



U.S. Department of Transportation
Bureau of Transportation Statistics

Report of Passengers Denied Confirmed Space

This form should be mailed within 30 days after the calendar quarter to:
Data Administration Division, Office of Airline Information, BTS, U.S. Department of
Transportation, 400 7th Street, SW, Washington, DC 20590-0001.

| |
|-------------------------|
| Name of Air Carrier |
| OAG Carrier Code |
| Quarter ended: _____ |

(See Instructions on Back)

| | | |
|----|---|--|
| 1. | Number of passengers who were denied boarding involuntarily who qualified for denied boarding compensation and: | |
| | (a) were given alternate transportation within the meaning of §250.5. | |
| | (b) were not given such alternate transportation. | |
| 2. | Number of passengers denied boarding involuntarily who did not qualify for denied boarding compensation due to: | |
| | (a) accommodation on another flight that arrived within 1 hour after the scheduled arrival time of the original flight. | |
| | (b) substitution of smaller capacity equipment. | |
| | (c) failure of passenger to comply with ticketing, check-in, or reconfirmation procedures, or to be acceptable for transportation under carrier's tariff or contract of carriage. | |
| 3. | TOTAL NUMBER DENIED BOARDING INVOLUNTARILY | |
| 4. | Number of passengers denied boarding involuntarily who actually received compensation* | |
| 5. | Number of passengers who volunteered to give up reserved space in exchange for a payment of the carrier's choosing. | |
| 6. | Number of passengers accommodated in another section of the aircraft: | |
| | (a) Upgrades | |
| | (b) Downgrades | |
| 7. | Total Boardings | |
| 8. | Amount of compensation paid to passengers who: | |
| | (a) were denied boarding involuntarily and were given alternate transportation within meaning of §250.5 (see item 1(a) above). | |
| | (b) were denied boarding involuntarily and were not given alternate transportation (see item 1(b) above). | |
| | (c) volunteered for denied boarding (see item 5 above). | |

I, the undersigned (Title) _____ of the above-named carrier, certify that the above report has been examined by me and to the best of my knowledge and belief is a true, correct and complete report for the period stated.

_____ (Date)

_____ (Signature)

* If any passengers qualified for denied boarding compensation but were not offered compensation, attach a statement as to the number of such passengers and an explanation of why the offer was not made.

FORM 251
REPORT OF PASSENGERS DENIED CONFIRMED SPACE
INSTRUCTIONS

- (A) Carriers operating scheduled passenger service from a point within the United States must submit Form 251 on a quarterly basis. Reports are due 30 days after the end of the quarter. **Carrier** is defined as an air carrier holding a certificate or exemption under 49 U.S.C. §41102 or §41110, and all foreign route air carriers holding permits under 49 U.S.C. §41301 through 41306 or exemptions from those sections, authorizing the transportation of persons in scheduled service. Data are to be reported only for flights departing from a U.S. point. No data are to be reported for inbound international flights that departed from a foreign point. (Data for a nonstop flight segment that departed from a U.S. point are to be reported even if that flight segment is part of a flight that originated outside the United States) The reporting regulations are contained in 14 CFR Part 250, *Oversales*.
- (B) Line (1) *alternate transportation for passengers denied boarding involuntarily* means comparable air transportation accepted by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's destination or first stopover (of 4 or more hours) no later than 2 hours (4 hours for international flights) after the planned arrival time of the flight from which the passenger was bumped. See 14 CFR §250.5 for further details.
- (C) *Total number denied boarding involuntarily* should equal the sum of lines 1 and 2. If not, attach notes explaining any discrepancy.
- (D) On line 5, a passenger who **volunteers** is a person who responds to the carrier's request for volunteers pursuant to 14 CFR §250.2b and willingly consents to exchange his or her confirmed reserved space for compensation of the carrier's choosing. Any passenger selected by the carrier for denied boarding in accordance with boarding priority other than a request for volunteers is considered to have been denied boarding **involuntarily**, whether or not the passenger accepts denied boarding compensation.
- (E) *Total Boardings* on line 7 includes only passengers on flights for which confirmed reservations are offered. For international flights, *Total Boardings* include only passengers on flight segments departing from a U.S. point that are subject to Part 250 and for which confirmed reservations are offered.
- (F) Line 8, *compensation paid* includes all payments made to passengers, i.e., -payments actually accepted by passengers, plus payments that are offered or mailed and not rejected.
- (G) Note on the report any abnormal conditions, such as strikes, having an impact on the results.
- (H) Send reports to either: e-mail form251.support@bts.gov, fax 202 366-3383 or mail:

Department of Transportation
BTS/OAI, Room 4125, K-14
400 7th Street, SW
Washington, D.C. 20590-0001

Paperwork Reduction Act Burden Statement

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2138-0018. Public reporting for Form 251, Report of Passengers Denied Confirmed Space, is estimated to be approximately 5 hours per response, including the time for reviewing instructions, completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Bernie Stankus, OAI/BTS/RITA, RTS-42, Room 4125, 400 7th Street, SW, Washington, D.C. 20590 or e-mail – bernard.stankus@dot.gov.