

Federal Aviation Administration Complaint about American Airlines

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Aviation Consumer Protection Division

U.S. Department of Transportation

PERSONAL INFO:

- Dr James Currie jcurrie@coausphs.org Passenger -

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COMPLAINT INFO:

Airline Code: AA

Flight Date: N/A

Flight Itinerary: N/A

Description of Problem/Inquiry/Comment:

I represent active duty officers of the US Public Health Service. They constitute one of the seven federal uniformed services. USPHS officers deploy regularly, on official US Government orders and in uniform, to the sites of natural and manmade disasters in our country and abroad. I recently heard from one of these officers that American Airlines charged her for the baggage she took to the disaster, even though that baggage contained supplies that she needed to provide appropriate disaster relief. We have written American Airlines about this policy on several occasions, and they have not responded to us. The US Government ultimately pays for these baggage charges, but the officers are often insulted by AA counter personnel, as she was in this instance, as they are denied the free baggage check that is afforded to other uniformed personnel. We believe that this is completely unacceptable and that the FAA should step in and require that American and other airlines treat officers of the US Public Health

Service in the same manner that officers in the Army, Navy, and other uniformed services are treated. I am Executive Director of the non-profit organization that represents two-thirds of the active duty USPHS officers.

PERMISSIONS:

I agree to permit DOT to provide a copy of my complaint/inquiry/opinion and related documentation to the following entities, as appropriate:

State and local governments in the U.S. (e.g., a state airport authority) - No

Federal agencies in the U.S. other than DOT (e.g., Transportation Security Administration) - No

International organizations outside the U.S. that might also have jurisdiction over aviation issues or that facilitate the investigation of airline consumer complaints (e.g., a national enforcement body in Europe, European Civil Aviation Conference(ECAC)) - No

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