



# Memorandum

**U.S. Department of  
Transportation**

Office of the Secretary  
of Transportation

Office of Inspector General

Subject: INFORMATION: Notification of Review  
of the Impact of Mergers on Customer Service  
Project No. 01C-3001-C000

Date: February 21, 2001

From: Mark R. Dayton   
Deputy Assistant Inspector General for  
Competition, Economic, Rail, and Special  
Programs

Reply to JA-50  
Attn. of:

To: Acting Assistant Secretary for  
Aviation and International Affairs

At the request of the Senate Committee on Commerce, Science, and Transportation, the Office of Inspector General plans to undertake an inquiry into whether recent mergers in industries comparable to the airline industry have impacted or may impact customer service. The objective will be to review the airline merger review process with particular focus on how transitional service disruptions and competitive aspects of customer service are considered and by whom. As part of this effort, we will review mergers in the railroad and airline industries to determine whether lessons learned from those mergers could provide guidance for protecting customer service in the post-merger airline environment.

We intend to begin our review the week of February 26, 2001. We will contact your audit liaison to schedule a formal entrance conference. The Program Director for this assignment is Stuart Metzger, and the Project Manager is Leila Kahn.

If you have any questions or require additional information, please contact me at (202) 366-9970 or Stuart Metzger at (202) 366-1981.

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cc: OST Audit Liaison, M-1  
Assistant General Counsel, C-70