET	
20	929	WATER EVEREST 20 OZ	24		13.00	260.00	N

AUSINITIAL  
05/04 '07 12:06 NO.608 07

SUBTOTAL 260.00  
TAX .00  
TOTAL DUE 260.00

(b)(6)

AA ADMIN



# INVOICE

Page 1 of 1

ATTN: (b)(6)  
AMERICAN AIRLINES

INVOICE NUMBER: (b)(6)  
INVOICE DATE: Apr. 25, 2007  
CSC: 260 - AUS

(b)(6)  
SUITE 102  
AUSTIN, TX 78719 USA  
DEPT: GENERAL MANAGERS OFFICE  
Ordered By (b)(6)

MAKE REMITTANCE PAYABLE AND REGULAR MAIL TO:

OR OVERNIGHT DELIVERY REMIT TO:

LSG SKY CHEFS

LSG SKY CHEFS

(b)(6)

(b)(6)

(b)(6)

CHICAGO, IL 60631 USA

BILL PERIOD END DATE: Apr. 28, 2007

SERVICE DESC: AUS/260 - AA OPS ORDER ON 04/24/07 FOR BOTTLED WATER.

Taxable Food	54.00	
Nontaxable Food	0.00	
Total Food		54.00
Taxable Service	64.96	
Nontaxable Service	0.00	
Total Service		64.96
Sub Total Food and Service		118.96
Taxable Other Sales	0.00	
Nontaxable Other Sales	0.00	
Total Other		0.00
Service Guar Credit Amt	0.00	
Taxable Port Fee	11.90	
Nontaxable Port Fee	0.00	
Total Port Fee		11.90
Total Invoice		130.86
NET AMOUNT DUE		130.86 USD

NET - 15 DAYS

Mail Remittance:  
 LSG/SKY Chefs  
 P.O. Box (9)(9)  
 CAROL STREAM, IL 60132-2481 USA



9919 Service Avenue  
 Austin, TX 78719

(9)(9)

Invoice Date 4/25/2007 Invoice #

**LSG/SKY CHEFS- AUSTIN #260**  
 BILLING DATE: April 24, 2007

	Qty	Price	Extended
Water, 1 Litre	150	\$0.36	\$54.00
Wet Ice	0	\$1.47	\$0.00
Soda Inserts	0	\$4.80	\$0.00
1/2 L (CS)	0	\$0.20	\$0.00
Orange Juice Quarts	0	\$1.00	\$0.00
Pretzels	0	\$0.16	\$0.00
Delivery Van	1	\$64.96	\$64.96
Mixed Nuts	0	\$4.49	\$0.00

<b>Grand Total</b>	<b>\$118.96</b>
<b>Port Fee 10.0%</b>	<b>\$ 11.90</b>
<b>State Tax 8.25%</b>	<b>\$ -</b>
<b>Net Total</b>	<b>\$ 130.86</b>

(b)(6)

111:

DELAWARE NORTH COMPANIES  
AUSTIN-BERGSEYEN MFL. AIRPORT  
MANGIA PIZZA

1034 (b)(6)

CHK (b)(6) APR24'07 11.25PM  
CHECK REOPENED FROM: (b)(6)

6 @ 14.75	
Thin Crs Pizza	50
front	2.00
usage @ 2.00	12.00
5 @ 2.00	
pepperoni	10.00
6 @ 14.75	
Thin Crs Pizza	88.50
6 @ 14.75	
Thin Crs Pizza	44.75
pepperoni	?
2 @ 2.00	
pepperoni	4.00
Subtotal	251.25
Total	20.73
Total	271.98
AMERT	ENC
NOV	271.98
CASH	0.00

(b)(6)

TO PEOPLE AWAY FROM HOME

\*\*\*\*\*  
(b)(6)

DELAWARE NORTH COMPANIES  
AUSTIN-BERGSTROM INTL. AIRPORT  
MANGIA PIZZA

1024 (9)(q)

CHK (9)(q) APR25'07 12:14AM  
CHECK REOPENED FROM: CHK (9)(q)

5 \$ 14.75  
Thin Crs Pizza 73.75  
Subtotal 73.75  
Total Tax 6.08  
Total Paid.... 79.83  
AMERICAN AIRLINES  
HOUSE CHARGE 79.83  
CASH (PRT) 0.00  
---10004 CLOSED APR25 12:14AM---

\*\*\*\*\*  
PROVIDING CARE AND COMFORT  
TO PEOPLE AWAY FROM HOME  
\*\*\*\*\*

(9)(q)

per

(9)(q)

an additional  
15 pizzas were  
brought to the pages  
for a total of 20 pizzas

(b)(6)

**From:** (b)(6)  
**Sent:** Friday, May 04, 2007 10:36 AM  
**To:** (b)(6)  
**Subject:** FW: Provisioning Supplies used for American Airlines

**From:** (b)(6)  
**Sent:** Friday, May 04, 2007 9:50 AM  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Subject:** FW: Provisioning Supplies used for American Airlines

We also distributed 30 small ditty kits with over-night essentials..

**From:** (b)(6)  
**Sent:** Thursday, May 03, 2007 5:09 PM  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Subject:** Provisioning Supplies used for American Airlines

Hello, (b)(6)

Here are the items I recall given to American Airlines that night.

- 4 Cases of Water
- 2 Cases of Dr. Pepper
- 2 Cases of Diet Coke
- 3 Cases of Sprite
- 3 Cases of Coke

- 2 Cases of Oakfield Farms Long haul Snacks
- 1 Case of Kings Peanuts
- 1 Case of Plane Crackers
- 1 Case of Honey Maid Soft Baked Blueberry bars

If you have anymore questions please call me.

Thanks,  
(b)(6)

5/4/2007

12 05/04 '07 12:07 NO.608 12

(b)(6)

AA ADMIN

## Conditions of Carriage

Reservations	▾
Travel Information	▾
Net SAAver & Special Offers <sup>SM</sup>	▶
AAdvantage <sup>®</sup>	▾
Products & Gifts	▾
Business Programs & Agency Reference	▶
About Us	▾

### [Notice to American Airlines passengers](#) | [American Airlines Conditions of Carriage](#)

#### Notice to American Airlines passengers

Your ticket and the following Conditions of Carriage constitute the contract between you, the passenger, and American Airlines, Inc. American Eagle ("American") and apply to all transportation provided by American (including transportation on codeshare partners) between points in the United States (including Puerto Rico and the U.S. Virgin Islands). Foreign air transportation is governed by applicable tariffs on file with the Department of Transportation.

American is responsible for transportation on flight segments operated by American and transportation provided by codeshare partners on codeshare itineraries. American will act as an agent to issue tickets, check baggage, and book reservations for transportation via other carriers which have interline agreements with American. Other carriers may have different terms and conditions applicable to their flights. These may be obtained directly from the other carriers.

Please read your contract carefully.



American Airlines, Inc.  
P.O. Box 619616, MD 5435  
DFW Airport, TX 75261-9616

#### American Airlines Conditions of Carriage

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3. [Responsibility for Schedules and Operations](#)
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6. [Baggage](#)
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  - General Acceptance
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  - Free Baggage Allowance
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#### DEFINITIONS

As used in this contract, **ticket** means your passenger ticket and baggage check which incorporates these Conditions of Carriage.

**Baggage** means such articles, effects and other personal property as are necessary or appropriate for your wear, use, comfort or convenience in connection with your trip, whether checked in the cargo compartment or carried in the passenger compartment of the aircraft.

**American Ticket Office** means a ticket sales location of American Airlines, Inc./ American Eagle or the office of one of its appointed travel agents.

#### FARE CHANGES

The price of transportation is printed on each ticket. If, after a ticket has been issued and before any portion has been used, a decrease in the applicable fares or charges becomes effective, or a new fare between the points shown on the ticket is added,

the full amount of the difference in fares less any change fees applicable to the original fare rule and date of purchase, will be refunded to the purchaser, upon request, provided there is no change in origin/destination/stopover points/flights/dates shown on the original ticket and, subsequent to the decrease in fares/charges or the addition of a new fare, all conditions of the lower fares/charges are met, including booking code and any advance reservations/ticketing requirements. When reduced fares are for sale for a limited period of time, American reserves the right to decline to issue refunds.

If American increases the price for the transportation, an additional collection may be made for:

1. Any segments where you change your flight to a different time, date or routing from that shown on your ticket, and
2. Any segment shown as "open" on your ticket.

#### **RESPONSIBILITY FOR SCHEDULES AND OPERATIONS**

American will endeavor to carry you and your baggage with reasonable dispatch, but times shown in timetables or elsewhere are not guaranteed and form no part of this contract. American may, without notice, substitute alternate carriers or aircraft and, if necessary, may alter or omit stopping places shown on the ticket. Schedules are subject to change without notice. American is not responsible for or liable for failure to make connections, or to operate any flight according to schedule, or for a change to the schedule of any flight. Under no circumstances shall American be liable for any special, incidental or consequential damages arising from the foregoing.

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#### **FORCE MAJEURE EVENTS**

AA may, in the event of a force majeure event, without notice, cancel, terminate, divert, postpone or delay any flight or the right of carriage or reservation of traffic accommodations without liability except to issue an involuntary refund. The involuntary refund will be made in the original form of payment in accordance with involuntary refund rules for any unused portion of the ticket. AA will also reserve the right to determine if any departure or landing should be made without any liability except the afore mentioned involuntary refund.

##### **Force Majeure Event Means**

1. Any condition beyond AA's control including, but without limitation, meteorological conditions, acts of God, riots, civil commotion, embargoes, wars, hostilities, disturbances or unsettled international conditions - actual threatened or reported. Also, because of any delay, demand, circumstances or requirement due, directly or indirectly to such conditions, or
2. Any strike, work stoppage, slowdown, lockout or any other labor related dispute involving or affecting AA's service, or
3. Any government regulation, demand or requirement, or
4. Any shortage of labor, fuel or facilities of AA or others, or
5. Any fact not reasonably foreseen, anticipated or predicted by AA.

#### **OVERSALES**

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), and you are denied boarding involuntarily at the airport, you will be entitled to a payment of "denied boarding compensation" from American unless

1. American arranges for you to be transported on another flight scheduled to arrive at your destination or next 4-hour stopover no later than one hour after your originally scheduled arrival time, or
2. You did not fully comply with American's ticketing and check-in requirements, as set forth in the check-in requirements section, or cannot be accepted for transportation under the rules set forth the acceptance of passengers section.
3. You are denied boarding because the flight is canceled, or
4. You are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons,
5. You are offered accommodations in a section of the aircraft other than specified on your ticket, at no additional charge. If you are seated in a section for which a lower fare is applicable, you will be given an appropriate refund.

On American Airlines, Inc. Flights, if you are eligible for denied boarding compensation, you will be offered a payment equal to the sum of the face value of your flight coupon(s) to your point of destination or first stopover, subject to a maximum of \$200. However, if American cannot arrange "alternate transportation" (as defined below) for you, the compensation will be doubled subject to a maximum of \$400.

On American Eagle flights with 60 seats or less, if you are eligible for denied boarding compensation the total value of the coupon in question will be refunded (not to exceed \$100.00) and you will be transported, free of charge, on the next available American Eagle flight to your destination or next point of stopover/connection. The total value of the coupon (not to exceed \$100.00) will be refunded without regard to the availability of later service or your arrival time on that service at your destination or next point of stopover/ connection.

The "value" of a flight coupon is the one-way fare for the flight segment(s) shown on the coupon(s) (including any surcharge and air transportation tax, minus any applicable discount) to your destination or next scheduled 4-hour stopover. "Alternate transportation" is air transportation or other transportation used by you which, at the time the arrangement is made, is scheduled to arrive at your destination or next scheduled stopover no later than 2 hours (for domestic flights) or 4 hours (for international flights) after your originally scheduled arrival time.

If you voluntarily relinquish your confirmed reservation upon request by American, you may receive a travel voucher valid for travel on American. Likewise, if you are entitled to denied boarding compensation, you may elect to receive a travel voucher valid for travel on American. These travel vouchers may be used only for the purchase of air transportation on American, and must be used within one (1) year of their issuance.

Your acceptance of denied boarding compensation relieves American from any further liability caused by its failure to honor your confirmed reservation.

Additional information concerning our overbooking policies can be found on ticket jackets. Upon request, reservations representatives or airport agents will advise you if your flight is overbooked at the time your reservation is made or during the airport check-in process.

#### **BAGGAGE**

##### **Liability**

American's liability for loss, damage or delayed delivery of checked or transferred baggage is limited to the actual value of the baggage or \$3000.00, whichever is less, unless the passenger declares a higher value (not to exceed \$5000.00 including the \$3000.00 standard liability per passenger) and pays American a sum of \$2.00 per \$100.00 (or any portion thereof) of excess value.

The standard liability of \$3000.00 is applicable for travel beginning February 28, 2007.

Customers with disabilities traveling with wheelchairs or other mobility devices are exempt from liability restrictions for loss, damage or delays to these items for both domestic and international travel.

American assumes no responsibility for loss, damage or delayed delivery of transferred baggage not acceptable for transportation by American as checked baggage, items damaged as a result of items contained in checked or transferred baggage, and items accepted by American pursuant to the execution of a release form. American does not accept in or as checked baggage any of the following items: antiques, artifacts, artwork, books and documents, china, computers and other electronic equipment, computer software, fragile items (including child/infant restraint devices such as strollers and car seats), eyeglasses, prescription sunglasses, non-prescription sunglasses and all other eyewear and eye/vision devices whether lenses are glass, plastic, or some other material, furs, heirlooms, items carried in the passenger compartment of the aircraft, liquids, medicines, money, orthotics, surgical supports, perishable items, photographic, video and optical equipment, precious metals, stones or jewelry, securities and negotiable papers, silverware, samples, unique or irreplaceable items or any other similar valuable items. American does not accept these items in or as checked baggage and assumes no responsibility or liability for such items, regardless of whether American knew or should have known of the presence of such items in checked or transferred baggage. If any such items are lost, damaged or delayed, you will not be entitled to any reimbursement under American's standard baggage liability, or under any declared excess valuation. Do not attempt to check these items. Carry them with you in the passenger cabin (subject to carryon baggage limitations).

American assumes no liability for articles carried in the passenger cabin.

American assumes no liability for minor damage such as scratches, scuffs, stains, dents, cuts and dirt resulting from normal wear and tear.

American assumes no liability for recreational/sports items not presented in a hard-sided case.

American assumes no liability for musical instruments not presented in a hard-sided case.

American is not responsible for damage to contents if the outside of the hard-sided case is not damaged.

American assumes no responsibility for damage to or loss of protruding baggage parts such as wheels, straps, pockets, pull handles, hanger hooks or other items attached to the baggage.

American assumes no liability for any indirect, consequential, incidental, punitive or special damages resulting from loss, damage or delayed delivery of checked or transferred baggage, including, without limitation, damages for lost revenue or profits, loss of use or business interruption.

#### **General Acceptance of Baggage**

Only baggage as defined in the definition section will be accepted for transportation. All baggage is subject to inspection. Checked baggage will be accepted for transportation only on flights on which you are traveling. American will not accept baggage whose size, weight, or character makes it unsuitable for transportation on the aircraft as determined by American.

Other than exceptions for certain special items, no article will be accepted as baggage if it weighs more than 100 pounds or has a total outside linear dimension (length plus width plus height) of more than 115 inches. Additional restrictions apply to some American Eagle flights. Further information is available at any American ticket office.

#### **Checked Baggage**

Your name must appear on all baggage. Baggage will not be checked:

- To a city not on your routing
- Beyond your next stopover city
- Beyond your final destination city
- Beyond a connecting city if the connecting flight departs from an airport different from the arrival airport

For passengers checking bags, there are baggage acceptance cutoff times. "Baggage acceptance cutoff time" means that customers must present themselves and their baggage to an airline representative for check-in no later than the stated cutoff times for the departure airport.

For customers checking baggage, cutoff time for baggage check-in is 30 minutes before departure for all airports in the U.S., Puerto Rico and U.S. Virgin Islands with the following exceptions:

<b>Flights departing</b>	<b>Baggage Acceptance Cutoff Time</b>
Atlanta, Georgia (ATL)	40 minutes
Chicago O'Hare, Illinois (ORD)	40 minutes
Dallas/Fort Worth, Texas (DFW)	40 minutes
Denver, Colorado (DEN)	45 minutes
Las Vegas, Nevada (LAS)	45 minutes
Los Angeles, California (LAX)	45 minutes
Miami, Florida (MIA)	45 minutes
Minneapolis/St. Paul, Minnesota (MSP)	35 minutes
Newark, New Jersey (EWR)	40 minutes
New York JFK, New York (JFK)	45 minutes
Orlando, Florida (MCO)	40 minutes
San Juan, Puerto Rico (SJU)	40 minutes
St. Croix, U.S Virgin Islands (STX)	45 minutes
St. Thomas, U.S Virgin Islands (STT)	45 minutes

Washington Dulles, District of Columbia  
(IAD)

40 minutes

For flights originating outside the U.S., you must check in 60 minutes before departure, and be present at the departure gate and ready to board at least 30 minutes prior to scheduled departure time to retain your reservation and a seat.

Standard baggage acceptance cutoff for flights originating in all airports outside the U.S. is 60 minutes before departure.

For international departures from a U.S. city, standard baggage acceptance cutoff time is 60 minutes.

Checked baggage may be claimed only by the holder of the baggage claim check. Baggage will not be released unless all sums due American are paid. Baggage claim checks must be returned to American on request. American is not responsible to determine that the holder of the claim check is entitled to the baggage. If baggage claim checks are lost, proof of ownership may be required prior to release of the baggage.

Acceptance of baggage by the bearer of a claim check without filing a written complaint shall constitute evidence of delivery by American of your baggage, with all original contents, in good condition.

In the event your checked bags do not arrive on your flight, reasonable efforts will be made to ensure that the bag is returned to you within 24 hours for flights within the U.S. Our goal to return bags within 24 hours applies only when we are the carrier taking you to your final destination. Returning your bags may take longer on international flights due to flight duration, frequency of flights, or customs and immigration procedures at the destination airport.

Listed below are some circumstances that may inhibit our ability to return your bags within 24 hours:

1. No local name/address/phone numbers are provided
2. You are located at a remote location or an /unreachable/ address, such as a cruise ship or a camping site
3. You changed your delivery address, but did not notify us
4. We have limited flight schedules to your destination
5. Operational circumstances prevent American airlines or American Eagle from being able to locate or deliver your bags within this time frame.

#### **Carry-on Baggage**

The suitability of carry-on baggage will be determined by American. Each customer will be limited to one carry-on bag and one personal item. A personal item includes a purse, briefcase, laptop, or small book bag style backpack. If government regulations are more restrictive, such restrictions shall apply.

Other items that do not exceed 36 linear inches (length + width + height) will be allowed such as a small tote bag, shoulder bag or book bag. A carry-on bag must fit in an overhead compartment or under the seat and should not exceed 45 linear inches or weigh more than 40 pounds. Carry-on items which appear too large or irregularly shaped to fit under a seat, in an overhead compartment, or in a closet or luggage rack will not be accepted for passenger cabin stowage.

Any mobility aid or assistive device that is approved for in-cabin transport on American, and is carried by a qualified disabled passenger, is not subject to the free baggage allowance, provided such aid or device fits in an approved stowage space.

Additionally, all baggage must be completely stowed before the airplane may depart the gate. At times, additional limits may be placed on carry-on baggage based on the main cabin stowage capacity of specific aircraft. These limits may be imposed after the boarding process has begun. As American aircraft vary in size and configuration, certain restrictions may apply regarding the size and amount of carry-on and checked baggage allowed. Further information is available at any American Airlines or American Eagle ticket counter or by calling American Airlines reservations.

#### **Free Baggage Allowance**

For each passenger, the following pieces will be carried free of charge. Two checked pieces with total outside dimensions not exceeding 62 inches each. One carry-on item with total outside dimensions not exceeding 45 inches.

Checked baggage may weigh up to 50lbs. Carry-on baggage may weigh up to 40lbs.

Wheelchairs and assistive devices will be carried free of charge for qualified handicapped passengers, and are not included in the free baggage allowance described above.

Extra charges apply to additional, oversized and/or overweight pieces. Certain items, such as skis and golf clubs, will be accepted as one item under your free baggage allowance. Check with any American ticket office for further information.

#### **Fragile, Perishable and Hazardous Items**

Fragile and perishable items will be accepted only if the passenger agrees to release American from liability for damage due to spoilage or delay.

Hazardous materials will not be accepted as baggage except for limited amounts of dry ice subject to American's rules.

#### **Firearms**

Firearms and ammunition will be accepted only as checked baggage, subject to American's rules.

#### **Live Animals**

Pets (cats and dogs only) will be accepted as baggage when confined in a container, subject to American's rules and charges. Live animals will not be accepted for interline transfer to other airline flights. Certain restrictions apply for some American Eagle flights. Further information is available at any American Ticket Office.

#### **Further Baggage Information**

Further information regarding American's rules for specific items may be obtained from any American Ticket Office. American's classification of an item shall be final.

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#### **CHECK-IN REQUIREMENTS AND BAGGAGE ACCEPTANCE CUTOFF TIMES**

##### **RECOMMENDED CHECK-IN TIMES**

When travel is completely within the U.S. including Puerto Rico, and on flights to Hawaii and the U.S. Virgin Islands, recommended check-in time is at least 90 minutes prior to departure when checking baggage, and at least 60 minutes prior to departure if not checking baggage.

For flights departing Hawaii and the U.S. Virgin Islands, recommended check-in time is at least two hours prior to scheduled departure.

For international flights, we recommend you arrive at the airport at least two hours prior to departure to allow sufficient time to complete all necessary international requirements.

Recommended check-in times for cities that exceed two hours:

<b>Flights departing</b>	<b>Recommended Check-In Time</b>
Aruba, Aruba (AUA)	180 minutes
Bermuda, Bermuda (BDA)	150 minutes
Delhi, India (DEL)	210 minutes
Dublin, Ireland (DUB)	180 minutes
Mexico (All cities)	180 minutes
Nassau, Bahamas (NAS)	180 minutes
Paris Charles De Gaulle, France (CDG)	180 minutes
Port-au-Prince, Haiti (PAP)	180 minutes
Port of Spain, Trinidad & Tobago (POS)	180 minutes
San Pedro Sula, Honduras (SAP)	180 minutes
Tegucigalpa, Honduras (TGU)	180 minutes

#### **CHECK-IN REQUIREMENTS AND BAGGAGE ACCEPTANCE CUTOFF TIMES**

Customers must comply with minimum check-in requirements to retain their seats on the flight on which they are confirmed. Pre-reserved seats are subject to cancellation unless you have checked in (obtained a boarding pass) at least 30 minutes before scheduled departure. American does not guarantee to provide any particular seat on the aircraft.

For passengers checking bags, there are also baggage acceptance cutoff times. "Baggage acceptance cutoff time" means that customers must present themselves and their baggage to an airline representative for check-in no later than the stated cutoff times for the departure airport.

#### **DOMESTIC TRAVEL**

In addition to checking in 30 minutes before departure, you must be present at the departure gate and ready to board at least 15 minutes prior to scheduled departure time to retain your reservation and a seat.

For customers checking baggage, cutoff time for baggage check-in is 30 minutes before departure for all airports in the U.S., Puerto Rico and U.S. Virgin Islands with the following exceptions:

<b>Flights departing</b>	<b>Baggage Acceptance Cutoff Time</b>
Atlanta, Georgia (ATL)	40 minutes
Chicago O'Hare, Illinois (ORD)	40 minutes
Dallas/Fort Worth, Texas (DFW)	40 minutes
Denver, Colorado (DEN)	45 minutes
Las Vegas, Nevada (LAS)	45 minutes
Los Angeles, California (LAX)	45 minutes
Miami, Florida (MIA)	45 minutes
Minneapolis/St. Paul, Minnesota (MSP)	35 minutes
Newark, New Jersey (EWR)	40 minutes
New York JFK, New York (JFK)	45 minutes
Orlando, Florida (MCO)	40 minutes
San Juan, Puerto Rico (SJU)	40 minutes
St. Croix, U.S Virgin Islands (STX)	45 minutes
St. Thomas, U.S Virgin Islands (STT)	45 minutes
Washington Dulles, District of Columbia (IAD)	40 minutes

#### **INTERNATIONAL TRAVEL**

For flights originating outside the U.S., you must check in 60 minutes before departure, and be present at the departure gate and ready to board at least 30 minutes prior to scheduled departure time to retain your reservation and a seat. Standard baggage acceptance cutoff for flights originating in all airports outside the U.S. is 60 minutes before departure.

For international departures from a U.S. city, standard baggage acceptance cutoff time is 60 minutes.

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#### **ACCEPTANCE OF PASSENGERS**

American may refuse to transport you, or may remove you from your flight at any point, for one or several reasons, including but not limited to the following:

1. Compliance with government requisition of space.

2. Action necessary or advisable due to weather, or other conditions beyond American's control.
3. Refusal to permit a search of person or property for explosives or for deadly, controlled, or dangerous weapons, articles or substances.
4. Refusal to produce positive identification upon request.
5. Your physical or mental condition is such that in American's sole opinion, you are rendered or likely to be rendered incapable of comprehending or complying with safety instructions without the assistance of an attendant.
6. Your conduct is disorderly, abusive or violent, or you
  - a. Appear to be intoxicated or under the influence of drugs,
  - b. Attempt to interfere with any member of the flight crew,
  - c. Have a communicable disease that has been determined by a federal public health authority to be transmissible to other persons in the normal course of flight,
  - d. Refuse to obey instructions from any flight crew member,
  - e. Have an offensive odor not caused by a disability or illness,
  - f. Are clothed in a manner that would cause discomfort or offense to other passengers,
  - g. are barefoot, or
  - h. Engage in any action, voluntary or involuntary, that might jeopardize the safety of the aircraft or any of its occupants.
7. Additional information regarding American's passenger acceptance policy may be obtained from any American ticket office.

## ACCEPTANCE OF CHILDREN

### Accompanied

Children 2 through 14 years of age will be accepted for transportation when accompanied by a passenger at least 15 years of age. Infants under 2 years of age will be accepted when accompanied by a passenger at least 15 years of age. Infants under 2 days of age will not be accepted for transportation. For infants up to 7 days old, a medical statement may be required stating the infant is stable for travel.

### Unaccompanied

Children under 5 years of age will not be accepted under any circumstances. Unaccompanied children 5, 6 or 7 years of age will be accepted on a nonstop or through flight only, and must be accompanied by a parent or responsible adult until the child is boarded on the flight\*. The child must be met at the destination by another parent or responsible adult.

\* Note:

Unaccompanied minors ages 5-7 are restricted on change-of-gauge flights.

Unaccompanied children 5, 6, or 7 years of age will not be accepted on certain American Eagle flights operated in equipment not requiring a flight attendant. Specific information may be obtained through reservations, or at any American ticket office.

Unaccompanied children 8 through 14 years of age will be accepted for transportation on nonstop, through or connecting flights. Connections to flights of other airlines are permitted only when allowed by the rules of the connecting carrier. Reservations must be confirmed to the destination. The child must be accompanied by a parent or responsible adult until the child has boarded the flight and the aircraft has departed the gate. The child must be met at the destination by another parent or responsible adult. A service charge will be assessed for unaccompanied children on all flights.

American will not accept reservations or provide transportation for unaccompanied children for any itinerary that includes the last online connecting flight.

During schedule irregularities, American may refuse to provide connection air transportation services at any origination city to an unaccompanied child holding reservations when there is a reasonable likelihood that the child will not make a flight connection, and therefore require overnight accommodations.

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## REFUNDS

### General Refunds

If you decide not to use your ticket, and unless the ticket specifies otherwise, American will issue a refund as follows.

If the ticket is totally unused, the full amount paid will be refunded. However, an administrative service charge or refund penalty up to the full amount paid may be assessed if applicable.

If the ticket is partially used, the refund will be the difference between the fare paid and the fare for the transportation actually used as determined by the applicable rules.

In addition, if the ticket to be refunded is no longer valid for transportation, an administrative service charge will be assessed upon refund of the ticket. This service charge will be collected by deducting the applicable service charge from the amount which otherwise would be refunded. Tickets will be refunded only to the person named on the ticket as passenger, except that:

- a. Tickets purchased with a credit card will be refunded only as a credit to the credit card account,
- b. Tickets issued against a prepaid ticket advice will be refunded only to the purchaser, and
- c. Tickets issued against a government transportation request will be refunded only to the government agency which issued the transportation request.

Once travel has commenced, refund requests for lower fares will not be honored.

American Airlines and American Eagle will strive to process eligible refunds in the time frames set out below, upon receipt of all required information. Some tickets are not refundable.

For all eligible paper and electronic tickets purchased within the U.S. with a credit card or cash, refunds will be provided within 7 business days of receipt of the required refund information. The credit card refund may take up to two billing cycles before appearing on a credit card statement, so you should contact your credit card company directly to verify receipt of the credit. Tickets purchased with a check will be refunded within 20 days of receipt of the required information.

Refunds for electronic tickets can be obtained by contacting our reservations department or through the refund section on our web site at AA.com. In addition, refunds on tickets, paper or electronic, less than \$3,000 can be obtained at any of our U.S. airport ticket offices or City Ticket Offices. All other refund requests should be sent to the following address:

American Airlines, Inc.  
Passenger Refund Services

Mail Drop 755  
P.O. Box 582880  
Tulsa, OK 74158-2880

Certain refund requests cannot be accommodated in the time frames discussed above. For example, refunds for lost tickets must be held for 90 days to ensure that they are not found and used. Tickets with adjustments (for example, a customer buys a first class ticket but actually travels in the main or coach cabin) require that we verify the itinerary and class of service flown, and this can take up to 45 days. Tickets that were purchased outside the U.S. require special handling because we must ensure that currency conversion rates are calculated correctly.

Refund for credit card purchases will be made only to the credit card account. Service charges are collected for some refunds e.g., lost tickets. American assumes no liability for any special, incidental, or consequential damages for instances in which we do not meet our goals for processing refunds.

#### Helpful Suggestions

To ensure a prompt refund, you must submit all required documentation and information including,

- Valid ticket submitted to us before expiration date - tickets expire one year from the date of issue
- Original unused flight coupons for paper tickets
- Ticket number for electronic tickets
- Brief written explanation
- Your name, address, and telephone number(s), form of payment used to purchase the ticket

#### Involuntary Refunds

In the event the refund is required because of American's failure to operate on schedule or refusal to transport, the following refund will be made directly to you -

1. If the ticket is totally unused, the full amount paid (with no service charge or refund penalty), or
2. If the ticket is partially used, the applicable fare for the unused segment(s).

AA shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on an AA flight involved in a schedule irregularity, unless such ticket was issued by AA.

Whether the refund is voluntary or involuntary, American reserves the right to refuse to make any refund in a currency other than the currency of purchase or in a country other than country of purchase.

#### Lost Tickets

Lost tickets will be refunded only if you pay a service charge as specified on the lost ticket application and agree to reimburse American for the amount of the ticket if it is used by someone else.

#### TICKET VALIDITY

A valid ticket must be presented for transportation. Flight coupons of a ticket will be honored only in the order in which they are issued. Unused flight coupons must be presented attached to the passenger receipt coupon, if a paper ticket. American has the right, in its sole discretion, to confiscate any ticket that has been altered, mutilated, or improperly issued or which has been improperly presented or presented by someone other than the passenger named on the ticket.

Tickets are valid for use, reissue or refund only by the passenger named on the ticket. Unless otherwise indicated, tickets are not transferable. American is not liable to the owner of a ticket for honoring or refunding a ticket presented by another person.

#### Period of Validity

Unless your ticket indicates otherwise, tickets are valid for transportation for one year from date of initial use, or if unused, for one year from date of purchase.

#### TICKET VALIDITY - COMPLIANCE WITH TERMS AND CONDITIONS OF SALE

Tickets are valid for travel only when used in accordance with all terms and conditions of sale. Terms and conditions of sale include but are not limited to:

1. The passenger's itinerary, as stated on the ticket or in the passenger's reservation record,
2. Any requirement that the passenger stay over a specified date or length of time (for example, Saturday night or weekend) at the destination specified on the ticket.
3. Any special purpose or status (for example, age in the case of senior citizen or children's discounts, military status in the case of a military fare, official government business in the case of a government fare, or attendance at a qualified event in the case of a meeting or convention fare) that entitles the passenger to a special or reduced rate, or
4. Any other requirement associated with the passenger's fare level.

Unless a ticket is reissued by American or its authorized agent upon payment of applicable charges, or an authorized representative of American waives applicable restrictions in writing, a ticket is invalid:

- a. If used for travel to a destination other than that specified on the ticket,
- b. If the passenger fails to comply with applicable stay-over requirements,
- c. If the passenger does not meet the purpose or status requirement associated with the fare category on the ticket, or
- d. If American determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.

American specifically prohibits the practices commonly known as:

**Back to Back Ticketing:** The combination of two or more roundtrip excursion fares end to end for the purpose of circumventing minimum stay requirements.

**Throwaway Ticketing:** The usage of roundtrip excursion fare for one-way travel, and

**Hidden City/Point Beyond Ticketing:** Purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.

Where a ticket is invalidated as the result of the passenger's non-compliance with any term or condition of sale, American has the right in its sole discretion to:

- a. Cancel any remaining portion of the passenger's itinerary,
- b. Confiscate unused flight coupons,
- c. Refuse to board the passenger or check the passenger's luggage, or
- d. Assess the passenger for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the passenger's actual itinerary

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## CLAIMS

### Loss/Delay

In the case of delay or loss, an initial complaint must be presented to the carrier prior to leaving the arrival airport for which the baggage was checked or should have been checked. At the latest, such initial report must be made within four hours of the arrival of the flight on which the passenger traveled.

If compensation is sought for a delay or loss, a written claim, in the form provided by the carrier, must be received by the carrier no later than forty-five days after the initial report was presented and recorded by the carrier.

### Damaged Baggage

No action shall lie in the case of damage to baggage unless the person entitled to delivery files an initial report with the carrier prior to leaving the arrival airport, or at the latest, within 24 hours (or for international travel, seven days) from the date of receipt of the baggage.

Upon the carrier's agreement to accept a damage claim, the damage acknowledgement form provided by the carrier and the damaged property must be presented to the carrier for repair within thirty days from the date the damage acknowledgement form is furnished by the carrier to the passenger.

### Legal Action

Legal action premised on or related to damage, delay or loss must be commenced within two years of the date of the incident.

## LOWEST FARE AVAILABILITY/GUARANTEED FARE

Customers calling our reservations office or visiting our airline ticket offices or ticket counters will be offered the lowest available fare (exclusive of internet-only fares) when specific dates and times are provided. In the event the lowest available fare is not quoted, American's liability is limited to the difference between the fare quoted and the lowest available fare for which the customer was eligible at that time.

When you make a telephone reservation with American Airlines or American Eagle reservations, the fare quoted will be stored and guaranteed for 24 hours or until 12 midnight central time the following day, whichever gives you more time to make a decision. If you elect to make changes to the itinerary within this time-frame, the ticket price may change.

## CUSTOMERS WITH DISABILITIES

American Airlines and American Eagle endeavor to provide passengers with disabilities dignified, professional, and courteous service at all times. We have a team of employees who regularly consult with disability advisory groups on the quality of our service.

### A. Reservations Special Assistance Coordinators

American Airlines and American Eagle reservations offices maintain a staff of Special Assistance Coordinators (SAC) who work with customers who have identified themselves as having disabilities. The reservations representative who responds to the customer's initial call passes pertinent information to a SAC who calls the customer back. A toll-free number exists for customers with disabilities to follow-up on travel arrangements with the SAC office. Airport and in-flight personnel are notified of special service requests.

### B. Pre-Reserved Seats

American Airlines and American Eagle block a limited number of seats on each aircraft to accommodate customers who identify themselves as having a qualified disability. Adjacent seats are provided, under certain circumstances, for customers with disabilities who must travel with a companion for assistance.

### C. Assistive Devices

American Airlines and American Eagle accept motorized and non-motorized assistive devices for transport. When necessary, we will disassemble and reassemble wheelchairs or assistive devices for customers when they travel. American Airlines and American Eagle provide storage for one passenger's collapsible, manual wheelchair in the cabin of each jet aircraft. This service is available on a first-come, first served basis, and has priority over carry-on baggage belonging to other customers who board at the same city, provided the customer follows the preboarding procedure. In-cabin stowage space for assistive devices cannot be pre-reserved, but American Airlines and American Eagle accept carry-on wheelchairs, provided they collapse to fit in an overhead bin or under a seat.

Non-collapsible wheelchairs/scooters are accepted as checked baggage. These items can be checked at the main ticket counter or the departure gate. American Airlines and American Eagle offer a special wheelchair service that allows you to check your wheelchair at the departure gate and claim it at your arrival gate free of charge. Although you can arrange to claim your chair at the connecting city we recommend that the chair be checked through to the final destination. The additional time required to claim and re-check your chair at the connecting city may compromise your ability to make your connection. American Airlines and American Eagle have wheelchairs and our representatives provide wheelchair service at connecting airports. Please let us know you will need this assistance when making your reservation. Assistive devices approved for cabin transport do not count towards the combined number of checked and carry-on baggage a passenger is allowed free of charge, nor do they count towards the limit on carry-on items you may bring on board.

### D. Boarding Assistance

If you have special needs, upon request, pre-boarding assistance will be provided to you, allowing you the opportunity to be seated prior to general boarding. A special aisle chair is available to assist you if you are unable to walk, and all of our jet aircraft are equipped with specially designed seats that feature moveable aisle armrests to help make seating easier.

### E. Therapeutic Oxygen

American Airlines provides onboard therapeutic oxygen, subject to availability. This service is not available on American

Eagle flights. The reservations special assistance coordinators arrange for this service upon 48 hours advance notice. A doctors prescription is required advising of the liters per minute flow rate. A fee is charged for this service.

**F. Complaint Resolution Officials for Customers with Special Needs**

We have employees at airports who are trained as local complaint resolution officials (LCRO) and are available during operating hours. A corporate complaint resolution official is available to assist LCROs 24 hours per day, seven days per week.

**AIRCRAFT INFORMATION**

American Airlines and American Eagle reservations representatives will advise you when it will be necessary for you to move from one aircraft to another during your travel, including when the flight number remains the same.

American Airlines and American Eagle reservations representatives are able to provide you with a wide variety of information related to the American Airlines and American Eagle fleets. Aircraft configuration, seat size, and seat pitch are just a few examples of information that can be obtained from our reservations representatives. This information is also available at the AA.com website.

**CUSTOMER RELATIONS**

Our customer relations department is dedicated to addressing unresolved customer comments and concerns. The customer relations department will respond to our customers written complaints within 60 days.

**DELAYS, CANCELLATIONS AND DIVERSIONS**

American Airlines and American Eagle will provide customers at the airport and onboard an affected aircraft with timely and frequent updates regarding known delays, cancellations and diversions and will strive to provide the best available information concerning the duration of delays and to the extent available, the flight's anticipated departure time. We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

When cancellations and major delays are experienced, you will be rerouted on our next flight with available seats. If the delay or cancellation was caused by events within our control and we do not get you to your final destination on the expected arrival day, we will provide reasonable overnight accommodations, subject to availability.

In extreme circumstances, it is possible that a flight will cancel while on the ground in the city to which it was diverted. When this happens you will be rerouted on the next American Airlines or American Eagle flight with available seats, or in some circumstances on another airline or some other alternative means of transportation. If we are unable to reroute you, reasonable overnight accommodations will be provided by American Airlines or American Eagle, subject to availability.

American Airlines and American Eagle will provide amenities for delayed passengers, necessary to maintain the safety and/or welfare of certain passengers such as customers with disabilities, unaccompanied children, the elderly or others to whom such amenities will be furnished consistent with special needs and/or circumstances.

**ESSENTIAL NEEDS DURING EXTRAORDINARY DELAYS** 

In the case of extraordinary events that result in very lengthy onboard delays, American Airlines and American Eagle will make every reasonable effort to ensure that essential needs of food (snack bar such as Nutri-Grain®), water, restroom facilities, and basic medical assistance are met. We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

**AUTHORITY TO CHANGE CONTRACT**

No agent, employee or representative of American has authority to alter, modify or waive any provision of the Conditions of Carriage unless authorized in writing by a corporate officer of American.

**FREQUENT FLYER AWARD DISCLOSURE**

Beginning in 2000, an annual report of award redemption will be published, both at the AA.com website and in the AAdvantage Newsletter.

**SERVICE WITH DOMESTIC CODESHARE PARTNERS**

American Airlines and American Eagle will make their Customer Service Plan readily available to all of our domestic code share partners and, to the extent possible, make every reasonable effort to ensure our partners offer comparable levels of service.

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## Customer Service Plan

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### Customer Service Plan

American Airlines and its regional airline partner American Eagle serve almost 250 cities around the world, from Abilene to Zurich, and operate more than 3,600 daily flights. American is the largest domestic U.S. airline and American Eagle is the largest regional airline system in the world. Our combined fleet numbers more than 850 aircraft. In addition to our extensive domestic service, we serve numerous destinations in Europe, Asia, the Caribbean, Canada, Mexico, and Latin America. The American frequent flyer program, AAdvantage<sup>®</sup>, is the oldest and largest in the world.

We are in business to provide safe, dependable, and friendly air transportation to our customers, along with numerous related services, in the hopes that you will fly us again and again. We work very hard to make your entire experience with us, from making a reservation to deplaning at your final destination, a positive one. Although we are successful in this effort most of the time, there are times when things do not go as smoothly as we, and you, would like. Operating a network of more than 3,600 flights and servicing hundreds of thousands of passengers each day is challenging and complex. Inevitably, some of our flights are affected by adverse circumstances, some of which are within our control and some of which are not.

This Customer Service Plan addresses a number of the service goals we have defined for ourselves. We are constantly reevaluating our customer service goals, and we intend to update this Customer Service Plan when appropriate. Every customer is important to American Airlines and American Eagle, and we are dedicated to making every flight you take with us something special. Your safety, comfort, and convenience are our most important concerns.

The Customer Service Plan will be effective December 15, 1999, and covers the following topics:

- Lowest fare availability
- Delays, cancellations, and diversion events
- Baggage delivery
- Baggage liability
- Guaranteed fares
- Ticket refunds
- Accommodation of customers with special needs
- Essential customer needs during extraordinary delays
- Flights with oversales
- Frequent Flyer Program - AAdvantage
- Other travel policies
- Service with domestic code share partners
- Handling of customer issues

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### Lowest Fare Availability

Customers calling our reservations office or visiting our airline ticket offices or ticket counters will be offered the lowest available fare, exclusive of Internet only fares, when specific dates and times are provided. If you do not provide specific information about your travel requirements, we will provide you with a range of fares for your general needs. In the event the lowest available fare is not quoted, American's liability is limited to the difference between the fare quoted and the lowest available fare for which the customer was eligible at that time.

### Helpful Suggestions:

- State preferred dates of travel
- Bear in mind that most of the lowest fares require a 14-day advance purchase, a Saturday-night stay, and flexible travel plans
- Make reservations and purchase tickets as far in advance as possible
- Avoid peak travel days immediately prior to or after a holiday
- Request specific fares, if eligible (e.g., senior citizen fares or active military fares)

In the U.S., please contact American Airlines or American Eagle at 800-433-7300 for further information. If assistance is needed in Spanish, you may dial 800-633-3711. If you have a hearing or speech impairment, you may contact American Airlines or American Eagle at 800-543-1586. International reservations are handled through local offices, and those numbers can be found in local telephone directories or on the inside of any American Airlines or American Eagle ticket jacket.

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### Delays, Cancellations, and Diversion Events

American Airlines and American Eagle will provide customers at the airport and onboard an affected aircraft with timely and frequent updates regarding known delays, cancellations, and diversions and will strive to provide the best available information concerning the duration of delays and, to the extent available, the flight's anticipated departure time.

It is American Airlines and American Eagle's policy to contact you in advance, whenever reasonable, at the phone number(s) provided in the reservation record. If you booked your reservations with a travel agency, Reservations representatives attempt to contact the agency when no customer phone contact exists.

When cancellations and major delays are experienced, you will be rerouted on our next flight with available seats. If the delay or cancellation was caused by events within our control and we do not get you to your final destination on the expected arrival day, we will provide reasonable overnight accommodations, subject to availability. If a flight is adversely affected by events beyond our control, you are responsible for your own overnight accommodations, meals and incidental expenses. American Airlines or American Eagle personnel may be able to help you obtain accommodations in these circumstances.

It is sometimes necessary for flights to divert, or land at a location other than the flight's intended destination. Medical

emergencies and severe weather conditions are examples of situations when a flight could land in another city. If we believe there is a reasonable possibility that a flight will be diverted, that information will be provided to you before departure, when available. For example, the Orange County Airport in Santa Ana, California, has a curfew for inbound flights of 11 p.m. due to noise restrictions. If we are aware that headwinds will be particularly strong enroute and will impact the flight's arrival time, perhaps making the flight arrive too late to land at Orange County, an announcement will be made that it is possible that the flight will land at Los Angeles International Airport instead. In the event a diversion decision occurs after the aircraft has departed, the in-flight crew will inform you.

In extreme circumstances, it is possible that a flight will cancel while on the ground in the city to which it was diverted. When this happens, you will be rerouted on the next American Airlines or American Eagle flight with available seats, or in some circumstances on another airline or some other alternative means of transportation. If we are unable to reroute you, reasonable overnight accommodations will be provided by American Airlines or American Eagle, subject to availability.

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### **Baggage Delivery**

American Airlines and American Eagle have devoted extensive resources and efforts to ensure our customers and their bags travel on the same flight. In the event your checked bags do not arrive on your flight, reasonable efforts will be made to ensure that the bag is returned to you within 24 hours for flights within the U.S. Since we cannot guarantee the delivery of baggage carried by another airline, our goal to return bags within 24 hours applies only when we are the carrier taking you to your final destination. Returning your bags may take longer on international flights due to flight duration, frequency of flights, or Customs & Immigration procedures at the destination airport. American Airlines and American Eagle attempt to contact customers whose unclaimed checked baggage contains contact information.

If you are unable to locate a bag upon arrival, you should notify a baggage service agent prior to leaving the airport. At that time, the bag delivery procedure will be explained, and you will be provided with a brochure explaining the baggage recovery process. You will also be given a local or toll-free phone number that can be used for follow-up. For all U.S. locations, the number is 800-535-5225. This call center is available 24 hours a day to assist you. For international locations, hours of operation may be limited, but a local phone number is provided so you can obtain baggage information.

Once a delayed or misrouted bag is located, a delivery company will return the bag to your local address at our expense. Listed below are some circumstances that may inhibit our ability to return your bags within 24 hours.

- No local name/address/phone numbers are provided
- You are located at a remote location or an "unreachable" address, such as a cruise ship or a camping site
- You changed your delivery address, but did not notify us
- We have limited flight schedules to your destination
- Operational circumstances prevent American Airlines or American Eagle from being able to locate or deliver your bags within this time frame

### **Helpful Suggestions:**

Although statistics suggest it is highly likely your luggage will arrive with you, there is a possibility it might inadvertently be misrouted. For this reason, it is important to place your name, address, and telephone number(s) on the outside and inside of your bag. This will also make your bag easier to identify when claiming it at your destination. You should also carry certain items onboard with you. These could include, but are not limited to, travel documents, medication, jewelry, cash, keys, business documents, electronics, or other items of particularly high personal value.

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### **Baggage Liability**

Domestic travel is defined as travel in which the itinerary remains within the U.S., including Puerto Rico and/or the U.S. Virgin Islands. American Airlines and American Eagle will reimburse up to \$3000 per ticketed domestic customer for lost or damaged checked baggage, subject to claim verification. The specific procedures for making lost or damaged baggage claims will be provided to you at the time a claim is filed. We will not pay for normal wear and tear on checked baggage or for loss or damage to belongings you carry on board in the passenger cabin. Certain items (e.g., cash, jewelry, cameras) are excluded from liability for lost or damaged checked baggage. A complete list of the limitations and exclusions is in our conditions of carriage and is available upon request. International travel is defined as travel in which the itinerary contains one or more segments of travel outside of the U.S., including Puerto Rico and/or the U.S. Virgin Islands. For travel governed by the Warsaw Convention, we will reimburse up to \$9.07 per pound, up to a maximum weight of 70 pounds per checked bag (a maximum of \$634.90 per checked bag). For travel governed by the Montreal Convention, we will reimburse up to 1,000 SDR's per ticketed customer. These limits may be lower for additional pieces to certain international destinations or when using connecting carriers.

### **Helpful Suggestions**

Federal regulations require that checked baggage remain unlocked. Improperly packed items (e.g., boxes) or those considered fragile (e.g., paintings) may not be covered under American Airlines or American Eagle's baggage liability provisions. If the value of the contents of a checked bag exceeds our standard coverage (\$3,000 per passenger for domestic travel, and \$634.90 per checked bag for international travel), you may purchase additional baggage insurance. This insurance, known as excess value coverage, may be purchased at the ticket counter when checking in. Excess value insurance does not cover damage. Not all high value items are covered by this insurance, so you should verify with the agent that your specific belongings are included.

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### **Guaranteed Fares**

When you make a telephone reservation with American Airlines or American Eagle reservations, the fare quoted will be stored and guaranteed for 24 hours or until 12 midnight central time the following day, whichever gives you more time to make a decision. If you elect to make changes to the itinerary within this timeframe, the ticket price may change.

For additional information, in the U.S., please contact American Airlines or American Eagle at 800-433-7300 for further information. If assistance is needed in Spanish, you may dial 800-633-3711. If you have a hearing or speech impairment, you may contact American Airlines or American Eagle at 800-543-1586. International reservations are handled through local offices, and those numbers can be found in local telephone directories or on the inside of any American Airlines or American Eagle ticket jacket.

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### **Ticket Refunds**

American Airlines and American Eagle will strive to process eligible refunds in the time frames set out below, upon receipt of all required information. Some tickets are not refundable.

For all eligible paper and electronic tickets purchased within the U.S. with a credit card or cash, refunds will be provided within 7 business days of receipt of the required refund information. (The credit card refund may take up to two billing cycles before appearing on a credit card statement, so you should contact your credit card company directly to verify receipt of the credit.) Tickets purchased with a check will be refunded within 20 business days of receipt of the required information.

Refunds for electronic tickets can be obtained by contacting our Reservations department or through the Refund section on our web site at AA.com. In addition, refunds on tickets (paper and electronic) less than \$3,000 can be obtained at any of our U.S. airport ticket offices or city ticket offices. All other refund requests should be sent to the following address:

American Airlines, Inc.  
Passenger Refund Services  
Mail Drop 755  
P. O. Box 582880  
Tulsa, OK 74158-2880

Certain refund requests cannot be accommodated in the time frames discussed above. For example, refunds for lost tickets must be held for 90 days to ensure that they are not found and used. Tickets with adjustments (for example, a customer buys a first class ticket but actually travels in the main or coach cabin) require that we verify the itinerary and class of service flown, and this can take up to 45 days. Tickets purchased through a wholesaler that include non air portions cannot be processed as they are handled by the tour provider. Tickets that were purchased outside the U.S. require special handling because we must ensure that currency conversion rates are calculated correctly.

Refunds for credit card purchases will be made only to the credit card account. Service charges are collected for some refunds (e.g., lost tickets).

#### **Helpful Suggestions:**

To ensure a prompt refund, you must submit all required documentation and information, including:

- Valid ticket submitted to us before expiration date (tickets expire one year from the date of issue)
- Original unused flight coupons for paper tickets
- Ticket number for electronic tickets
- Brief written explanation
- Your name, address, and telephone number(s)
- Form of payment used to purchase the ticket

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### **Accommodation of Customers with Special Needs**

#### **Unaccompanied Minor Service**

American Airlines and American Eagle's unaccompanied minor service allows children in certain circumstances to travel alone on our flights.

We have established the following guidelines for our unaccompanied minor service.

- Children 5 years and older may travel on American Airlines or American Eagle on non-stop or same-plane flights
- Children must be 8-14 years old to travel itineraries requiring a connection on American Airlines or American Eagle
- Children 15-17 years old are considered young adults and are not required to use the unaccompanied minor service. However, the unaccompanied minor service is available to them upon request and under the same provisions
- Connections to flights of other airlines are permitted only when allowed by the rules of the connecting carrier. We are not responsible for unaccompanied minors while they are traveling on other carriers
- A fee is assessed for providing unaccompanied minor service

When taking your child's reservation, we will request telephone numbers for parents or guardians. At check-in, you will also be asked to provide names, addresses, and home and business phone numbers for you and the party meeting your child. This information is used in identifying the party meeting your child upon arrival, and it will assist us in contacting you if necessary. We recommend checking in early at the airport to ensure that you have adequate time to complete the required paperwork and preboard your child.

The welfare of unaccompanied minors is a matter we take very seriously. In advance or upon check-in, if there is a possibility that your child's flight might be delayed or misconnect for any reason, we may change your child's flight schedule, including the departure date.

An airport representative will assist your child at the connecting city, escort your child to his or her next flight, and deliver your child to the person meeting him or her at the destination airport. We do not accept reservations for an unaccompanied child if it would mean his or her connecting flight would be the last flight of the day.

Additional details on our unaccompanied minor service are available from Reservations.

#### **Helpful Suggestions:**

- You should stay with your child until he or she boards the aircraft and until the flight leaves the gate.
- Provide your child with an extra copy of his or her contact phone numbers
- Before going to the airport, explain what will happen during the child's trip. This may include teaching him or her about airplanes, sounds, connecting flights, etc. - in general, just what to expect
- Provide your child with books, food, or other items which can help entertain him or her during the trip
- Let us know if it is your child's first flight so that, if time permits, we can give him or her a little extra attention

#### **Customers with Disabilities**

American Airlines and American Eagle endeavor to provide passengers with disabilities dignified, professional, and courteous service at all times. We have a team of employees who regularly consult with disability advisory groups on how we can improve airline accessibility and the quality of our service.

#### **Reservations Special Assistance Coordinators**

American Airlines and American Eagle Reservations Offices maintain a staff of Special Assistance Coordinators (SACs) who work with customers who have identified themselves as having disabilities. The Reservations representative who responds to the customer's initial call passes pertinent information to a SAC, who calls the customer back. A toll-free number exists for customers with disabilities to follow-up on travel arrangements with the SAC office. Airport and in-flight personnel are notified of special

service requests.

#### **Pre-Reserved Seats**

American Airlines and American Eagle block a limited number of seats on each aircraft to accommodate customers who identify themselves as having a qualified disability. Adjacent seats are provided, under certain circumstances, for customers with disabilities who must travel with a companion for assistance.

#### **Assistive Devices**

American Airlines and American Eagle accept motorized and non-motorized assistive devices for transport. When necessary, we will disassemble and reassemble wheelchairs or assistive devices for customers when they travel. American Airlines and American Eagle provide storage for one passenger's collapsible, manual wheelchair in the cabin of each aircraft. This service is available on a first-come, first-served basis and has priority over carryon baggage belonging to other customers who board at the same city, provided the customer follows the preboarding procedure. In-cabin stowage space for assistive devices cannot be pre-reserved, but American Airlines and American Eagle accept carryon wheelchairs, provided they collapse to fit in an overhead bin or under a seat.

Non-collapsible wheelchairs/scooters are accepted as checked baggage. These items can be checked at the main ticket counter or the departure gate. American Airlines and American Eagle offer a special wheelchair service that allows you to check your wheelchair at the departure gate and claim it at your arrival gate free of charge. Although you can arrange to claim your chair at the connecting city, we recommend that the chair be checked through to the final destination. The additional time required to claim and recheck your chair at the connecting city may compromise your ability to make your connection. American Airlines and American Eagle have wheelchairs and our representatives provide wheelchair service at connecting airports. Please let us know you will need this assistance when making your reservation.

Assistive devices approved for cabin transport do not count towards the combined number of checked and carryon baggage a passenger is allowed free of charge, nor do they count towards the limit on carryon items you may bring on board.

#### **Boarding Assistance**

If you have special needs, upon request, preboarding assistance will be provided to you, allowing you the opportunity to be seated prior to general boarding. A special aisle chair is available to assist you if you are unable to walk, and all of our jet aircraft are equipped with specially designed seats that feature moveable aisle armrests to help make seating easier.

#### **Therapeutic Oxygen**

American Airlines provides onboard therapeutic oxygen, subject to availability. This service is not available on American Eagle flights. The Reservations Special Assistance Coordinators arrange for this service upon 48 hours advance notice. A doctor's prescription is required advising of the liters per minute flow rate. A fee is charged for this service.

#### **Complaint Resolution Officials for Customers with Special Needs**

We have employees at airports who are trained as Local Complaint Resolution Officials (LCROs) and are available during operating hours. A Corporate Complaint Resolution Official is available to assist LCROs 24 hours per day, seven days per week.

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#### **Essential Customer Needs During Extraordinary Delays**



Our top priority is the safety and well-being of our customers, and we are focused on having all our flights arrive and deplane on schedule. On very rare occasions, there may be extraordinary events that result in very lengthy onboard delays. These are situations in which an aircraft is delayed on the ground (other than on an active runway or taxiway) but does not have access to a terminal gate for more than two hours. We have developed detailed contingency plans at every domestic airport to address these situations. In such events, we will make every reasonable effort to ensure your essential needs, such as food (snack bar, such as a Nutri-Grain), water, restroom facilities, and basic medical assistance, are met. Every American Airlines and American Eagle U.S. airport team has an operational contingency plan in place to address these needs, which includes coordination with the local airport authorities and other airlines serving the airport when appropriate. Each plan designates a local control point to coordinate activities of the local team and establishes an open communication line with our centralized System Operations Control center located at our headquarters.

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#### **Flights with Oversales**

American Airlines and American Eagle, like most airlines, overbook flights. We do this because historical information shows that relatively few people cancel their reservations when they change their travel plans. Overbooking is done in the best interest of both customers and the airline. Without the revenue produced by filling seats that would otherwise go empty, every airline would have to compensate by raising fares. And just as important, selling our seats in this manner allows us to say "yes" rather than "no" a lot more often when customers call for a seat on the flight of their choice. Just because a flight is overbooked, it does not necessarily mean that customers with reservations will not be accommodated on their flight. The overwhelming majority of overbooked flights depart with all customers who have reservations and are present for departure.

If at departure time more customers with confirmed reservations are present than there are seats available, gate agents will first ask for volunteers who are willing to give up their seats in exchange for compensation and a confirmed seat on a later flight. On extremely rare occasions, a customer may be denied boarding on an involuntary basis, if a sufficient number of volunteers is not obtained. In such events, we will usually deny boarding based upon check-in time, but we may also consider factors such as severe hardships, fare paid, and status within the AAdvantage program. With few exceptions, persons denied boarding involuntarily are entitled to compensation under federal law.

Additional information concerning our overbooking policies can be found on ticket jackets and in our conditions of carriage. Upon request, reservations representatives or airport agents will advise you if your flight is overbooked at the time your reservation is made or during airport check-in. Bear in mind that, as stated above, most overbooked flights do in fact have sufficient seats to accommodate all customers who are present for departure.

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#### **Check-in Requirements And Baggage Acceptance Cutoff Times**

##### **RECOMMENDED CHECK-IN TIMES**

When travel is completely within the U.S. including Puerto Rico, and on flights to Hawaii and the U.S. Virgin Islands, recommended check-in time is at least 90 minutes prior to departure when checking baggage, and at least 60 minutes prior to departure if not checking baggage.

For flights departing Hawaii and the U.S. Virgin Islands, recommended check-in time is at least two hours prior to scheduled departure.

For international flights, we recommend you arrive at the airport at least two hours prior to departure to allow sufficient time to

complete all necessary international requirements.

Recommended check-in times for cities that exceed two hours:

<b>Flights departing</b>	<b>Recommended Check-In Time</b>
Aruba, Aruba (AUA)	180 minutes
Bermuda, Bermuda (BDA)	150 minutes
Delhi, India (DEL)	210 minutes
Dublin, Ireland (DUB)	180 minutes
Mexico (All cities)	180 minutes
Nassau, Bahamas (NAS)	180 minutes
Paris Charles De Gaulle, France (CDG)	180 minutes
Port-au-Prince, Haiti (PAP)	180 minutes
Port of Spain, Trinidad & Tobago (POS)	180 minutes
San Pedro Sula, Honduras (SAP)	180 minutes
Tegucigalpa, Honduras (TGU)	180 minutes

#### **CHECK-IN REQUIREMENTS AND BAGGAGE ACCEPTANCE CUTOFF TIMES**

Customers must comply with minimum check-in requirements to retain their seats on the flight on which they are confirmed. Pre-reserved seats are subject to cancellation unless you have checked in (obtained a boarding pass) at least 30 minutes before scheduled departure. American does not guarantee to provide any particular seat on the aircraft.

For passengers checking bags, there are also baggage acceptance cutoff times. "Baggage acceptance cutoff time" means that customers must present themselves and their baggage to an airline representative for check-in no later than the stated cutoff times for the departure airport.

#### **DOMESTIC TRAVEL**

In addition to checking in 30 minutes before departure, you must be present at the departure gate and ready to board at least 15 minutes prior to scheduled departure time to retain your reservation and a seat.

For customers checking baggage, cutoff time for baggage check-in is 30 minutes before departure for all airports in the U.S., Puerto Rico and U.S. Virgin Islands with the following exceptions:

<b>Flights departing</b>	<b>Baggage Acceptance Cutoff Time</b>
Atlanta, Georgia (ATL)	40 minutes
Chicago O'Hare, Illinois (ORD)	40 minutes
Dallas/Fort Worth, Texas (DFW)	40 minutes
Denver, Colorado (DEN)	45 minutes
Las Vegas, Nevada (LAS)	45 minutes
Los Angeles, California (LAX)	45 minutes
Miami, Florida (MIA)	45 minutes
Minneapolis/St. Paul, Minnesota (MSP)	35 minutes
Newark, New Jersey (EWR)	40 minutes
New York JFK, New York (JFK)	45 minutes
Orlando, Florida (MCO)	40 minutes
San Juan, Puerto Rico (SJU)	40 minutes
St. Croix, U.S Virgin Islands (STX)	45 minutes
St. Thomas, U.S Virgin Islands (STT)	45 minutes
Washington Dulles, District of Columbia (IAD)	40 minutes

#### **INTERNATIONAL TRAVEL**

For flights originating outside the U.S., you must check in 60 minutes before departure, and be present at the departure gate and ready to board at least 30 minutes prior to scheduled departure time to retain your reservation and a seat. Standard baggage acceptance cutoff for flights originating in all airports outside the U.S. is 60 minutes before departure.

For international departures from a U.S. city, standard baggage acceptance cutoff time is 60 minutes.

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#### **Frequent Flyer Program - AAdvantage**

The AAdvantage Program, the first frequent traveler program in the industry, began in 1981. Anyone wishing to enroll in AAdvantage can do so instantly at any American Airlines or American Eagle ticket counter, on-line at the AA.com website, or by calling 800-433-7300.

The program allows members to earn AAdvantage miles with dozens of participating companies, including world class airlines, leading hotel chains, car rental agencies, investment companies, and long distance providers. Also, the Citibank AAdvantage credit card allows members to earn miles for all types of transactions, even those not related to the travel industry.

Upon request, or when a member earns 5,000 miles, a membership guide is sent to the member which provides detailed program rules for the accumulation of mileage, award travel, and all applicable program rules. In addition, certain program rules are included on the back of summary statements (sent to members having account activity), on inserts mailed with AAdvantage flight certificates and tickets, and on the back and bottom of flight award certificates.

Your AAdvantage miles do not expire if you have at least one qualifying transaction within the previous 36 months. All types of mileage-earning transactions are included - anything from a mileage-earning flight on American Airlines or American Eagle to purchases using the Citibank AAdvantage credit card.

AAdvantage benefits are numerous and varied. You can claim an AAnytime award, valid for travel whenever you like - no blackout dates, no restrictions - as long as the flight is not sold out. If you have a more flexible plan, you can claim MileSAaver<sup>SM</sup> awards. These awards are subject to capacity controls (a seat inventory control process used by airlines) and blackout dates, but they can be claimed with fewer miles than AAnytime awards. All awards can be issued in any name you designate, subject to the rules prohibiting the sale or barter of awards. In addition, you can donate your miles to the Miles for Kids in Need Program, which provides transportation for seriously ill children.

American Airlines reserves the right to change AAdvantage Program rules, regulations, travel awards, and special offers at any time without notice and to end the AAdvantage Program with six months' notice. Any such changes may affect your ability to use the mileage credits or awards that you may have already accumulated.

You may not rely upon the continued availability of any award or award level, and you may not be able to obtain all offered awards or use awards for all destinations or on all flights. American Airlines is not responsible for products or services offered by other participating companies.

Beginning in 2000, an annual report of award redemption will be published, both at the AA.com website and in the AAdvantage newsletter.

The number of awards claimed in 2006 in each AAdvantage mileage redemption category were as follows:

AAdvantage MileSAaver <sup>®</sup> and AAnytime <sup>®</sup> awards: (valid on American, American Eagle and AmericanConnection only)	2,455,434
Upgrade Awards	852,804
Product Redemptions (AmericanAirlines Vacations, Magazines, etc.)	205,109
Special Mileage Awards / Other Airline / Other	946,174
Total	4,459,521

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## Other Travel Policies

### Aircraft Assignment

American Airlines and American Eagle Reservations representatives will advise you when it will be necessary for you to move from one aircraft to another during your travel, including when the flight number remains the same.

### Travel Itinerary Policy

American Airlines and American Eagle tickets are priced and sold based on the itinerary, and not as individual flight segments. If you foresee or must make a change to the itinerary while enroute, you must contact American Airlines or American Eagle to determine how this may affect the ticket and remaining travel plans. For example, if you do not show up for one segment of your itinerary, we may cancel your seat assignment on subsequent flight segments.

### Aircraft Configuration

American Airlines and American Eagle Reservations representatives are able to provide you with a wide variety of information related to the American Airlines and American Eagle fleets. Aircraft configuration, seat size, and seat pitch are just a few examples of information that can be obtained from our Reservations representatives. This information is also available at the AA.com website.

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## Service with Domestic Code Share Partners

American Airlines and American Eagle will make their Customer Service Plan readily available to all of our domestic Code Share partners and, to the extent possible, make every reasonable effort to ensure our partners offer comparable levels of service.

## Handling of Customer Issues

Our goal is to be a service and product leader in the airline industry. When customer service issues arise, we try to resolve them at the first point of contact. As a result, we have devoted resources to the front line and rely on our personnel to solve most problems during daily activity.

Additionally, our Customer Relations department is dedicated to addressing unresolved customer comments and concerns. The Customer Relations department will respond to our customers' written complaints within 60 days. Every complaint will be personally read and a response will be sent to the customer.

Customer Relations information, along with information derived from customer focus groups, discussions, and other customer research surveys, is trended and shared throughout American Airlines and American Eagle. Customer Relations and other departments have the responsibility to address and initiate appropriate corrective action and make recommendations to changes in policy based on customer feedback. Customer information is viewed as the most valuable tool available to enhance the products and services we offer.

Customer Relations can be reached immediately by clicking on the following link: [www.aa.com/customerrelations](http://www.aa.com/customerrelations).

Should you prefer to use U.S. Mail, the address is:

American Airlines Customer Relations  
Mail Drop 2400  
P.O. Box 619612  
Dallas/Ft. Worth Airport, TX 75261-9612  
Fax 817-967-4162

## Helpful Suggestions:

- Be as specific as possible, including dates and flight numbers
- Provide all supportive documentation, such as copies of your tickets and certificates

We take the customer service goals in this plan very seriously. We know that you expect nothing less. However, the Customer Service Plan does not create contractual or legal rights. Rather, our contractual rights and obligations are set out in our conditions of carriage, applicable tariffs, and ticket jacket, all of which provide additional details on the matters discussed and must be consulted to fully understand your rights and our obligations. For example, we are not responsible for any special, incidental, or consequential damages for delays, cancellations, lost baggage, late refunds, or instances in which we do not meet our service goals.

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# JFK February Data Review

# JFK Cancellations

	Scheduled Departure JFK		Scheduled Arrival JFK	
	AA	AE	AA	AE
2/13/2007	2	9	8	7
2/14/2007	51	27	34	27
2/15/2007	19	8	28	12
2/16/2007	5	4	9	4
2/17/2007	0	0	0	1
2/18/2007	0	1	0	0
2/19/2007	0	0	0	0
2/20/2007	0	0	0	0
Total	77	49	79	51

# JFK Diversions

	JFK arrivals diverted elsewhere		Flights diverted to JFK	
	AA	AE	AA	AE
<i>2/13/2007</i>	1	0	1	0
<i>2/14/2007</i>	0	0	0	1
<i>2/15/2007</i>	0	0	0	0
<i>2/16/2007</i>	0	0	0	0
<i>2/17/2007</i>	0	0	0	1
<i>2/18/2007</i>	0	0	1	0
<i>2/19/2007</i>	0	0	0	0
<i>2/20/2007</i>	0	0	1	0
Total	1	0	3	2

# JFK Delays

	JFK departures after D-0		JFK Arrivals after A+14	
	AA	AE	AA	AE
2/13/2007	25	8	21	7
2/14/2007	10	2	25	4
2/15/2007	44	20	31	15
2/16/2007	59	22	41	16
2/17/2007	53	19	25	15
2/18/2007	35	14	21	11
2/19/2007	37	7	12	3
2/20/2007	35	7	23	7
Total	298	99	199	78

# JFK Return to Gate over 1 hour

	JFK Departures		JFK Arrivals	
	AA	AE	AA	AE
<i>2/13/2007</i>	0	0	0	1
<i>2/14/2007</i>	3	0	0	0
<i>2/15/2007</i>	3	0	0	0
<i>2/16/2007</i>	0	0	0	0
<i>2/17/2007</i>	0	0	0	0
<i>2/18/2007</i>	0	1	0	2
<i>2/19/2007</i>	1	0	0	0
<i>2/20/2007</i>	0	0	0	0
Total	7	1	0	3

# JFK Return to Gate Detail

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	177	14-Feb-07	JFK	SFO	N/A	0	126	Departure	Domestic	Cancelled
AA	1444	14-Feb-07	JFK	BDA	N/A	0	113	Departure	International	Cancelled
AA	833	14-Feb-07	JFK	STI	N/A	0	92	Departure	International	Cancelled
AA	935	15-Feb-07	JFK	MIA	N/A	0	171	Departure	Domestic	Cancelled
AA	769	15-Feb-07	JFK	SJU	265	4	137	Departure	International	Redeparted
AA	955	15-Feb-07	JFK	EZE	N/A	0	69	Departure	International	Cancelled
AA	935	19-Feb-07	JFK	MIA	266	4	76	Departure	Domestic	Redeparted
AE	4451	18-Feb-07	JFK	CLE	N/A	0	62	Departure	Domestic	Cancelled
AE	3964	13-Feb-07	BWI	JFK	N/A	0	73	Departure	Domestic	Cancelled
AE	4450	18-Feb-07	CLE	JFK	34	1	83	Departure	Domestic	Redeparted
AE	4776	18-Feb-07	DCA	JFK	35	0	72	Departure	Domestic	Redeparted

# JFK Taxi Times over 1 hour

	JFK Departures		JFK Arrivals	
	AA	AE	AA	AE
2/13/2007	2	1	1	1
2/14/2007	8	1	15	0
2/15/2007	24	3	1	2
2/16/2007	5	0	3	2
2/17/2007	1	0	1	0
2/18/2007	7	1	1	2
2/19/2007	3	0	0	0
2/20/2007	0	0	0	0
Total	50	6	22	7

# JFK Outbound Taxi Detail

## Taxi Out at JFK

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Note*	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	951	13-Feb-07	JFK	GRU	232	3	79		9	Departure	International	Completed
AA	955	13-Feb-07	JFK	EZE	244	4	61		8	Departure	International	Completed
AA	1389	14-Feb-07	JFK	DFW	178	3	121		8	Departure	Domestic	Completed
AA	172	14-Feb-07	JFK	BRU	133	0	103		10	Departure	International	Completed
AA	100	14-Feb-07	JFK	LHR	244	5	102		9	Departure	International	Completed
AA	44	14-Feb-07	JFK	CDG	168	3	90		13	Departure	International	Completed
AA	269	14-Feb-07	JFK	SEA	181	8	87		5	Departure	Domestic	Completed
AA	647	14-Feb-07	JFK	SJU	187	2	85		6	Departure	International	Completed
AA	769	14-Feb-07	JFK	SJU	252	3	73		4	Departure	International	Completed
AA	181	14-Feb-07	JFK	LAX	148	3	63		14	Departure	Domestic	Completed
AA	59	15-Feb-07	JFK	SFO	166	3	252	*	10	Departure	Domestic	Completed
AA	679	15-Feb-07	JFK	AUA	186	2	186	*	6	Departure	International	Completed
AA	1165	15-Feb-07	JFK	MIA	164	2	172		15	Departure	Domestic	Completed
AA	1015	15-Feb-07	JFK	PLS	186	0	172		9	Departure	International	Completed
AA	769	15-Feb-07	JFK	SJU	265	4	166		3	Departure	International	Completed
AA	33	15-Feb-07	JFK	LAX	158	3	156		46	Departure	Domestic	Completed
AA	686	15-Feb-07	JFK	BDA	167	1	142	*	4	Departure	International	Completed
AA	1889	15-Feb-07	JFK	STI	267	6	139		5	Departure	International	Completed
AA	1671	15-Feb-07	JFK	CUN	267	1	109		6	Departure	International	Completed

\* Note: Majority of taxi delay taken at gate with aircraft door open and customer access to terminal

# JFK Outbound Taxi Detail

## Taxi Out at JFK

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Note*	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	1171	15-Feb-07	JFK	STI	266	6	106		6	Departure	International	Completed
AA	1193	15-Feb-07	JFK	MBJ	267	2	106		4	Departure	International	Completed
AA	1443	15-Feb-07	JFK	DFW	181	2	99		9	Departure	Domestic	Completed
AA	1781	15-Feb-07	JFK	PUJ	265	0	99		3	Departure	International	Completed
AA	122	15-Feb-07	JFK	LHR	242	0	96		14	Departure	International	Completed
AA	833	15-Feb-07	JFK	STI	266	2	96	*	8	Departure	International	Completed
AA	449	15-Feb-07	JFK	SXM	186	2	95		4	Departure	International	Completed
AA	1529	15-Feb-07	JFK	SDQ	266	7	93		5	Departure	International	Completed
AA	3	15-Feb-07	JFK	LAX	163	2	89		8	Departure	Domestic	Completed
AA	667	15-Feb-07	JFK	SXM	186	1	82		4	Departure	International	Completed
AA	699	15-Feb-07	JFK	SJU	267	4	81		7	Departure	International	Completed
AA	1385	15-Feb-07	JFK	BGI	216	7	74		2	Departure	International	Completed
AA	15	15-Feb-07	JFK	SFO	167	2	71		4	Departure	Domestic	Completed
AA	100	15-Feb-07	JFK	LHR	245	2	70		56	Departure	International	Completed
AA	619	15-Feb-07	JFK	SDQ	266	6	64		5	Departure	International	Completed
AA	1889	16-Feb-07	JFK	STI	266	7	115		5	Departure	International	Completed
AA	172	16-Feb-07	JFK	BRU	212	0	101		5	Departure	International	Completed
AA	64	16-Feb-07	JFK	ZRH	219	1	88		7	Departure	International	Completed
AA	1171	16-Feb-07	JFK	STI	267	4	85		4	Departure	International	Completed
AA	2031	16-Feb-07	JFK	MIA	249	3	71		9	Departure	Domestic	Completed
AA	1797	17-Feb-07	JFK	MIA	260	3	76		5	Departure	Domestic	Completed
AA	1639	18-Feb-07	JFK	SJU	257	6	81		6	Departure	International	Completed

\* Note: Majority of taxi delay taken at gate with aircraft door open and customer access to terminal

# JFK Outbound Taxi Detail

## Taxi Out at JFK

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Note*	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	132	18-Feb-07	JFK	LHR	222	0	79		29	Departure	International	Completed
AA	955	18-Feb-07	JFK	EZE	240	9	73		10	Departure	International	Completed
AA	951	18-Feb-07	JFK	GRU	141	5	72		13	Departure	International	Completed
AA	120	18-Feb-07	JFK	CDG	212	2	66		11	Departure	International	Completed
AA	104	18-Feb-07	JFK	LHR	244	3	66		8	Departure	International	Completed
AA	100	18-Feb-07	JFK	LHR	245	3	62		17	Departure	International	Completed
AA	1193	19-Feb-07	JFK	MBJ	262	6	97		8	Departure	International	Completed
AA	1529	19-Feb-07	JFK	SDQ	263	10	79		3	Departure	International	Completed
AA	2031	19-Feb-07	JFK	MIA	243	1	73		6	Departure	Domestic	Completed
AE	4616	13-Feb-07	JFK	BOS	36		108		7	Departure	Domestic	Completed
AE	4653	14-Feb-07	JFK	RDU	36		121		9	Departure	Domestic	Completed
AE	4655	15-Feb-07	JFK	RDU	36		79		6	Departure	Domestic	Completed
AE	4618	15-Feb-07	JFK	BOS	24		73		6	Departure	Domestic	Completed
AE	4723	15-Feb-07	JFK	RDU	33	1	67		4	Departure	Domestic	Completed
AE	4763	18-Feb-07	JFK	YUL	35		79		7	Departure	International	Completed

\* Note: Majority of taxi delay taken at gate with aircraft door open and customer access to terminal

# JFK Inbound Taxi Detail

## Taxi In at JFK

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Note*	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	168	14-Feb-07	NRT	JFK	147	3	31		171	Arrival	International	Completed
AA	107	14-Feb-07	LHR	JFK	163	2	25		134	Arrival	International	Completed
AA	660	14-Feb-07	SXM	JFK	95	3	11		134	Arrival	International	Completed
AA	118	14-Feb-07	LAX	JFK	119	1	16		117	Arrival	Domestic	Completed
AA	121	14-Feb-07	CDG	JFK	84	1	14		112	Arrival	International	Completed
AA	2212	14-Feb-07	DFW	JFK	162	5	23		91	Arrival	Domestic	Completed
AA	956	14-Feb-07	EZE	JFK	175	7	11		86	Arrival	International	Completed
AA	344	14-Feb-07	MIA	JFK	258	6	13		77	Arrival	Domestic	Completed
AA	1692	14-Feb-07	SJU	JFK	222	2	8		77	Arrival	International	Completed
AA	65	14-Feb-07	ZRH	JFK	40	1	16		71	Arrival	International	Completed
AA	34	14-Feb-07	LAX	JFK	147	0	21		66	Arrival	Domestic	Completed
AA	45	14-Feb-07	CDG	JFK	105	0	30		65	Arrival	International	Completed
AA	141	14-Feb-07	LHR	JFK	83	1	44		64	Arrival	International	Completed
AA	171	14-Feb-07	BRU	JFK	99	3	13		62	Arrival	International	Completed
AA	160	14-Feb-07	SAN	JFK	132	1	12		61	Arrival	Domestic	Completed
AA	1732	16-Feb-07	SJU	JFK	179	4	24		69	Arrival	International	Completed
AA	1384	16-Feb-07	BGI	JFK	66	2	15		66	Arrival	International	Completed
AA	107	17-Feb-07	LHR	JFK	94	2	26		63	Arrival	International	Completed
AE	4602	15-Feb-07	BOS	JFK	34	0	99		125	Arrival	Domestic	Completed

\* Note: Majority of taxi delay taken at gate with aircraft door open and customer access to terminal

# JFK Inbound Taxi Detail

## Taxi Out at upline departure station

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Note*	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	1262	13-Feb-07	MIA	JFK	169	7	66		9	Arrival	Domestic	Completed
AA	1190	15-Feb-07	MBJ	JFK	215	8	63		44	Arrival	International	Completed
AA	950	16-Feb-07	GRU	JFK	240	2	119		24	Arrival	International	Completed
AA	65	18-Feb-07	ZRH	JFK	73	0	111		5	Arrival	International	Completed
AE	4722	13-Feb-07	STL	JFK	5	0	95		11	Arrival	Domestic	Completed
AE	3964	15-Feb-07	BWI	JFK	34	0	94		5	Arrival	Domestic	Completed
AE	4722	16-Feb-07	STL	JFK	7	0	74		9	Arrival	Domestic	Completed
AE	4656	16-Feb-07	RDU	JFK	34	1	68		12	Arrival	Domestic	Completed
AE	4776	18-Feb-07	DCA	JFK	35	0	94		5	Arrival	Domestic	Completed
AE	4662	18-Feb-07	BOS	JFK	34	0	74		8	Arrival	Domestic	Completed

\* Note: Majority of taxi delay taken at gate with aircraft door open and customer access to terminal

**From:**

**To:**

(b)(6)

**CC:**

**Subject:** Data request issues

**Date:** Wednesday, March 07, 2007 1:13:16 PM

**Attachments:**

---

AA has some information related to raise a few issues about, the data requests we received yesterday ( (b)(6) s e-mail to as well as the AA specific request sent to us tod today by (b)(6)

First, let me address the four bullet requests in (b)(6) e-mail to the ATA:

(b)(4)

With regard to airport specific requests 4(g) and 4(h) from both (b)(6) mail of yesterday and the AA specific request we received today from (b)(6) (dealing respectively with the number of people on affected flights wh refunds and the number of passengers on affected flights who were rerouted to other airlines) these requests are problematic for us.

With regard to the refund request inquiry 4(g), while we may have information related to a particular refund request in, for example, a passenger letter to our Customer Relations department, as a general proposition AA does not track mere **requests** for refunds. Thus, we have no centralized, systematic way of determining whether or how many passengers for impacted flights requested refunds. It may be that there is some **processed** refund information that is easily

available to us that we can provide; we suggest we discuss this when you visit us at DFW.

With regard to the inquiry 4(h) as to the number of passengers on affected flights that were rerouted to other airlines, we have no centralized, systematic way of pulling that information. The only way that we could get this information would be to individually review the PNR related to each and every passenger on affected flights, which would be a monumental task. We request that we defer this request until your visit to DFW at which time we can discuss potential alternatives.

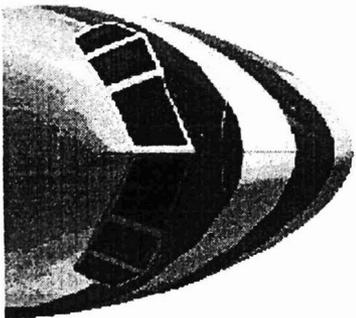
(b)(4), (b)(6)

Please consider this information and get back to us at your convenience. I will be in touch regarding a JFK POC soon.

Thank You.

AmericanAirlines<sup>®</sup>

# Department of Transportation



*Events from 2/13 – 2/20*



# February 13<sup>th</sup>, 2007

- Cancellations: 2
  - 1 Weather, 1 Mechanical
- Departures: 62 / 67
  - 2 delays over an hour. Both were Mechanical reasons.
  - D+0 Performance was 58%
  - A+14 Performance was 70%
- Arrivals: 56
  - On board taxi in delays over 90 minutes: 0
- Cancellation plan for 2/14 was originally 4 cancellations.
  - Increased to 6 due to Weather.
  - Added 1 more for Maintenance. (one)
  - Total of 7 planned prior to the 2/14 storm.

facilities  
be being

ops were low

# February 14<sup>th</sup>, 2007

→ Cancellations: 51

→ 43 Weather, 1 Mechanical, 1 Crew, 6 Operational Admin.

*OTIS*

*THAT is - DUE TO ... due  
CLEW TIME ...*

→ Departures: 10

→ Average Delay 144 minutes

→ D+0 Performance was 0% *None on time*

→ A+14 Performance was 17.2%

→ Arrivals: 29

→ On board taxi in delays over 90 minutes: 6

→ #168 NRT was 171 minutes (longest, arrived at 21:01)

→ #107 LHR was 134 minutes (23:36)

→ #660 SXM was 134 minutes (19:38)

→ #118 LAX was 117 minutes (16:23)

→ #121 CDG was 112 minutes (22:00)

→ #2212 DFW was 91 minutes (18:45)

*B777 limited capacity  
facility limitations*

# February 15<sup>th</sup>, 2007

- Cancellations: 19
  - 11 Weather, 2 Mechanical, 6 Crew.

Runway Ice Event  
A300 / 757  
06:00 to 11:00

- Departures: 44 / 18
  - Average Delay 230 minutes
  - D+0 Performance was 0%
  - A+14 Performance was 9.1%

- Arrivals: 33
  - On board taxi in delays over 90 minutes: 0
    - Two taxi in delays over 60 minutes
      - #956 EZE, 86 minutes
      - #344 MIA, 77 minutes

EFIL taxi time on tow g relief

- Load Factor: 103%



# February 15<sup>th</sup>, 2007

## Departure Activity

→ 06:00 to 08:00	
→ Scheduled:	10
→ Actual:	1
→ 08:01 to 10:00	
→ Scheduled:	8
→ Actual:	5
→ 10:01 to 14:00:	
→ Scheduled:	14
→ Actual:	11
→ 14:01 to 18:00	
→ Scheduled:	5
→ Actual:	13
→ 18:01 to 23:59	
→ Scheduled:	7
→ Actual:	14

A300 and 757 restricted from takeoff due to  
"Patchy Ice/Snow on runway."

→ Total departure = 44

# ***February 16<sup>th</sup>, 2007***

- Cancellations: 4
  - 4 Weather, 1 Mechanical.
  
- Departures: 57
  - Average Delay 84 minutes
  - D+0 Performance was 3.5%
  - A+14 Performance was 21.2%
  
- Arrivals: 52
  - On board taxi in delays over 90 minutes: 0
    - 2 Taxi in delays over 60 minutes (1 at the IAT)
  
- Load Factor: 102%

## ***February 17<sup>th</sup>, 2007***

- Cancellations: 0
  
- Departures: 61
  - Average Delay 62 minutes
  - D+0 Performance was 13%
  - A+14 Performance was 51.7%
  
- Arrivals: 60
  - On board taxi in delays over 90 minutes: 0
    - 1 Taxi in delays over 60 minutes
  
- Load Factor: 99.2%

## ***February 18<sup>th</sup> – 20<sup>th</sup>, 2007***

- Cancellations: 0
  
- Departures: 180
  - Average Delay 31 minutes
  - D+0 Performance was 40.6%
  - A+14 Performance was 68.7%
  
- Arrivals: 182
  - On board taxi in delays over 90 minutes: 0
  
- Load Factor: 93%

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## JFK – Powered by Teamwork



Customer Services

CS Home Ticketing Home Advanced Search

Airline AA

City: AUS

End Date: 12-29-2006

End Date: 12-29-2006

Amerity: A - All

Display

Reset

Document Info for Hotel										
Date	Document	AGT_Sine	Flight	Flt_Date	Type	Reason	Currency	Rate	HotelName	
12/29/2006	006189429	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 1
12/29/2006	006189660	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 2
12/29/2006	006189788	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 3
12/29/2006	006189027	45Y	534	12/29/2006	Hotel	Other	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 4
12/29/2006	006189973	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 5
12/29/2006	006189836	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 6
12/29/2006	006189456	45Y	534	12/29/2006	Hotel	Other	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 7
12/29/2006	006189434	45Y	534	12/29/2006	Hotel	Other	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 8
12/29/2006	006189163	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 9
12/29/2006	006189129	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 10
12/29/2006	006189437	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 11
12/29/2006	006189868	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 12
12/29/2006	006189537	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 13
12/29/2006	006189887	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 14
12/29/2006	006189865	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 15
12/29/2006	006189149	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 16
12/29/2006	006189127	45Y	534	12/29/2006	Hotel	Other	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 17
12/29/2006	006189158	45Y	534	12/29/2006	Hotel	Other	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 18
12/29/2006	006189597	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 19
12/29/2006	006189613	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 20
12/29/2006	006189226	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 21
12/29/2006	006189292	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 22
12/29/2006	006189769	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 23

Total Vouchers

1. Hotel - AA pays full:

Page 1: 23  
 Page 2: 35  
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 Page 4: 2  
 Page 5: 1  
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2. Hotel - AA pays part:

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12/29/2006	006189769	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 24
12/29/2006	006189850	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 25
12/29/2006	006190182	45Y	534	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 26
12/29/2006	006190182	45Y	534	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 27
12/29/2006	006190274	45Y	534	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 28
12/29/2006	006189935	44B	534	12/29/2006	Hotel	Delay	USD	\$ 45	AMERISUITES	AA Pays 29
12/29/2006	006189989	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 30
12/29/2006	006189989	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 31
12/29/2006	006190000	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 32
12/29/2006	006189806	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 33
12/29/2006	006189806	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 34
12/29/2006	006189646	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 35
12/29/2006	006189119	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 36
12/29/2006	006189175	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 37
12/29/2006	006189199	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 38
12/29/2006	006189199	45Y	534	12/29/2006	Hotel	Delay	USD	\$ 60	LA QUINTA INN AND SUITE	AA Pays 39
12/29/2006	006190023	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 40
12/29/2006	006189704	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 41
12/29/2006	006189141	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 42
12/29/2006	006189690	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 43
12/29/2006	006189409	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 44
12/29/2006	006189594	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 45
12/29/2006	006189464	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 46
12/29/2006	006189458	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 47
12/29/2006	006189487	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 48
12/29/2006	006190033	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 49
12/29/2006	006189026	44B	534	12/29/2006	Hotel	Delay	USD	\$ 0	LA QUINTA INN AND SUITE	AA Pays 50
12/29/2006	006189796	45Y	534	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 51
12/29/2006	006189824	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 52
12/29/2006	006190061	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 53
12/29/2006	006190049	44B	534	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 54
12/29/2006	006190207	43X	1008	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 55
12/29/2006	006189718	44B	1008	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 56
12/29/2006	006189718	44B	1008	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 57
12/29/2006	006189748	44B	1008	12/29/2006	Hotel	Delay	USD	\$ 69	WYNDHAM HOTEL	AA Pays 58

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12/29/2006	006190480	45Y	1008	12/29/2006	Hotel	Other	USD	\$ 52	HAMPTON IN AND SUITES	AA Pays 59
12/29/2006	006190292	43X	1008	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 60
12/29/2006	006190301	43X	1008	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 61
12/29/2006	006190135	43X	1008	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 62
12/29/2006	006190125	43X	1008	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 63
12/29/2006	006189800	43X	1074	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 64
12/29/2006	006190150	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 65
12/29/2006	006190455	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 66
12/29/2006	006190154	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 67
12/29/2006	006190446	43X	1074	12/29/2006	Hotel	Other	USD	\$ 52	HAMPTON IN AND SUITES	AA Pays 68
12/29/2006	006190418	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 69
12/29/2006	006190349	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 70
12/29/2006	006190477	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 71
12/29/2006	006190252	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 72
12/29/2006	006190238	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 73
12/29/2006	006190090	44B	1074	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 74
12/29/2006	006190331	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 75
12/29/2006	006190450	44B	1074	12/29/2006	Hotel	Delay	USD	\$ 52	HAMPTON IN AND SUITES	AA Pays 76
12/29/2006	006190320	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 77
12/29/2006	006190311	43X	1074	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 78
12/29/2006	006190279	44B	1074	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 79
12/29/2006	006190334	45Y	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 80
12/29/2006	006189827	45D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 81
12/29/2006	006189844	44B	1348	12/29/2006	Hotel	Delay	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 82
12/29/2006	006190158	420	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 83
12/29/2006	006190202	44B	1348	12/29/2006	Hotel	Delay	USD	\$ 45	AMERISUITES	AA Pays 84
12/29/2006	006190115	45D	1348	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 85
12/29/2006	006190133	45D	1348	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 86
12/29/2006	006189731	420	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 87
12/29/2006	006190467	45Y	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 88
12/29/2006	006189546	420	1348	12/29/2006	Hotel	Delay	USD	\$ 69	HILTON AUSTIN AIRPORT	AA Pays 89
12/29/2006	006189767	420	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 90
12/29/2006	006190123	44B	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 91
12/29/2006	006190123	44B	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 92
12/29/2006	006190164	44B	1348	12/29/2006	Hotel	Delay	USD	\$ 45	AMERISUITES	AA Pays 93

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12/29/2006	006189593	420	1348	12/29/2006	Hotel	Del.	USD	\$ 69	HILTON AUSTIN AIRPORT	AA Pays 94
12/29/2006	006190340	420	1348	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 95
12/29/2006	006189831	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 96
12/29/2006	006189636	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 97
12/29/2006	006190806	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 98
12/29/2006	006189659	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 99
12/29/2006	006189422	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 100
12/29/2006	006190094	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 101
12/29/2006	006189802	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 102
12/29/2006	006189793	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 103
12/29/2006	006189676	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 104
12/29/2006	006189711	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 105
12/29/2006	006190028	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 106
12/29/2006	006190169	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 107
12/29/2006	006190186	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 108
12/29/2006	006189804	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 109
12/29/2006	006189819	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 110
12/29/2006	006189774	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 111
12/29/2006	006189298	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 112
12/29/2006	006190435	43X	1372	12/29/2006	Hotel	Other	USD	\$ 52	HAMPTON IN AND SUITES	AA Pays 113
12/29/2006	006189835	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 114
12/29/2006	006189443	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 115
12/29/2006	006189743	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 116
12/29/2006	006189809	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 117
12/29/2006	006189820	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 118
12/29/2006	006189687	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 119
12/29/2006	006189663	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 120
12/29/2006	006189842	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 121
12/29/2006	006189695	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 122
12/29/2006	006189805	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 123
12/29/2006	006190020	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 124
12/29/2006	006190040	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 125
12/29/2006	006189895	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 126
12/29/2006	006189753	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 127
12/29/2006	006190052	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 128
12/29/2006	006190052	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 128

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12/29/2006	006189985	43X	1372	12/29/2006	Hotel	Oth.	USD	\$ 45	AMERISUITES	AA Pays 129
12/29/2006	006189735	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 130
12/29/2006	006189723	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 131
12/29/2006	006190144	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 132
12/29/2006	006189617	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 133
12/29/2006	006189823	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 134
12/29/2006	006189641	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 135
12/29/2006	006189826	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 136
12/29/2006	006190308	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 137
12/29/2006	006189815	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 138
12/29/2006	006189586	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 139
12/29/2006	006189601	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 140
12/29/2006	006189655	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 141
12/29/2006	006189657	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 142
12/29/2006	006189628	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 143
12/29/2006	006189997	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 144
12/29/2006	006189673	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 145
12/29/2006	006190057	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 146
12/29/2006	006189757	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 147
12/29/2006	006190081	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 148
12/29/2006	006189852	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 149
12/29/2006	006189768	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 150
12/29/2006	006189764	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 151
12/29/2006	006189901	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 152
12/29/2006	006189730	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 153
12/29/2006	006189766	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 154
12/29/2006	006190342	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	AA Pays 155
12/29/2006	006189970	43X	1372	12/29/2006	Hotel	Other	USD	\$ 45	AMERISUITES	AA Pays 156
12/29/2006	006189778	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 157
12/29/2006	006189839	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 158
12/29/2006	006189773	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays 159
12/29/2006	006189795	43X	1372	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 160
12/29/2006	006190143	420	1438	12/29/2006	Hotel	Delay	USD	\$ 45	COMFORT SUITES	AA Pays 161
12/29/2006	006188382	420	1543	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	AA Pays 162
12/29/2006	006189896	45Y	2412	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	AA Pays 163

12/29/2006	006189677	45D	3418	12/29/2006	Hotel	Other	USD	\$ 69	WYNDHAM HOTEL	AA Pays <i>164</i>
12/29/2006	006187772	43V	414	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>1</i>
12/29/2006	006186319	43V	414	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>2</i>
12/29/2006	006186611	44J	414	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>3</i>
12/29/2006	006188998	43D	1008	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>4</i>
12/29/2006	006187940	42O	1008	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>5</i>
12/29/2006	006189288	43D	1008	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	Customer Pays <i>6</i>
12/29/2006	006189187	43D	1008	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>7</i>
12/29/2006	006189455	43D	1008	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	Customer Pays <i>8</i>
12/29/2006	006188840	43D	1008	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>9</i>
12/29/2006	006189302	43D	1008	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>10</i>
12/29/2006	006189411	43D	1008	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>11</i>
12/29/2006	006185978	43D	1223	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>12</i>
12/29/2006	006185379	44J	1223	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>13</i>
12/29/2006	006189652	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	Customer Pays <i>14</i>
12/29/2006	006189990	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>15</i>
12/29/2006	006190339	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>16</i>
12/29/2006	006189181	43D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	Customer Pays <i>17</i>
12/29/2006	006189215	43D	1348	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>18</i>
12/29/2006	006189864	42O	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>19</i>
12/29/2006	006189146	43D	1348	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>20</i>
12/29/2006	006190097	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>21</i>
12/29/2006	006189170	43D	1348	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>22</i>
12/29/2006	006189154	43D	1348	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>23</i>
12/29/2006	006189821	42O	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>24</i>
12/29/2006	006189765	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 79	WYNDHAM HOTEL	Customer Pays <i>25</i>
12/29/2006	006189776	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 79	WYNDHAM HOTEL	Customer Pays <i>26</i>
12/29/2006	006188968	43D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>27</i>
12/29/2006	006189165	43D	1348	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>28</i>
12/29/2006	006189086	43D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>29</i>
12/29/2006	006189015	43D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>30</i>
12/29/2006	006189720	7AT	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>31</i>
12/29/2006	006190120	42O	1348	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays <i>32</i>
12/29/2006	006189040	43D	1348	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays <i>33</i>
12/29/2006	006187355	43V	1560	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays <i>34</i>

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.9/2006	006189733	7AT	2412	12/29/2006	Hotel	Oth.	USD	\$ 45	COMFORT SUITES	Customer Pays	36
12/29/2006	006190251	43D	2412	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays	36
12/29/2006	006189791	7AT	2412	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays	37
12/29/2006	006188887	43D	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	38
12/29/2006	006188085	420	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	39
12/29/2006	006189126	43D	2412	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays	40
12/29/2006	006188318	43D	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	41
12/29/2006	006190019	7AT	2412	12/29/2006	Hotel	Other	USD	\$ 45	COMFORT SUITES	Customer Pays	42
12/29/2006	006188435	43D	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	43
12/29/2006	006188455	43D	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	44
12/29/2006	006188334	43D	2412	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	45
12/29/2006	006189634	7AT	2412	12/29/2006	Hotel	Other	USD	\$ 69	HOLIDAY INN TOWNLAKE	Customer Pays	46
12/29/2006	006185694	52I	2512	12/29/2006	Hotel	Other	USD	\$ 37	HOMESTEAD SUITES DFW	Customer Pays	47
12/29/2006	006186731	41C	3391	12/29/2006	Hotel	Other	USD	\$ 69	HILTON AUSTIN AIRPORT	Customer Pays	48
12/29/2006	006186154	52I	3391	12/29/2006	Hotel	Other	USD	\$ 41	CROWNE PLAZA	Customer Pays	49
12/29/2006	006188127	420	3503	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays	50
12/29/2006	006187838	43D	3503	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays	51
12/29/2006	006188172	420	3503	12/29/2006	Hotel	Other	USD	\$ 60	LA QUINTA INN AND SUITE	Customer Pays	52

Flight Summary for Hotel			
Flight Number	Number Issued	Type Issued	Total Amount
534	54	Hotel	\$ 2,448
1008	9	Hotel	\$ 484
1074	16	Hotel	\$ 782
1348	16	Hotel	\$ 816
1372	65	Hotel	\$ 4,060
1438	1	Hotel	\$ 45
1543	1	Hotel	\$ 69
2412	1	Hotel	\$ 69
3418	1	Hotel	\$ 69

Document Summary for Hotel		
Number Issued	Type Issued	Total Amount
164	Hotel	\$ 8,842

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Customer Services

CS Home Ticketing Home Advanced Search

Airline AA

City: AUS

End Date: 12-29-2006

End Date: 12-29-2006

Amenity: B - Breakfast

Display

Reset

Document Info for Breakfast										
Date	Document	AGT_Sine	Flight	Flt Date	Type	Reason	Currency	Rate	HotelName	
12/29/2006	006189430	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 1
12/29/2006	006189661	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	WYNDHAM HOTEL	AA Pays 2
12/29/2006	006189789	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays 3
12/29/2006	006189028	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays 4
12/29/2006	006189974	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays 5
12/29/2006	006189837	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 6
12/29/2006	006189457	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 10	LA QUINTA INN AND SUITE	AA Pays 7
12/29/2006	006189435	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays 8
12/29/2006	006189164	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays 9
12/29/2006	006189130	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays 10
12/29/2006	006189438	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10	LA QUINTA INN AND SUITE	AA Pays 11
12/29/2006	006189869	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays 12
12/29/2006	006189538	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 13
12/29/2006	006189888	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays 14
12/29/2006	006189866	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays 15
12/29/2006	006189150	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 15	LA QUINTA INN AND SUITE	AA Pays 16
12/29/2006	006189128	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 10	LA QUINTA INN AND SUITE	AA Pays 17
12/29/2006	006189159	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays 18
12/29/2006	006189614	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	WYNDHAM HOTEL	AA Pays 19
12/29/2006	006189227	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10	LA QUINTA INN AND SUITE	AA Pays 20
12/29/2006	006189293	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 20	HOLIDAY INN TOWNLAKE	AA Pays 21
12/29/2006	006189770	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	WYNDHAM HOTEL	AA Pays 22
12/29/2006	006190183	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 10	COMFORT SUITES	AA Pays 23

1. Meal Vouchers  
 Breakfast: 61  
 Dinner: + 16  
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12/29/2006	006190277	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 10	COMFORT SUITES	AA Pays	24
12/29/2006	006189936	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 15	AMERISUITES	AA Pays	25
12/29/2006	006189807	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	26
12/29/2006	006189647	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	WYNDHAM HOTEL	AA Pays	27
12/29/2006	006189120	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays	28
12/29/2006	006189176	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays	29
12/29/2006	006189200	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays	30
12/29/2006	006190024	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	31
12/29/2006	006189705	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	WYNDHAM HOTEL	AA Pays	32
12/29/2006	006189142	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays	33
12/29/2006	006189691	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	WYNDHAM HOTEL	AA Pays	34
12/29/2006	006189410	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 15	HOLIDAY INN TOWNLAKE	AA Pays	35
12/29/2006	006189621	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 20		AA Pays	36
12/29/2006	006189465	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	LA QUINTA INN AND SUITE	AA Pays	37
12/29/2006	006189459	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 20	LA QUINTA INN AND SUITE	AA Pays	38
12/29/2006	006189529	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 20		AA Pays	39
12/29/2006	006190034	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	40
12/29/2006	006189071	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 10		AA Pays	41
12/29/2006	006189797	45Y	534	12/29/2006	Breakfast	Other	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	42
12/29/2006	006189825	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	43
12/29/2006	006190062	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	44
12/29/2006	006190050	44B	534	12/29/2006	Breakfast	Delay	USD	\$ 20	HOLIDAY INN TOWNLAKE	AA Pays	45
12/29/2006	006189719	44B	1008	12/29/2006	Breakfast	Delay	USD	\$ 5	WYNDHAM HOTEL	AA Pays	46
12/29/2006	006189751	44B	1008	12/29/2006	Breakfast	Delay	USD	\$ 5		AA Pays	47
12/29/2006	006190482	45Y	1008	12/29/2006	Breakfast	Other	USD	\$ 5	HAMPTON IN AND SUITES	AA Pays	48
12/29/2006	006190091	44B	1074	12/29/2006	Breakfast	Delay	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	49
12/29/2006	006190453	44B	1074	12/29/2006	Breakfast	Delay	USD	\$ 15	HAMPTON IN AND SUITES	AA Pays	50
12/29/2006	006190281	44B	1074	12/29/2006	Breakfast	Delay	USD	\$ 20	COMFORT SUITES	AA Pays	51
12/29/2006	006190337	45Y	1348	12/29/2006	Breakfast	Other	USD	\$ 10	COMFORT SUITES	AA Pays	52
12/29/2006	006189828	45D	1348	12/29/2006	Breakfast	Other	USD	\$ 5	HOLIDAY INN TOWNLAKE	AA Pays	53
12/29/2006	006189845	44B	1348	12/29/2006	Breakfast	Delay	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays	54
12/29/2006	006190205	44B	1348	12/29/2006	Breakfast	Delay	USD	\$ 5	AMERISUITES	AA Pays	55
12/29/2006	006190116	45D	1348	12/29/2006	Breakfast	Other	USD	\$ 5	AMERISUITES	AA Pays	56
12/29/2006	006190469	45Y	1348	12/29/2006	Breakfast	Other	USD	\$ 5	COMFORT SUITES	AA Pays	57
12/29/2006	006190124	44B	1348	12/29/2006	Breakfast	Delay	USD	\$ 5	COMFORT SUITES	AA Pays	58

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12/29/2006	006190167	44B	1348	12/29/2006	Breakfast	Delay	USD	\$ 5	AA Pays
12/29/2006	006189897	45Y	2412	12/29/2006	Breakfast	Other	USD	\$ 5	AA Pays
12/29/2006	006189678	45D	3418	12/29/2006	Breakfast	Other	USD	\$ 10	AA Pays
<b>Flight Summary for Breakfast</b>									
<b>Flight Number</b>			<b>Number Issued</b>				<b>Type Issued</b>		<b>Total Amount</b>
534			45				Breakfast		\$ 380
1008			3				Breakfast		\$ 15
1074			3				Breakfast		\$ 40
1348			8				Breakfast		\$ 50
2412			1				Breakfast		\$ 5
3418			1				Breakfast		\$ 10
<b>Document Summary for Breakfast</b>									
<b>Number Issued</b>			<b>61</b>				<b>Type Issued</b>		<b>Total Amount</b>
							Breakfast		\$ 500

# Customer Services

[CS Home](#) [Ticketing Home](#) [Advanced Search](#)

Airline: AA

City: AUS

End Date: 12-29-2006

End Date: 12-29-2006

Amenity: D - Dinner

Document Info for Dinner										
Date	Document	AGT_Sine	Flight	Flt_Date	Type	Reason	Currency	Rate	HotelName	
12/29/2006	006189662	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	WYNDHAM HOTEL	AA Pays 62
12/29/2006	006189790	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 63
12/29/2006	006189029	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	LA QUINTA INN AND SUITE	AA Pays 64
12/29/2006	006189975	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 65
12/29/2006	006189771	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	WYNDHAM HOTEL	AA Pays 66
12/29/2006	006190184	45Y	534	12/29/2006	Dinner	Other	USD	\$ 20	COMFORT SUITES	AA Pays 67
12/29/2006	006190278	45Y	534	12/29/2006	Dinner	Other	USD	\$ 20	COMFORT SUITES	AA Pays 68
12/29/2006	006189808	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 69
12/29/2006	006189648	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	WYNDHAM HOTEL	AA Pays 70
12/29/2006	006189706	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	WYNDHAM HOTEL	AA Pays 71
12/29/2006	006189622	45Y	534	12/29/2006	Dinner	Other	USD	\$ 40		AA Pays 72
12/29/2006	006189798	45Y	534	12/29/2006	Dinner	Other	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 73
12/29/2006	006190483	45Y	1008	12/29/2006	Dinner	Other	USD	\$ 10	HAMPTON IN AND SUITES	AA Pays 74
12/29/2006	006190338	45Y	1348	12/29/2006	Dinner	Other	USD	\$ 20	COMFORT SUITES	AA Pays 75
12/29/2006	006190470	45Y	1348	12/29/2006	Dinner	Other	USD	\$ 10	COMFORT SUITES	AA Pays 76
12/29/2006	006189898	45Y	2412	12/29/2006	Dinner	Other	USD	\$ 10	HOLIDAY INN TOWNLAKE	AA Pays 77

Flight Summary for Dinner			
Flight Number	Number Issued	Type Issued	Total Amount
534	12	Dinner	\$ 170
1008	1	Dinner	\$ 10
1348	2	Dinner	\$ 30
2412	1	Dinner	\$ 10

Document Summary for Dinner		
Number Issued	Type Issued	Total Amount
16	Dinner	\$ 220

**From:** [REDACTED]  
**To:** [REDACTED] (b)(6)  
**CC:**  
**Subject:** FW: payment for overnight accommodations  
**Date:** Thursday, April 05, 2007 3:22:17 PM  
**Attachments:**

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**From:** [REDACTED] (b)(6)  
**Sent:**  
**To:** [REDACTED] (b)(6)  
**Cc:** [REDACTED] (b)(6)  
**Su**

I think that last week there were a few times when we discussed the fact that AA and other carriers typically do not pay for overnight accommodations in the event of weather related cancellations or delays.

That is in case the fact, but there is a wrinkle in the precise situation of a flight that diverts and cancel in the diversion city. If a flight cancels **in a diversion city**, our policy is that if we cannot reroute the passenger we will provide overnight accommodations at our cost (assuming availability) This is set out in the third paragraph of the "Delays, Cancellations, and Diversions" section of our CSP.

I wanted to take a to make sure every one understood our precise policy for a weather cancellation in a diversion city situation since it does differ from the policy for a cancellation that does not occur in a diversion – we pay for accommodations in the former situation but not the latter.

[REDACTED] (b)(6)

if I misstated anything here, please let me know.

I will be in touch later today with a recap and status regarding the outstanding items.

(b)(6)

Attorney

American Airlines, Inc.

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9616

Physical Address: (b)(6) MD 5675

Fort Worth, Texas 76155

Tel:

(b)(6)

Fax:

Email:

(b)(6)

**From:**

(b)(6)

**To:**

**CC:**

**Subject:** FW: info on refunds and travel on other carriers

**Date:** Thursday, April 05, 2007 3:05:11 PM

**Attachments:**

---

**From:**

(b)(6)

**Sen**

**To:**

(b)(6)

**Cc:**

**Sub**

n other carriers

For flights 1348, 2412, 1008 and 534, I have the following information:

76 passengers were either or partially rerouted on other carriers

5 passengers received full refunds

6 passengers who were flying on Aadvantage awards had their miles credited back to their accounts.

Please note that this information is only for travel on AA issued tickets – we don't easily have available similar information for tickets that may have been issued by other carriers for travel on AA.

(b)(6)

Attorney

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Tel:

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Fax: (b)(6)  
Ema (b)(6)

Hyperlinks to  
Final Report:

[AS3.e](#)

**Hyperlinks to  
AA Sources:**      [E.2.4 p.4 Col. 3](#)      [E.2.32](#)      [E.2.4 p.4 Col. 4](#)

	<u>Airport Code</u>	<u>Origin City#</u>	<u>Flight #</u>	<u>SAS^</u>
1	SFO	San Francisco, CA	1348	DFW
2	LAX	Los Angeles, CA	2412	DFW
3	OAK	Oakland, CA	1008	DFW
4	FAT	Fresno, CA	534	DFW
5	SEA	Seattle, WA	2302	DFW
6	FAT	Fresno, CA	1372	DFW
7	YVR	Vancouver, British Columbia	330	DFW
8	SLC/MAF	Salt Lake City, UT	1074	DFW
9	SJC	San Jose, CA	1514	DFW
10	SNA	Orange County, CA	592	DFW
11	SAN	San Diego, CA	1708	DFW

#Origin City based upon the city of the origin airport code

^SAS- Scheduled Arrival Station

\*Onboard delay time computed by following equation:  
(Aircraft Out Time - Wheels On Time)= Onboard Delay Time

\*\*Aircraft Ground Time Terms

RON= Flight Remained Overnight, Arrived to Scheduled Station Next Day

CXL= Flight Cancelled, Rebooked, Arrived Next Day

\*\*\*Numbers indicate flight remained in diverted city for that time before arriv

\*\*\*\*Based on Column K entitled "Ground Time"

AS3.e

<a href="#">E.2.4 p.4 Col. 5</a>	<a href="#">E.2.32</a>	<a href="#">E.2.32</a>	<a href="#">E.2.32 Wheels on-gate</a> <a href="#">E.2.32 Wheels on-off</a>	<a href="#">E.2.4 p.4 Col.9</a>
<b>SAS^^</b>	<b>Wheels On Time</b>	<b>Aircraft Out Time</b>	<b>On-board Delay Time*</b>	<b>Ground Time**</b>
AUS	1249	955	9:16	RON
AUS	1231	cxl	7:14	CXL
AUS	1239	838	7:06	RON
AUS	1254	847	6:08	RON
AUS	1949	2206	2:26	2:26***
AUS	1953	842	2:16	RON
AUS	1930	2052	2:08	2:08
AUS	2011	1050	2:04	RON
AUS	1223	1329	1:39	1:39***
AUS	1237	1354	1:32	1:32***
AUS	1225	1333	1:31	1:31***

ing at scheduled station

[AS3.e](#)



**Flight Outcome\*\*\*\***

1/Remained Overnight/ Arrived  
Cancelled

1/Remained Overnight/ Arrived

1/Remained Overnight/ Arrived

Diverted then Arrived

1/Remained Overnight/ Arrived

Diverted then Arrived

1/Remained Overnight/ Arrived

Diverted then Arrived

Diverted then Arrived

Diverted then Arrived

From: (b)(6)  
Sent: 07 10:34 AM  
To: (b)(6)  
Cc: (b)(6)  
Subject: FW: Long On-Board Delay Times

Attachments: AA Long Onboard Delay Chart.xls

See below - this should answer your questions.

Note we took an even more conservative approach here, in that for flights that canceled or RONd in AUS, we defined onground delay to mean total elapsed time from wheels on the runway at AUS to the time the plane got to a gate (as reported to us by our people in AUS). This resulted in the delay times for the first four flights being lengthened by a few minutes.

We cannot really comment on the information you got from people who work for the airport, other than to say we are confident of our information and assume that our information regarding our flights is more accurate than any information the airport folks may have given you (as perhaps demonstrated by the fact some of the tail number information they gave you does not jibe with our information).

Do not hesitate to call if you have any questions.

(b)(6)  
on Attorney  
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----- e-----  
From: (b)(6)  
Sent:  
To: (b)(6)  
Cc: (b)(6)  
Subj: s

(b)(6)

Attached is the document with the times the aircraft arrived at AUS and either came to the gate at AUS or departed AUS.

We stand behind our numbers, and we have applied the following rule for determining Onboard Delay. Onboard Delay is the time from the wheels touching down to either the gate arrival (if the flight cancels or remains overnight) or the wheels are up (if the flight refuels and continues).

There were 11 AUS diversions, 6 that remained overnight or cancelled and

5 that continued the same day. In the case of the 5 continuations, the original delay time reported and the time reported today are the same.

In the case of the 6 cancellations, the delay time on 4 operations was adjusted (by between 5 and 7 minutes) to be consistent with the definition (wheels on to gate/wheels off).

I have also added the aircraft registration numbers in the document. I cannot explain the maintenance times, but I do see some discrepancies in registration numbers.

Let me know if you need additional information.

(b)(6)

-----  
From: (b)(6)  
Sent: 26, 2007 10:55 AM  
To: (b)(6)  
Subject: FW: Long On-Board Delay Times

(b)(6) can you review, pls?...Thanks.

-----  
From: (b)(6)  
Sent: Thursday, July 26, 2007 8:48 AM  
To: (b)(6)  
Subject: FW: Long On-Board Delay Times

Can you guys help me respond to this?

(b)(6)

Attorney  
American Airlines, Inc.  
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Texas 76155

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-----  
From: (b)(6)  
Sent: (b)(6)  
To: (b)(6)

Cc: (b)(6)  
Subj -Board Delay Times

Greetings (b)(6)

I have attached a chart of AA aircraft long on-board delays resulting from diversions to Austin Bergstrom International Airport on December 29, 2006. We will use this spreadsheet (or something quite similar) in the report, and wanted to ensure accuracy.

Would you be able to confirm that these on-board delay lengths are correct?

If you have the actual arrival and deplanement times that are used to calculate these onboard delay time lengths, they would also be most helpful (see columns in spreadsheet).

One important detail:

AUS provided us maintenance ramp records for December 29. There are discrepancies between the time length recorded by AUS for the 4 longest-delayed aircraft, and the information provided by AA for the 4 longest-delayed aircraft.

It is my understanding that the AUS maintenance ramp records for these 4 aircraft should be shorter in time length than those provided by AA, as they do not account for aircraft travel to the gate and passenger deplanement. However, with the exception of the first entry, all of the other numbers show a time length greater than or about the same as that provided by AA.

I inserted column showing the AUS record entries 4 longest on-board delayed aircraft, and their tail numbers, for your reference. Please let me know if you need any clarification.

We appreciate your timely consideration of this matter.

(b)(6)

Analyst  
Office of Inspector General

(b)(6)

-----  
From: (b)(6)  
Sent: Wednesday, July 25, 2007 3:07 PM  
To: (b)(6)  
Subject: FW: Scanned document <4 pages ~134 KB> -- 4/9/2007 11:19:41 AM

-----  
From: (b)(6)  
Sen  
To: (b)(6)

(b)(6)

Subject: FW: Scanned document <4 pages ~134 KB> -- 4/9/2007 11:19:41 AM

(b)(6)

comments.

It may be a little hard to see on the PDF, but if you look at the first attachment you will see "1348" in a cell in the second column and then under the "load agent" column you will see two notations: "LAV" and "FOOD". These notations were made by station personnel on 12/29 to indicate that food and water were provided to flight 1348 and that the flight also had lav service.

The two other attachments are Sky Chefs delivery slips showing Sky Chefs took food and water to flight 1348 (recall that AA personnel took food and water out the first time, but later in the day AA supplies were running low so we called Sky Chefs).

You will also note that the timeline shows an arrival at the gate time of 22:05. We previously told you guys the tarmac time for this flight was just over 8 hours, but a 22:05 on gate would make it just over 9 hours. Back in early January when we were doing our internal investigation, we identified an arrival time of approximately 21:00 from station information. In pulling together the timeline, however, we took at look at our flight crew pay system, which noted a 22:05 gate arrival; it is the most accurate information we have and thus we have used it for the timeline.

(b)(6)

Senior Litigation Attorney  
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Fort Worth, Texas 76261-9616

(b)(6)

Fort Worth, Texas 76155

(b)(6)

(b)(6)

-----Original Message-----

(b)(6)

Sent: Monday, April 09, 2007 11:20 AM

(b)(6)

Subject: Scanned document <4 pages ~134 KB> -- 4/9/2007 11:19:41 AM

Flt 1348 Timeline

This communication may contain information that is privileged, confidential and exempt from disclosure under applicable law. Any use, dissemination or copying of this communication other than by the

addressee is prohibited.

Pages 88 through 99 redacted for the following reasons:

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(b)(4)

(b)(6)

## JFK – Powered by Teamwork



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Pages 101 through 109 redacted for the following reasons:

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(b)(4)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b)(6)

**From:** (b)(6)  
**Sent:** Thursday, March 15, 2007 1:41 PM  
**To:** (b)(6)  
**Subject:** FW: Data request issues (American Airlines)

I think the guy got your email address wrong, so you may not have received this the first time around.

-----Original Message-----

**From:** (b)(6)  
**Sent:**  
**To:** (b)(6)  
**Cc:**  
**Subject:** Data request issues

(b)(6) some information related to, and needs to raise a few issues about, the data requests we (b)(6) terday (b)(6) (b)(6) 's e-mail to the ATA) as well as the AA specific request sent to us today sent to us today by (b)(6)

First, let me address the four bullet requests in (b)(6) e-mail to the ATA:

(b)(4)

With regard to airpo (b)(6) requests 4(g) and 4(h) from both (b)(6) e-mail of yesterday and the AA specific request we received today from (b)(6) (dealing respectively with the nu (b)(6) e on affected flights who requested refunds and the number of passenge (b)(6) cted flights who were rerouted to other airlines) these requests are problematic for us.

With regard to the refund request inquiry 4(g), while we may have information related to a particular refund request in, for example, a passenger letter to our Customer Relations department, as a general proposition AA does not track mere **requests** for refunds. Thus, we have no centralized, systematic way of determining whether or how many passengers for impacted flights requested refunds. It may be that there is some **processed** refund information that is easily available to us that we can provide; we suggest we discuss this when you visit us at DFW.

With regard to the inquiry 4(h) as to the number of passengers on affected flights that were rerouted to other airlines, we have no centralized, systematic way of pulling that information. The only way that we could get this information would be to individually review the PNR related to each and every passenger on affected flights, which would be a monumental task. We request that we defer this request until your visit to DFW at which time we can discuss potential alternatives.

(b)(4), (b)(6)

Please consider this information and get back to us at your convenience. I will be in touch regarding a JFK POC soon.

Thank You.

6/7/2007

**Jacobs, Arthur**

---

**From:** (b)(6)  
**Sent:**  
**To:** (b)(6)  
**Cc:**  
**Subject**

(b)(4)

(b)(4) Please do not

(b)(6)  
ttorney  
American Airlines, Inc.  
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# AUS Dec 29th Review

# AUS Cancellations

## Scheduled Departure AUS

## Scheduled Arrival AUS

	AA	AE	AA	AE
12/29/2006	5	3	8	2
12/30/2006	1	0	0	1
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	1	1	1
1/5/2007	1	1	0	1
Total	7	5	9	5

# AUS Diversions

AUS Arrivals diverted  
elsewhere

Flights diverted to AUS

	AA	AE	AA	AE
12/29/2006	0	1	11	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	1	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	0	1	12	0

# Diversions Detail over 1 hour

December 29, 2006

Airline	Flight Number	Departure Station	Scheduled Arrival Station	Actual Arrival Station	Revenue Passengers	Special Needs	Passenger Airplane Time	Aircraft Ground Time
AA	1348	SFO	DFW	AUS	113	0	8:06	RON
AA	2412	LAX	DFW	AUS	109	3	7:09	CXL
AA	1008	OAK	DFW	AUS	113	4	7:00	RON
AA	534	FAT	DFW	AUS	131	3	6:01	RON
AA	2302	SEA	DFW	AUS	152	4	2:26	2:26
AA	1372	FAT	DFW	AUS	127	0	2:16	RON
AA	330	YVR	DFW	AUS	123	1	2:08	2:08
AA	1074	SLC/MAF*	DFW	AUS	136	1	2:04	RON
AA	1514	SJC	DFW	AUS	120	2	1:39	1:39
AA	592	SNA	DFW	AUS	121	5	1:32	1:32
AA	1708	SAN	DFW	AUS	120	2	1:31	1:31

\*Double Diversion

# AUS Delays

## AUS departures after D-0

## AUS Arrivals after A+14

	AA	AE	AA	AE
12/29/2006	11	2	13	1
12/30/2006	21	5	21	4
12/31/2006	22	3	19	2
1/1/2007	24	3	8	1
1/2/2007	23	5	10	2
1/3/2007	15	1	12	0
1/4/2007	13	3	5	1
1/5/2007	13	0	5	1
Total	142	22	93	12

# AUS Return to Gate over 1 hour

	AUS Departures		AUS Arrivals	
	AA	AE	AA	AE
12/29/2006	1	0	0	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	1	0	0	0

# AUS Return to Gate Detail

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	534	29-Dec-06	AUS	DFW	98	3	276	Diversion	Domestic	Continued

# AUS Taxi Times over 1 hour

	AUS Departures		AUS Arrivals	
	AA	AE	AA	AE
12/29/2006	2	0	1	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	2	0	1	0

# AUS Taxi Detail

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
<b>Taxi Out at AUS</b>											
AA	806	29-Dec-06	AUS	DFW	171	5	216	12	Departure	Domestic	Completed
AA	1051	29-Dec-06	AUS	DFW	136	1	70	12	Departure	Domestic	Completed
<b>Taxi In at AUS</b>											
AA	1308	29-Dec-06	LAX	AUS	126	3	13	89	Arrival	Domestic	Completed

ALN	FLT	TAIL	DPT	SKD ARV	ACT ARV	Pax Airplane Time	Aircraft Grnd Time	
<b>AA</b>	<b>4 Diversions</b>							
AA	857	464	TPA	DFW	AUS	2:07	4:34	
AA	1314	466	ONT	DFW	AUS	1:14	5:42	
AA	1418	582	SMF	DFW	AUS	<b>RON-18:37</b>	3:01	
AA	2196	3CW	GUA	DFW	AUS	2:59	2:59	
<b>AA</b>	<b>AUS</b>	<b>4 Diversions</b>				<b>AVG</b>	<b>4:25</b>	
<b>AE</b>	<b>2 Diversion</b>							
AE	3417	826	DFW	SJT	AUS	4:24 (no Paxs)	6:40	
<b>AE</b>	<b>3804</b>	<b>632</b>	<b>MTY</b>	<b>DFW</b>	<b>AUS</b>	<b>4:49</b>	<b>4:49</b>	
<b>AE</b>	<b>AUS</b>	<b>2 Diversions</b>				<b>AVG</b>	<b>5:45</b>	
<b>AA + AE</b>	<b>AUS</b>	<b>6 Diversion</b>				<b>AVG</b>	<b>4:57</b>	

I have also attached the recap for all of these flights. When the lavs were serviced, when food/drinks were boarded etc.

(9)(g)

# DFW Dec 29<sup>th</sup> Review

# DFW Cancellations

	Scheduled Departure DFW		Scheduled Arrival DFW	
	AA	AE	AA	AE
12/29/2006	219	127	186	116
12/30/2006	50	15	88	36
12/31/2006	8	16	11	14
1/1/2007	13	13	17	17
1/2/2007	11	0	12	0
1/3/2007	4	1	4	1
1/4/2007	7	9	5	15
1/5/2007	11	4	11	9
Total	323	185	334	208

# DFW Diversions

DFW Arrivals diverted  
elsewhere

Flights diverted to DFW

	AA	AE	AA	AE
12/29/2006	85	34	0	1
12/30/2006	1	0	1	1
12/31/2006	0	0	1	0
1/1/2007	1	0	1	0
1/2/2007	1	0	1	0
1/3/2007	3	2	0	1
1/4/2007	0	0	1	3
1/5/2007	4	1	0	2
Total	95	37	5	8

# DFW Delays

## DFW departures after D-0

## DFW Arrivals after A+14

	AA	AE	AA	AE
12/29/2006	182	75	134	43
12/30/2006	401	240	307	189
12/31/2006	368	146	187	79
1/1/2007	386	143	192	60
1/2/2007	379	119	179	39
1/3/2007	296	122	124	35
1/4/2007	239	142	93	67
1/5/2007	258	149	96	70
Total	2509	1136	1312	582

# DFW Return to Gate over 1 hour

	DFW Departures		DFW Arrivals	
	AA	AE	AA	AE
12/29/2006	2	4	28	13
12/30/2006	1	1	0	0
12/31/2006	1	0	0	0
1/1/2007	0	0	0	0
1/2/2007	1	0	0	0
1/3/2007	0	1	0	1
1/4/2007	1	2	0	0
1/5/2007	0	2	0	1
Total	6	10	28	15

# DFW Return to Gate Detail

## DFW Departures

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	1051	29-Dec-06	DFW	COS	N/A	N/A	174	Departure	Domestic	Cancelled
AA	1406	29-Dec-06	DFW	EWR	N/A	N/A	165	Departure	Domestic	Cancelled
AA	2431	30-Dec-06	DFW	LAX	143	3	145	Departure	Domestic	Continued
AA	389	31-Dec-06	DFW	ABQ	N/A	N/A	162	Departure	Domestic	Cancelled
AA	945	2-Jan-07	DFW	SCL	188	1	118	Departure	International	Continued
AA	1984	4-Jan-07	DFW	MSY	135	3	95	Departure	Domestic	Continued
AE	3861	29-Dec-06	DFW	VPS	N/A	N/A	179	Departure	Domestic	Cancelled
AE	3777	29-Dec-06	DFW	LIT	N/A	N/A	170	Departure	Domestic	Cancelled
AE	3285	29-Dec-06	DFW	LAW	N/A	N/A	121	Departure	Domestic	Cancelled
AE	3383	29-Dec-06	DFW	GPT	N/A	N/A	68	Departure	Domestic	Cancelled
AE	3457	30-Dec-06	DFW	GSO	41	1	99	Departure	Domestic	Continued
AE	3821	3-Jan-07	DFW	MOB	39	4	62	Departure	Domestic	Continued
AE	3347	4-Jan-07	DFW	LAW	N/A	N/A	112	Departure	Domestic	Cancelled
AE	3271	4-Jan-07	DFW	SPS	N/A	N/A	98	Departure	Domestic	Cancelled
AE	3271	5-Jan-07	DFW	SPS	N/A	N/A	105	Departure	Domestic	Cancelled
AE	3275	5-Jan-07	DFW	LAW	N/A	N/A	91	Departure	Domestic	Cancelled

# DFW Return to Gate Detail

## DFW Arrivals

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	1682	29-Dec-06	OKC	DFW	N/A	N/A	344	Departure	Domestic	Cancelled
AA	534	29-Dec-06	AUS	DFW	98	3	276	Diversion	Domestic	Continued
AA	1900	29-Dec-06	MSY	DFW	N/A	N/A	240	Departure	Domestic	Cancelled
AA	740	29-Dec-06	SAT	DFW	N/A	N/A	211	Departure	Domestic	Cancelled
AA	1898	29-Dec-06	ABQ	DFW	N/A	N/A	191	Departure	Domestic	Cancelled
AA	1827	29-Dec-06	LIT	DFW	123	0	186	Diversion	Domestic	Continued
AA	2403	29-Dec-06	STL	DFW	N/A	N/A	172	Departure	Domestic	Cancelled
AA	1333	29-Dec-06	MSY	DFW	N/A	N/A	162	Departure	Domestic	Cancelled
AA	1545	29-Dec-06	MCI	DFW	N/A	N/A	160	Departure	Domestic	Cancelled
AA	2333	29-Dec-06	ORD	DFW	N/A	N/A	150	Departure	Domestic	Cancelled
AA	1898	29-Dec-06	ABQ	DFW	N/A	N/A	142	Departure	Domestic	Cancelled
AA	1939	29-Dec-06	MEM	DFW	N/A	N/A	133	Departure	Domestic	Cancelled
AA	2006	29-Dec-06	MCI	DFW	N/A	N/A	128	Departure	Domestic	Cancelled
AA	1683	29-Dec-06	STL	DFW	N/A	N/A	127	Departure	Domestic	Cancelled
AA	1863	29-Dec-06	SHV	DFW	136	2	123	Diversion	Domestic	Continued
AA	2228	29-Dec-06	HDN	DFW	159	0	120	Departure	Domestic	Continued
AA	1610	29-Dec-06	ICT	DFW	N/A	N/A	120	Departure	Domestic	Cancelled
AA	1086	29-Dec-06	ELP	DFW	N/A	N/A	118	Departure	Domestic	Cancelled
AA	2446	29-Dec-06	LAX	DFW	N/A	N/A	107	Departure	Domestic	Cancelled
AA	1216	29-Dec-06	PHX	DFW	N/A	N/A	106	Departure	Domestic	Cancelled
AA	1962	29-Dec-06	IAH	DFW	N/A	N/A	103	Departure	Domestic	Cancelled

# DFW Return to Gate Detail

## DFW Arrivals

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	1807	29-Dec-06	BNA	DFW	N/A	N/A	101	Departure	Domestic	Cancelled
AA	1121	29-Dec-06	MCO	DFW	N/A	N/A	101	Departure	Domestic	Cancelled
AA	2448	29-Dec-06	LAX	DFW	N/A	N/A	95	Departure	Domestic	Cancelled
AA	2002	29-Dec-06	OMA	DFW	N/A	N/A	95	Departure	Domestic	Cancelled
AA	1802	29-Dec-06	ELP	DFW	N/A	N/A	88	Departure	Domestic	Cancelled
AA	361	29-Dec-06	OKC	DFW	128	4	86	Diversion	Domestic	Continued
AA	1170	29-Dec-06	DEN	DFW	N/A	N/A	63	Departure	Domestic	Cancelled
AE	3506	29-Dec-06	LIT	DFW	29	2	238	Departure	Domestic	Continued
AE	3816	29-Dec-06	TUL	DFW	51	1	213	Departure	Domestic	Continued
AE	3402	29-Dec-06	HOU	DFW	N/A	N/A	126	Departure	Domestic	Cancelled
AE	3762	29-Dec-06	AMA	DFW	42	1	109	Departure	Domestic	Continued
AE	3280	29-Dec-06	ACT	DFW	N/A	N/A	108	Departure	Domestic	Cancelled
AE	3536	29-Dec-06	BTR	DFW	N/A	N/A	94	Departure	Domestic	Cancelled
AE	3768	29-Dec-06	GSP	DFW	N/A	N/A	90	Departure	Domestic	Cancelled
AE	3590	29-Dec-06	MAF	DFW	29	0	85	Departure	Domestic	Continued
AE	3576	29-Dec-06	CID	DFW	N/A	N/A	82	Departure	Domestic	Cancelled
AE	3712	29-Dec-06	CVG	DFW	N/A	N/A	79	Departure	Domestic	Cancelled
AE	3382	29-Dec-06	SGF	DFW	N/A	N/A	72	Departure	Domestic	Cancelled
AE	3338	29-Dec-06	TYR	DFW	N/A	N/A	69	Departure	Domestic	Cancelled
AE	3662	29-Dec-06	SGF	DFW	N/A	N/A	61	Departure	Domestic	Cancelled
AE	3746	3-Jan-07	LIT	DFW	49	0	65	Departure	Domestic	Continued
AE	3740	5-Jan-07	TXK	DFW	N/A	N/A	89	Departure	Domestic	Continued

# DFW Taxi Times over 1 hour

## DFW Departures

## DFW Arrivals

	AA	AE	AA	AE
12/29/2006	21	1	12	3
12/30/2006	0	0	11	4
12/31/2006	2	0	2	0
1/1/2007	4	1	3	1
1/2/2007	2	0	0	0
1/3/2007	2	0	0	0
1/4/2007	2	2	1	1
1/5/2007	5	0	5	0
Total	38	4	34	9

# DFW Taxi Detail

## Taxi Out at DFW

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	1120	29-Dec-06	DFW	SAT	131	6	246	11	Departure	Domestic	Completed
AA	2224	29-Dec-06	DFW	PBI	94	4	219	3	Departure	Domestic	Completed
AA	805	29-Dec-06	DFW	MSP	77	2	186	7	Departure	Domestic	Completed
AA	1872	29-Dec-06	DFW	BWI	171	1	181	5	Departure	Domestic	Completed
AA	1218	29-Dec-06	DFW	BHM	79	1	179	3	Departure	Domestic	Completed
AA	1720	29-Dec-06	DFW	IAD	106	1	177	4	Departure	Domestic	Completed
AA	836	29-Dec-06	DFW	OKC	136	6	156	18	Departure	Domestic	Completed
AA	1656	29-Dec-06	DFW	SDF	68	3	154	6	Departure	Domestic	Completed
AA	1587	29-Dec-06	DFW	SEA	124	3	148	6	Departure	Domestic	Completed
AA	650	29-Dec-06	DFW	XNA	73	1	147	5	Departure	Domestic	Completed
AA	1119	29-Dec-06	DFW	COS	132	3	143	10	Departure	Domestic	Completed
AA	812	29-Dec-06	DFW	CLT	91	3	116	5	Departure	Domestic	Completed
AA	736	29-Dec-06	DFW	LGA	117	1	113	6	Departure	Domestic	Completed
AA	1847	29-Dec-06	DFW	DEN	141	0	87	9	Departure	Domestic	Completed
AA	1545	29-Dec-06	DFW	TUS	135	8	81	4	Departure	Domestic	Completed
AA	739	29-Dec-06	DFW	SJO	148	1	80	2	Departure	International	Completed
AA	1599	29-Dec-06	DFW	IAH	126	1	77	10	Departure	Domestic	Completed
AA	721	29-Dec-06	DFW	SAN	123	10	69	2	Departure	Domestic	Completed
AA	523	29-Dec-06	DFW	SNA	138	5	65	8	Departure	Domestic	Completed
AA	707	29-Dec-06	DFW	DEN	142	0	64	7	Departure	Domestic	Completed
AA	606	29-Dec-06	DFW	SJU	174	3	62	5	Departure	International	Completed

# DFW Taxi Detail

## Taxi Out at DFW

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	2344	31-Dec-06	DFW	ORD	130	0	75	11	Departure	Domestic	Completed
AA	2340	31-Dec-06	DFW	ORD	115	4	65	6	Departure	Domestic	Completed
AA	1948	1-Jan-07	DFW	PHL	141	8	103	4	Departure	Domestic	Completed
AA	558	1-Jan-07	DFW	EWR	133	2	88	6	Departure	Domestic	Completed
AA	1976	1-Jan-07	DFW	PHL	138	8	87	4	Departure	Domestic	Completed
AA	2324	1-Jan-07	DFW	ORD	115	1	67	11	Departure	Domestic	Completed
AA	1874	2-Jan-07	DFW	EWR	132	2	82	13	Departure	Domestic	Completed
AA	710	2-Jan-07	DFW	LGA	137	4	66	5	Departure	Domestic	Completed
AA	558	3-Jan-07	DFW	EWR	128	2	83	6	Departure	Domestic	Completed
AA	878	3-Jan-07	DFW	EWR	134	6	68	7	Departure	Domestic	Completed
AA	2368	4-Jan-07	DFW	ORD	127	0	93	6	Departure	Domestic	Completed
AA	2364	4-Jan-07	DFW	ORD	122	2	65	9	Departure	Domestic	Completed
AA	1406	5-Jan-07	DFW	EWR	74	2	121	9	Departure	Domestic	Completed
AA	558	5-Jan-07	DFW	EWR	87	1	75	7	Departure	Domestic	Completed
AA	732	5-Jan-07	DFW	LGA	91	3	67	5	Departure	Domestic	Completed
AA	1874	5-Jan-07	DFW	EWR	64	2	62	7	Departure	Domestic	Completed
AA	562	5-Jan-07	DFW	PHL	133	3	61	4	Departure	Domestic	Completed
AE	3577	29-Dec-06	DFW	PIT	24	2	68	7	Departure	Domestic	Completed
AE	3717	1-Jan-07	DFW	ABI	21	1	66	4	Departure	Domestic	Completed
AE	3845	4-Jan-07	DFW	GDL	43	2	71	5	Departure	International	Completed
AE	3617	4-Jan-07	DFW	CUU	9	0	64	2	Departure	International	Completed

# DFW Taxi Detail

## Taxi In at DFW

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	326	29-Dec-06	PVR	DFW	123	0	14	196	Arrival	International	Completed
AA	574	29-Dec-06	GDL	DFW	110	5	11	164	Arrival	International	Completed
AA	1386	29-Dec-06	TUS	DFW	125	2	40	85	Arrival	Domestic	Completed
AA	2438	29-Dec-06	SJD	DFW	118	2	18	63	Arrival	International	Completed
AA	743	29-Dec-06	LGA	DFW	140	1	9	62	Arrival	Domestic	Completed
AA	1984	29-Dec-06	SEA	DFW	130	5	14	61	Arrival	Domestic	Completed
AA	2035	30-Dec-06	MCI	DFW	135	4	9	93	Arrival	Domestic	Completed
AA	2313	30-Dec-06	ORD	DFW	126	3	12	78	Arrival	Domestic	Completed
AA	2453	30-Dec-06	IAH	DFW	136	3	9	70	Arrival	Domestic	Completed
AA	2309	30-Dec-06	ORD	DFW	129	5	17	64	Arrival	Domestic	Completed
AA	1348	30-Dec-06	SFO	DFW	125	9	15	64	Arrival	Domestic	Completed
AA	1664	30-Dec-06	PHX	DFW	180	5	14	62	Arrival	Domestic	Completed
AA	373	30-Dec-06	OMA	DFW	133	6	9	61	Arrival	Domestic	Completed
AA	1203	31-Dec-06	YYZ	DFW	130	1	19	73	Arrival	International	Completed
AA	1268	1-Jan-07	ELP	DFW	135	4	7	66	Arrival	Domestic	Completed
AE	3780	30-Dec-06	FWA	DFW	43	2	7	73	Arrival	Domestic	Completed
AE	3730	30-Dec-06	AMA	DFW	28	0	58	64	Arrival	Domestic	Completed
AE	3410	1-Jan-07	CAE	DFW	32	2	10	72	Arrival	Domestic	Completed

# DFW Taxi Detail

## Taxi Out at upline departure station

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
AA	806	29-Dec-06	AUS	DFW	171	5	216	12	Arrival	Domestic	Completed
AA	1654	29-Dec-06	MSY	DFW	147	0	144	13	Arrival	Domestic	Completed
AA	763	29-Dec-06	LGA	DFW	144	0	142	12	Arrival	Domestic	Completed
AA	1020	29-Dec-06	SAT	DFW	115	10	131	13	Arrival	Domestic	Completed
AA	1051	29-Dec-06	AUS	DFW	136	1	70	12	Arrival	Domestic	Completed
AA	1507	29-Dec-06	DCA	DFW	128	2	62	22	Arrival	Domestic	Completed
AA	1347	30-Dec-06	ORF	DFW	133	4	115	15	Arrival	Domestic	Completed
AA	649	30-Dec-06	DCA	DFW	121	1	79	33	Arrival	Domestic	Completed
AA	1898	30-Dec-06	ABQ	DFW	132	3	68	16	Arrival	Domestic	Completed
AA	471	30-Dec-06	DCA	DFW	144	1	65	7	Arrival	Domestic	Completed
AA	450	31-Dec-06	ELP	DFW	135	3	68	12	Arrival	Domestic	Completed
AA	534	1-Jan-07	FAT	DFW	132	4	131	12	Arrival	Domestic	Completed
AA	541	1-Jan-07	ATL	DFW	85	0	73	4	Arrival	Domestic	Completed
AA	962	4-Jan-07	GRU	DFW	212	4	65	6	Arrival	International	Completed
AA	2306	5-Jan-07	EGE	DFW	176	2	72	11	Arrival	Domestic	Completed
AA	996	5-Jan-07	EZE	DFW	216	0	70	4	Arrival	International	Completed
AA	1356	5-Jan-07	DEN	DFW	101	2	67	12	Arrival	Domestic	Completed
AA	654	5-Jan-07	DEN	DFW	101	2	65	13	Arrival	Domestic	Completed
AA	630	5-Jan-07	DEN	DFW	106	2	62	8	Arrival	Domestic	Completed
AE	3506	29-Dec-06	LIT	DFW	29	2	143	11	Arrival	Domestic	Completed
AE	3816	29-Dec-06	TUL	DFW	51	0	81	17	Arrival	Domestic	Completed
AE	3620	29-Dec-06	LBB	DFW	34	0	76	5	Arrival	Domestic	Completed
AE	3720	30-Dec-06	CVG	DFW	39	1	101	22	Arrival	Domestic	Completed
AE	3746	30-Dec-06	LIT	DFW	56	0	66	54	Arrival	Domestic	Completed
AE	3408	4-Jan-07	CUU	DFW	22	0	61	26	Arrival	International	Completed

Pages 135 through 142 redacted for the following reasons:

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(b)(4)

3/23/2007

# DFW OSO REVIEW

March 23, 2007

American Airlines®



Source:

(b)(7)

American Airlines Manager Operations DFW

# Agenda

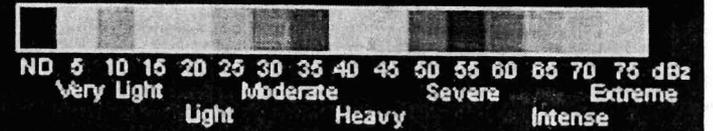
- December 29<sup>th</sup> Recap
- February 24<sup>th</sup> Recap
- Continuous Improvement Details

# December 29th, 2006 Timeline

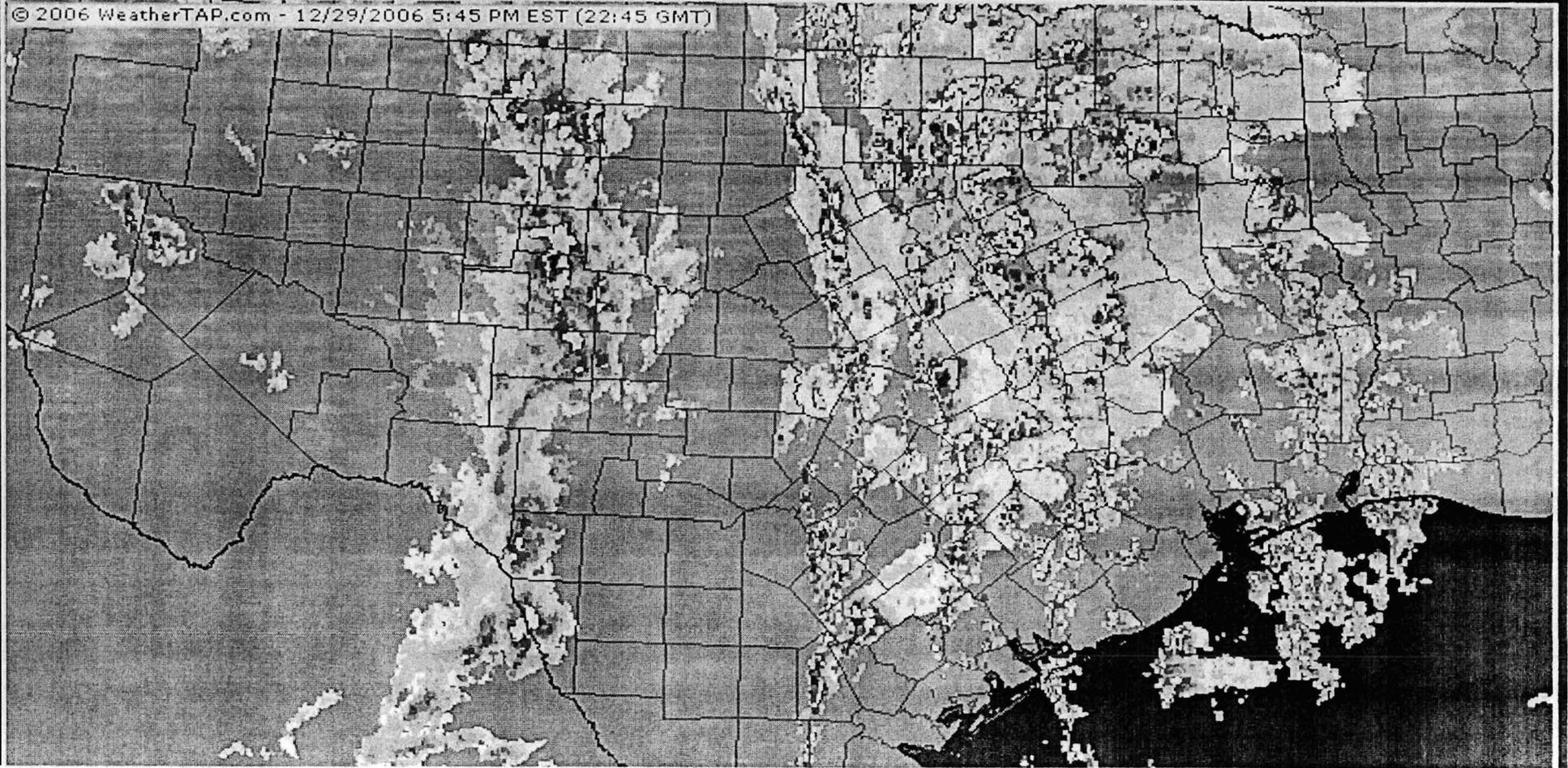
- First F.A.A. ground stop issued for DFW at 10:47
  - A total of 3 ground stops were issued totaling approximately 430 minutes
- First diversion occurred at 11:29
  - 88 diversions occurred over a 9 hour period
- First of 5 ramp closures occurs at 15:07
  - Ramp closures occurred between 15:00 and 20:30
    - \* Ramp closed for 4 hours of the 5 ½ hour period
  - Due to report of funnel cloud south of DFW, customer evacuation plan executed and AA ramp tower vacated
- Last flights departed at approximately midnight, and final arrival at 01:41 a.m.
- Numerous conference calls and phone updates occurred between S.O.C. and the DFW tower prior to and during the event

# December 29<sup>th</sup>, 2006 Radar

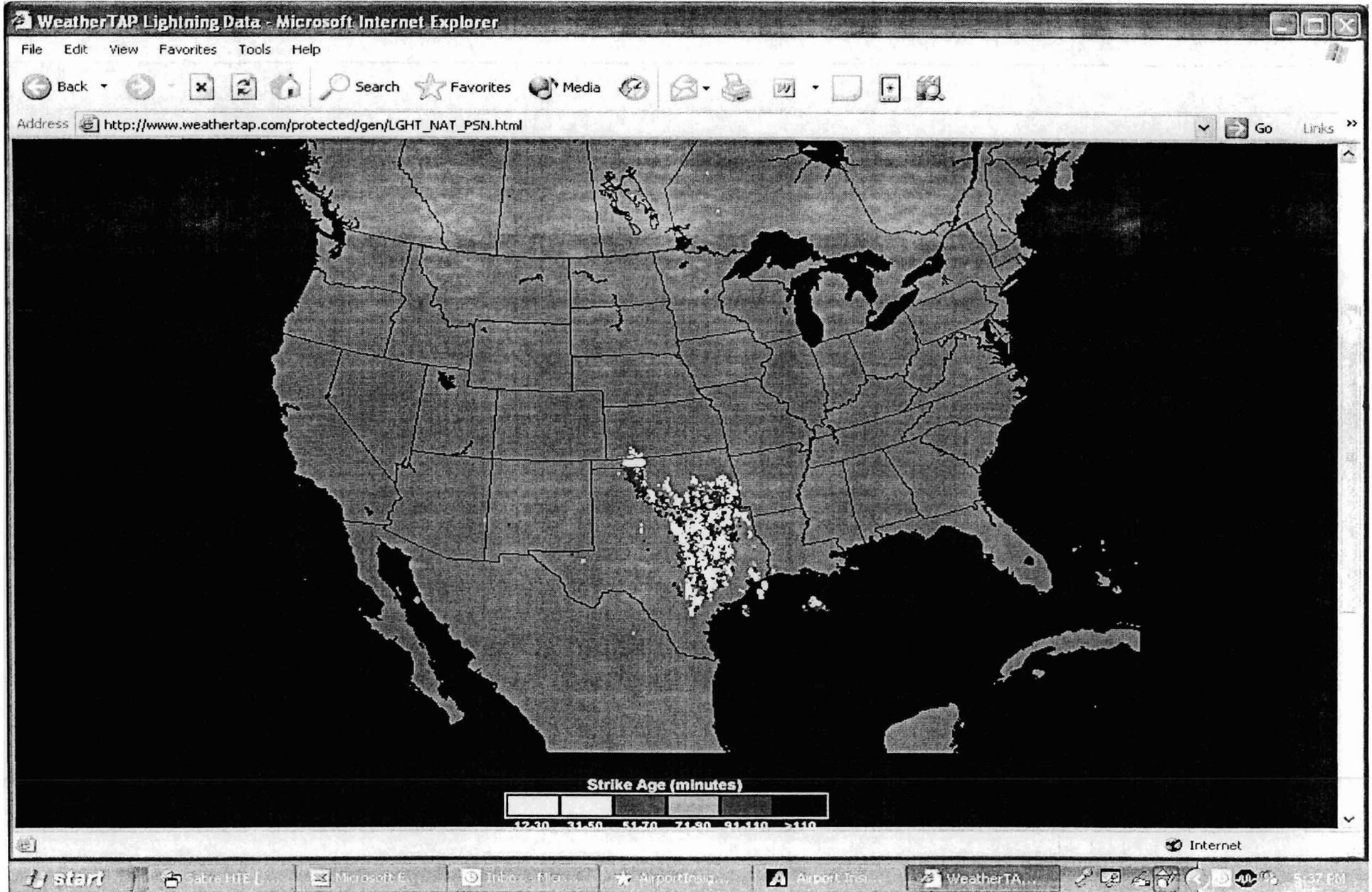
State Radar  
Central/Southern Texas



© 2006 WeatherTAP.com - 12/29/2006 5:45 PM EST (22:45 GMT)



# December 29<sup>th</sup>, 2006 Lightning



# December 29<sup>th</sup> Customer Impact

- 220 cancellations impacting 29,000 customers
  - Many rerouted upline on non-stop flights or via other AA and OA hubs
  - Others re-accommodated over the following days
- Approximately 7,000 customers misconnected in DFW and many remained overnight
  - Local hotels were offered at reduced AA “weather” rate
  - For those unable to locate local accommodations, cots and blankets were provided in the terminal
  - Sodas and orange juice were made available to customers in the terminal
  - Food vendors extended hours of operation to midnight at AA’s request
- By proffering overtime, AA was able to add the equivalent of 628 full-time employees to assist customers at the airport
  - 115 Customer Service Agents
  - 294 baggage handlers
  - 103 Prospect employees
  - 25 AirServ aircraft cleaners

# February 24<sup>th</sup>, 2006 Timeline

- S.O.C. conference calls began on 2/23 to prepare for the anticipated cross-wind event
  - Dozens of organized and ad hoc calls occurred throughout the event
- Utilization of the crosswind runways began at 09:00
- Wind gusts of 37 knots caused operations to cease at 12:30
  - Wind gusts peaked at 47 knots, or 54 MPH
- 27 AA aircraft were off the gate but not airborne as of 14:00
  - At this time the decision was made in the AA Ramp Tower to begin returning aircraft to the gate once the taxi-out times approached 3 hours
  - A “conference call” was conducted with all aircraft at 14:10 to advise of the situation
  - Shortly thereafter aircraft began returning, with all flights meeting the 4 hour company policy and most returning prior to 3 hours
- Operations resumed at approximately 18:00

AmericanAirlines®



# February 24<sup>th</sup> Customer Impact

- 302 cancellations impacting 37,000 customers
- Approximately 6,000 customers misconnected, of which roughly 3,000 were re-accommodated in the days following
- As with the December 29<sup>th</sup> event, AA provided a number of amenities
  - Discounted accommodations at local hotels
  - Cots and blankets for those not able to locate accommodations
  - Extended vendor hours in the terminals
- The equivalent of 510 employees were secured via overtime to assist customers

# Policy / Procedural Changes

- A number of initiatives have been or are in the process of being implemented to improve upon the customer experience during operational disruptions
  - Automation tools have been developed to monitor flights with long taxi times and proactively alert operations personnel to avoid customer inconvenience

(+)(q)

- Training of Administrative, Management, and Headquarters personnel to assist customer during peak travel periods and weather events
  - \* During the recent Spring Break travel period 80 volunteers were deployed

# Policy / Procedural Changes

- Operational conference calls with cockpit crewmembers
  - \* Allows crews to keep customers on board aircraft informed, make decisions regarding food/beverage service, and decisions regarding returning to gate
  
- Utilization of extra DFW gates during weather events
  - \* The addition of terminal D and the reduction of the AA flight schedule in 2005 has resulted in a number of unused gates at DFW
    - During high volume and weather periods, AA staffs these gates using overtime, increasing our capability to gate aircraft and reduce customer sit times away from the terminal
  
- Holding ATC impacted flights on the gate
  - \* Flights that are impacted by ATC delays at the destination city are kept on the gate as long as possible to prevent customers from being held on a taxiway before ATC takeoff clearance is received

**From:** (b)(6)  
**To:** (b)(6)  
**CC:**  
**Subject:** FW: Disabled and Unaccompanied Minor Passengers on flights 1348, 2412, 1008, and 534.  
**Date:** Tuesday, April 10, 2007 10:38:20 AM  
**Attachments:**

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**From:** (b)(6)  
**Sent:**  
**To:**  
**Cc:** (b)(6)  
**Sub** ghts 1348, 2412, 1008, and 534.

(b)(6) recall that your e-mail of 3/29 asked "how did AA accommodate disabled and special need customers, such as unaccompanied children" on flights 1348, 2412, 1008, and 534.

We identified eleven passengers who were either UMs or identified themselves as needing wheelchair assistance.

The vendor that handles wheelchair requests for us in AUS does not keep passenger specific records, but we have no reason to think that any of the passengers seeking wheelchair assistance had any issues or problems. Our Customer Relations group tells us that we have not received any complaints from any of these folks - we thus assume there were no issues with their "essential needs" being met while on the aircraft, or in getting wheelchair or any other assistance they needed once they left the aircraft.

As for the UMs, one was picked up by his grandfather in AUS. The rest continued their travel. We checked with our Customer Relations folks to see if they had been contacted about any issues with any of the UMs and the response was no, with a single exception (discussed below) that did not relate to essential needs on the aircraft. Based on the lack of complaints, we assume there were no problems with

the ‘essential needs’ of any of the UMs.

Customer Relations had a single contact associated with a 10 year old unaccompanied minor – the complaint was primarily due to the fact the parent drove an hour and a half to the destination airport of Pensacola before discovering the flight had been diverted (she apparently did not check to see if the flight was on time before heading out). The mother’s complaint centered on alleged lack of communication to her of her son’s status, not his treatment while onboard the diverted flight on the tarmac in AUS. The minor left AUS on 12/29 and spent the night at DFW airport in a segregated area that is furnished with cots and is supervised. He left DFW early the next morning and completed his journey to Pensacola, FL, .

Let me know if you need any additional information.

(b)(6) if anything I have said above is inaccurate please let me know.

(b)(6)

Attorney

American Airlines, Inc.

Mailing Address: P.O. Box (b)(6) MD 5675

9616

Physical Address: (b)(6) MD 5675

Fort Worth, Texas 76155

Tel: (b)(6)

Fax

Email: (b)(6)

## FLIGHT 1348 TIMELINE

Departure SFO (local time in SFO):	07:10
Arrive AUS:	12:54
Approx 28 Local and other pxrs taken to terminal on buses.	Approx. 13:48
Water, snacks and milk taken to a/c by Station personnel*	Approx. 14:00
Lav service**	late afternoon
Sky Chefs provided beverages and snacks***	Approx. 17:30
Aircraft on gate at AUS	22:05

\* Source: CSM (b)(9)(a) diversion work sheet (attached)

\*\* Source: Fleet Service (b)(9)(a) diversion work sheet (attached)

\*\*\* Source: Sky Chefs delivery records (attached)







Airline/ Customer AA Date \_\_\_\_\_

ETA \_\_\_\_\_ ETD \_\_\_\_\_

Aircraft# \_\_\_\_\_ Gate/ Location \_\_\_\_\_

QTY	Item	Price	Total
	TO WHOM IT MAY CONCERN,		
	IN ADDITION TO THE FOLLOWING		
	ITEMS, 150-300 INDIVIDUAL		
	SIZE BAGS OF PEANUTS AND/OR		
	AA F/C SNACK MIX WERE		
	BOARDED ON EACH A/C		

Delivery Instructions:

AA 104603

Total Food  
Total Service  
Sales Tax  
Grand Total


From: (b)(6)  
Sent: r 14, 2007 11:58 AM  
To: (b)(6)  
Subject: re: flight 2412

Please include this email in TeamMate to support the suggested changes provided by AA based on this morning conference call. Thank you in advance.

(b)(6)

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From: (b)(6)  
Sent: 11:53 AM  
To: (b)(6)  
Subject: follow up re: flight 2412

We confirmed with Austin that as a general proposition passengers from flight 2412 were re-accommodated in Aus the following morning. We have not done an individual analysis of each and every passenger (that would be pretty laborious), but we are confident that any passengers who sought to be re-accommodated were taken care of. Let me know if you need anything further on this issue. .

(b)(6)

Senior Litigation Attorney

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Fort Worth, Texas 76261-9616

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Fort Worth, Texas 76155

Tel:

(b)(6)

Fax:

Email:

(b)(6)



From: (b)(6)  
Sen 14, 2007 12:36 PM  
To: (b)(6)  
Sub itional proposed language

Please include this email in TeamMate to support the suggested changes provided by AA based on this morning conference call. Thank you in advance.

(b)(6)

---

From: (b)(6)  
Sen  
To: (b)(6)  
Sub her additional proposed language

Ditto - I had bad address for you..

(b)(6)

Senior Litigation Attorney

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Fort Worth, Texas 76155

Tel: (b)(6)  
Fax: (b)(6)

Email: (b)(6)

---

From: (b)(6)  
Sent: er 14, 2007 2:27 PM  
To: (b)(6)  
Cc: (b)(6)  
Subj

Guys, in light of the fact that the draft states that on 12/29 AA diverted" without a plan to spread out its diversions" , in the final section of the report that discusses what we have done since 12/29, we would like for you to mention that we have developed decision assistance technology and taken other steps to more closely monitor diversions. You will recall this was discussed at SOC and at DFW, and is addressed in the PP document called DFW OSS REVIEW dated 3/23/07 (next to last page) and also on pages 40-44 of the PP titled "AA IG Presentation" dated 3/22 07

We propose the following sentence be added at the very end of the document:

"Additionally, AA has since 12/29/06 developed and implemented decision assistance technology designed to automatically track and monitor delayed and diverted flights and assist in creating a centralized approach for the prioritizing the handling of such flights."

We would appreciate your adding this sentence to the report.

(b)(6)

Senior Litigation Attorney

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Fort Worth, Texas 76155

Tel: (b)(6)

Fax:

Email:

(b)(6)

2-24 Diversion information needed.txt

From: (b)(6)  
Sent: Friday, September 14, 2007 11:21 AM  
To: (b)(6)  
Subject: FW: Diversion information needed

Attachments: Copy of Div Feb24 07.xls

Please include this email in TeamMate to support the suggested changes provided by AA based on this morning conference call. Thank you in advance.

(b)(6)

---

From: (b)(6)  
Sent: Friday, September 14, 2007 10:24 AM  
To: (b)(6)  
Subject: FW: Diversion information needed

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From: (b)(6)  
Sent: Friday, September 14, 2007 10:22 AM  
To: (b)(6)  
Cc: (b)(6)  
Subject: Diversion information needed

(b)(6)

Per our tc, attached is a chart of the Austin diversions for February 24. Immediately below is an excerpt from the GM at Austin related to flight 3804. This was a flight from MTY to DFW that diverted to Austin. The excerpt documents, the lack of customs officials resulting in the passengers having to remain on the aircraft.

Flight 3804 arrived Austin from MTY at 1320. There were 34 passengers on board.

Lavs serviced and snacks/drinks placed on board within the first hour on the pad.

2-24 Diversion information needed.txt

This was an Eagle arrival from MTY, again no customs here. Initially it was also set up to go to ELP, but Eagle dispatch wanted him to go to Laredo instead. I had already given him the new release paperwork for ELP and then went back to Ops, after asking him if he needed any more snacks/drinks or lav serviced again. He said no. I pulled the new release paperwork for Laredo and took it back to the pad. I gave him the paperwork and he was refueled for the second time here. After refueling again, I waited on the pad in the bus for him to depart. I got another call from Ops that he was speaking with Eagle dispatch and asking them if Laredo had a customs agent on duty. If not he did not want to go there. I got another call advising he was now going to change destination again and now go back to DFW. I went back to Ops, pulled the new release paperwork for DFW and went back to the airplane to hand it off. He finally departed for DFW at 1800.

(b)(6)

Please note:

American Airlines is having an issue with some of our servers and server is affected; therefore, his email is not working. If you have any questions re: this message. please feel free to call (b)(6) or his assistant (b)(6). Thank you.

(b)(6)

on behalf of

(b)(6)

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American Airlines

(b)(6)

(b)(6)

Fort Worth, TX 76155

(b)(6)

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2-24 Diversion information needed.txt

# AUS Dec 29th Review

# AUS Cancellations

	Scheduled Departure AUS		Scheduled Arrival AUS	
	AA	AE	AA	AE
12/29/2006	5	3	8	2
12/30/2006	1	0	0	1
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	1	1	1
1/5/2007	1	1	0	1
Total	7	5	9	5

# AUS Diversions

	AUS Arrivals diverted elsewhere		Flights diverted to AUS	
	AA	AE	AA	AE
12/29/2006	0	1	11	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	1	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	0	1	12	0

# Diversion Detail over 1 hour

December 29, 2006

Airline	Flight Number	Departure Station	Scheduled Arrival Station	Actual Arrival Station	Revenue Passengers	Special Needs	Passenger Airplane Time	Aircraft Ground Time
AA	1348	SFO	DFW	AUS	113	0	8:06	RON
AA	2412	LAX	DFW	AUS	109	3	7:09	CXL
AA	1008	OAK	DFW	AUS	113	4	7:00	RON
AA	534	FAT	DFW	AUS	131	3	6:01	RON
AA	2302	SEA	DFW	AUS	152	4	2:26	2:26
AA	1372	FAT	DFW	AUS	127	0	2:16	RON
AA	330	YVR	DFW	AUS	123	1	2:08	2:08
AA	1074	SLC/MAF*	DFW	AUS	136	1	2:04	RON
AA	1514	SJC	DFW	AUS	120	2	1:39	1:39
AA	592	SNA	DFW	AUS	121	5	1:32	1:32
AA	1708	SAN	DFW	AUS	120	2	1:31	1:31

\*Double Diversion

# AUS Delays

	AUS departures after D-0		AUS Arrivals after A+14	
	AA	AE	AA	AE
12/29/2006	11	2	13	1
12/30/2006	21	5	21	4
12/31/2006	22	3	19	2
1/1/2007	24	3	8	1
1/2/2007	23	5	10	2
1/3/2007	15	1	12	0
1/4/2007	13	3	5	1
1/5/2007	13	0	5	1
Total	142	22	93	12

# AUS Return to Gate over 1 hour

	AUS Departures		AUS Arrivals	
	AA	AE	AA	AE
12/29/2006	1	0	0	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	1	0	0	0

# AUS Return to Gate Detail

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Taxi Time	Type of Flight	Domestic International	Outcome
AA	534	29-Dec-06	AUS	DFW	98	3	276	Diversion	Domestic	Continued

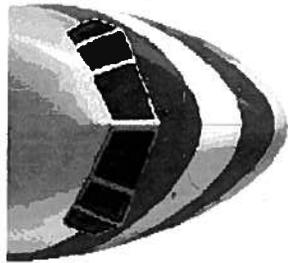
# AUS Taxi Times over 1 hour

	AUS Departures		AUS Arrivals	
	AA	AE	AA	AE
12/29/2006	2	0	1	0
12/30/2006	0	0	0	0
12/31/2006	0	0	0	0
1/1/2007	0	0	0	0
1/2/2007	0	0	0	0
1/3/2007	0	0	0	0
1/4/2007	0	0	0	0
1/5/2007	0	0	0	0
Total	2	0	1	0

# AUS Taxi Detail

Airline	Flight #	Date	Departure Station	Arrival Station	Revenue Passengers	Special Needs	Actual Taxi Out	Actual Taxi In	Type of Flight	Domestic International	Outcome
<b>Taxi Out at AUS</b>											
AA	806	29-Dec-06	AUS	DFW	171	5	216	12	Departure	Domestic	Completed
AA	1051	29-Dec-06	AUS	DFW	136	1	70	12	Departure	Domestic	Completed
<b>Taxi In at AUS</b>											
AA	1308	29-Dec-06	LAX	AUS	126	3	13	89	Arrival	Domestic	Completed

**AmericanAirlines®**



***IG Presentation  
March 26<sup>th</sup>, 2007***

# Austin Texas Normal Operation

- American/American Eagle have 35 daily departures, 28 American and 7 American Eagle
- American in Austin currently has 204 employees
- We currently have four gates and are now adding a fifth
- Our average load factor is 85%

# Boarding Forecast for Austin 12/29/2006

- Austin was booked at 91% total capacity on Friday December 29<sup>th</sup>
- 91% capacity equates to approximately 3400 customers

# Austin Cancellations 12/29

- Five American and three American Eagle flights were cancelled from our local schedule
- All customers rebooked for the next day

# Austin Diversions 12/29

Airline	Flight Number	Departure Station	Scheduled Arrival Station	Actual Arrival Station	Revenue Passengers	Special Needs	Passenger Airplane Time	Aircraft Ground Time
AA	1348	SFO	DFW	AUS	113	0	8:06	RON
AA	2412	LAX	DFW	AUS	109	3	7:09	CXL
AA	1008	OAK	DFW	AUS	113	4	7:00	RON
AA	534	FAT	DFW	AUS	131	3	6:01	RON
AA	2302	SEA	DFW	AUS	152	4	2:26	2:26
AA	1372	FAT	DFW	AUS	127	0	2:16	RON
AA	330	YVR	DFW	AUS	123	1	2:08	2:08
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AA	1514	SJC	DFW	AUS	120	2	1:39	1:39
AA	592	SNA	DFW	AUS	121	5	1:32	1:32
AA	1708	SAN	DFW	AUS	120	2	1:31	1:31

\*Double Diversion

# AA Customer Service Plan

“In such events, we will make every reasonable effort to ensure your essential needs, such as food...water, restroom facilities, and basic medical assistance, are met.”

# AA Conditions of Carriage

- “In the case of extraordinary events that result in lengthy onboard delays, American Airlines will make every reasonable effort to ensure that essential needs of food, water, restrooms, and basic medical assistance are met.”

# CUSTOMER/AIRPORT ACTIONS

- Establish communications with SOC
- Assign diversion coordinator
- Coordinate staffing needs to support handling of additional a/c
- Service diverted a/c to include:  
(customers requiring assistance, snack  
or food provision, lavatory servicing, deplane local customers)
- Monitor the needs of customers and crew  
and respond accordingly

# CUSTOMER/AIRPORT ACTIONS

- If aircraft is not on gate, make gate available using OAL and airport support as required
- Plan and consider customer needs if we terminate in diverted city. Including next flight options, ground transportation, hotels etc.

# Flight 1348

- Deplaned 28 passengers
- Provided snacks/drinks within first hour
- Removed and walked two dogs
- Serviced lavs
- Skychef provisioned the airplane again with snacks/drinks and ice
- Communicated with crew throughout delay

# Flight Attendant Performance

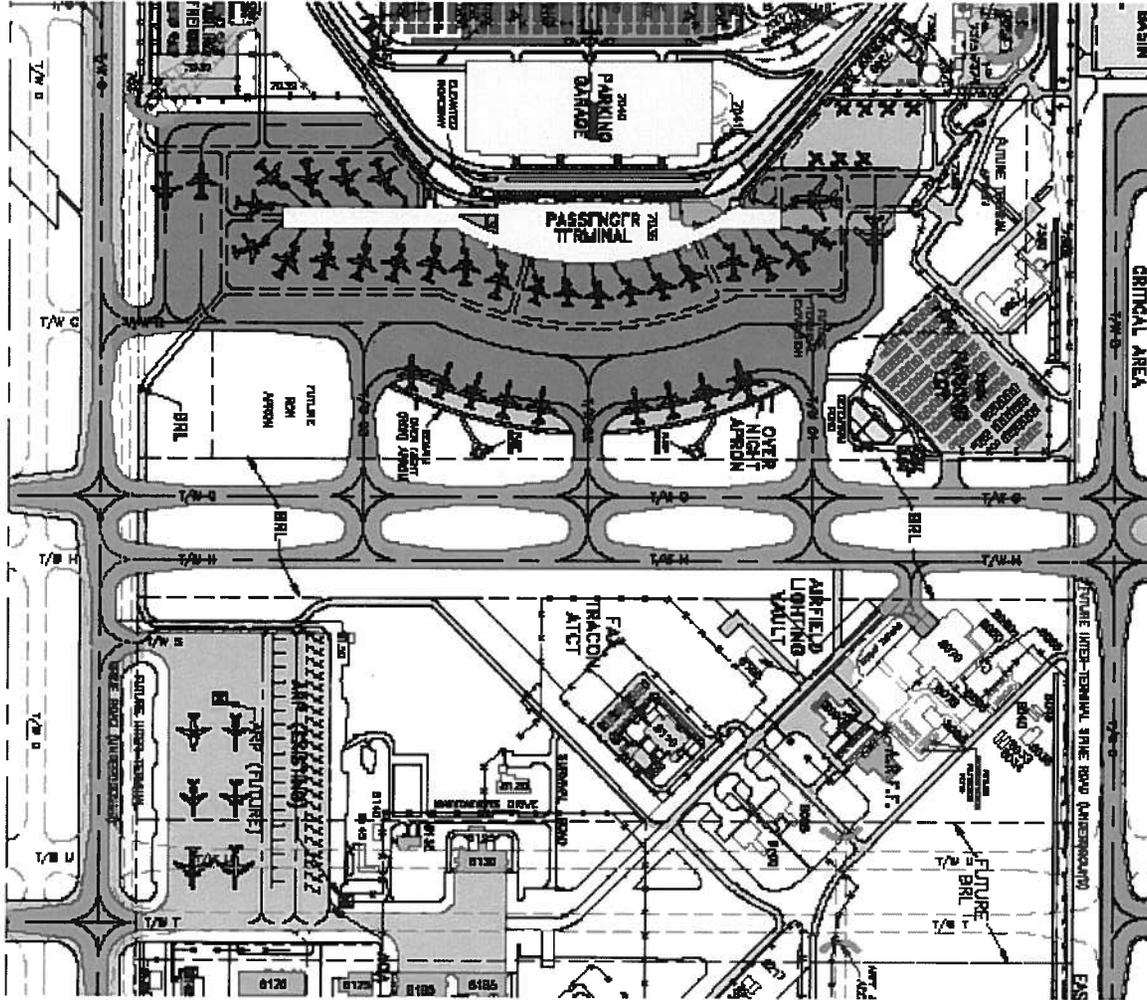
- F/A [REDACTED] (b)(7)(C) who worked F1348 “Passengers reporting in the news media that toilets overflowed and the plane ran out of water” are inaccurate
- At 1530 there was a water service in main cabin and at 1730 snack packs and soda was received and provided to customers
- From #1 F/A [REDACTED] (b)(7)(C) “bathrooms were always usable” Capt. kept everyone informed in honest and caring way

# Flight 1348 on December 29<sup>th</sup>, Customer Comments

- From customer (b)(9) ‘Kudos to AA for managing to get cargo pets out for a few minutes during an increasingly miserable weather situation. Additionally, possibly more important is the incredible attention the entire AA crew spent to keep customers assessed of all weather related events”

# Facilities and Resources

# Aerial View of Austin



# Terminal Gate Area



# Pad



# Passenger Bus



# OSO Snack Supply Room



February 24<sup>th</sup>, 2007

# February 24<sup>th</sup> 2007

- Six Diversions to Austin because of high winds
- Four American Airlines Flights and Two American Eagle
- Two were international arrivals, One AA and One AE
- Snacks/Drinks were taken to the airplanes and lavs serviced within one hour of the six arrivals

# February 24<sup>th</sup> 2007

- The three American domestic arrivals were all brought over to a gate, deplaned and the people fed.
- Two of three flights reboarded and departed to DFW, one flight remained over night and departed the next morning
- One AE airplane arrived from a domestic city but was empty and departed with crew to DFW later in the afternoon

# February 24<sup>th</sup> 2007

- The two international departures were refueled and departed to other AA stations with customs capabilities
- Overall a very smooth operation and it went according to our revised diversion plan

# Austin Diversions 02/24/07

<b>Flight</b>	<b>City</b>	<b>Psgrs</b>	<b>Arrival</b>	<b>On Gate</b>	<b>Departed</b>
<b>3417</b>	<b>SJT</b>	<b>0</b>	<b>1300</b>	<b>N/A</b>	<b>1724 (Crew Only)</b>
<b>3804</b>	<b>MTY</b>	<b>34</b>	<b>1320</b>	<b>N/A (Intl)</b>	<b>1800</b>
<b>1314</b>	<b>ONT</b>	<b>125</b>	<b>1306</b>	<b>1420</b>	<b>1834</b>
<b>857</b>	<b>TPA</b>	<b>124</b>	<b>1308</b>	<b>1515</b>	<b>1738</b>
<b>1418</b>	<b>SMF</b>	<b>127</b>	<b>1325</b>	<b>1626</b>	<b>RON</b>
<b>2196</b>	<b>GUA</b>	<b>144</b>	<b>1310</b>	<b>N/A (Intl)</b>	<b>1557</b>

# Policy/Procedural Changes

1. Established policy to prevent customers on aircraft on the ground 4 hours or more
2. Discuss and continue to develop procedures with the Joint Leadership Team and Operations team

**After any questions you may have  
we will have a tour of our facility.**