

**Introduced by Senator Karnette**

August 5, 1997

---

---

Senate Joint Resolution No. 30—Relative to airline service.

LEGISLATIVE COUNSEL'S DIGEST

SJR 30, as introduced, Karnette. Airline service.

This measure would request the President and the Congress of the United States to require the Federal Aviation Administration to mandate minimum service standards for domestic airlines, including, but not limited to, on-time performance, lost baggage, overbooking, overcrowded airplanes, and overcrowded terminals.

Fiscal committee: no.

1 WHEREAS, While airlines are doing a good job at  
2 maintaining safety, airline service standards have begun  
3 to decline; and

4 WHEREAS, According to a joint study of the Wichita  
5 State University and the University of Nebraska at  
6 Omaha, the airline industry posted a relatively good  
7 safety record despite several high-profile airplane  
8 accidents; and

9 WHEREAS, This joint study found that the level of  
10 customer service provided by domestic airlines, in areas  
11 such as on-time performance, baggage loss, frequency of  
12 overbooking and “bumping,” fares, and aircraft age has  
13 declined on an overall basis; and

14 WHEREAS, In making safety issues the top priority,  
15 less critical services should not be compromised; and

1 WHEREAS, According to the United States  
2 Department of Transportation, the following statistics  
3 relating to airline service are applicable to the top nine  
4 domestic airlines:

5 (a) Overall airline passenger complaints increased  
6 (per 100,000 passengers) in 1996 to 3.8 percent, up from  
7 3.2 percent in 1995.

8 (b) The number of flights arriving and departing late  
9 increased in 1996 by 25.5 percent, up from 21.3 percent in  
10 1995.

11 (c) Out of every 1,000 passengers, 5.3 passengers  
12 reported lost, damaged, delayed, or stolen baggage on  
13 domestic flights in 1996. This represents an increase from  
14 5.18 complaints per 1,000 passengers in 1995.

15 (d) Out of every 1,000 passengers, 1.2 passengers were  
16 involuntarily denied boarding onto their flights due to  
17 overbooking. This represents an 88 percent increase over  
18 1995 statistics; and

19 WHEREAS, Air travelers are severely inconvenienced  
20 when airports do not provide enough seating in airport  
21 terminals. When terminal seating is fully occupied,  
22 passengers who do not wish to sit in crowded bars or cafes  
23 are forced to stand on their feet or sit on the floor while  
24 they wait for their flight; and

25 WHEREAS, At a time when airfares and airline profits  
26 are increasing, the quality of service should not be  
27 decreasing; now, therefore, be it

28 *Resolved by the Senate and Assembly of the State of*  
29 *California, jointly,* That the Legislature respectfully  
30 requests the President and the Congress of the United  
31 States to require the Federal Aviation Administration to  
32 mandate minimum service standards for domestic  
33 airlines, including, but not limited to, standards regarding  
34 on-time performance, lost baggage, overbooking,  
35 overcrowded airplanes, and overcrowded terminals; and  
36 be it further

37 *Resolved,* That the Secretary of the Senate transmit  
38 copies of this resolution to the President and Vice  
39 President of the United States, to the Speaker of the  
40 House of Representatives, and to each Senator and



1 Representative from California in the Congress of the  
2 United States.

O

