



DOWNLOAD



Before the Committee: Actions Needed to Improve Airline Customer Service and Minimize Long, On-Board Delays: Project Id: CC-2007-105 (Paperback)

By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.The Inspector General testified on September 27, 2007, before the Senate Committee on Commerce, Science, and Transportation Subcommittee on Aviation Operations, Safety, and Security. Earlier this year, after expressing serious concerns about the airlines treatment of passengers during extended ground delays, Secretary Peters requested that we examine the specific incidents involving American Airlines and JetBlue Airways, during which passengers were stranded on board aircraft for extended periods of time, and the Air Transport Association's member-airlines contingency plans for dealing with long, on-board delays. She also requested that we highlight industry best practices that can help to mitigate these situations and provide recommendations on what actions should be taken to prevent a recurrence of such events. Based on the results of our review, we identified four key points on actions that would help to improve airline customer service and minimize long, on-board delays: (1) the airlines should specify in detail their policies and plans to minimize long, on-board delays and off-load passengers within certain periods of time and adhere to such policies; (2) airports operators should become more...



READ ONLINE

Reviews

It in one of the most popular ebook. It usually fails to price an excessive amount of. Its been printed in an extremely basic way in fact it is merely right after i finished reading through this book in which really altered me, change the way i believe.

-- **Sigrid Brown**

Absolutely one of the best pdf We have ever read. I really could comprehend every little thing using this written e book. I am easily could get a satisfaction of reading a written publication.

-- **Dr. Odie Hamill**