

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

JOSH SHAPIRO
ATTORNEY GENERAL

December 19, 2017

The Honorable Elaine L. Chao
Secretary
United States Department of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

Dear Secretary Chao,

As state Attorneys General, we take seriously our responsibilities to protect our state's citizens in their roles as consumers. We are writing to express our serious concern over the Department of Transportation's decision to withdraw a rule requiring airlines and third-party booking services to disclose baggage and other fees prominently at all points of sale.

The Transparency of Airline Ancillary Service Fees rule, proposed in January 2017, would have made it far easier for consumers to understand the true cost of their airline tickets. When a customer books a ticket, the baseline ticket price is typically all that is shown. Carry-on baggage fees, checked baggage fees, seat fees, and more are not disclosed until booking is nearly complete – or even after tickets have been purchased. According to a 2016 study, travelers paid an average of \$100 in fees per round-trip on Spirit airlines, \$97 on Frontier and \$86.92 on United. We regularly hear reports from consumers in our states who are confused and frustrated by these fees, which significantly alter the total cost of travel.

As airlines increasingly charge separate fees for basic services rather than building them into the cost of their tickets, transparency in pricing is more important than ever. In addition to baggage fees, some airlines charge for printing boarding passes at the airport, allowing passengers to select seats and even for providing assistance to children traveling by themselves, all of which were previously considered standard activities covered by the price of a ticket. It is critical that consumers are able to quickly and easily determine and understand the full costs of their travel to make informed choices.

We are committed to working collaboratively with your Department to protect consumers and ensure that America's transportation sector is able to grow and thrive in a truly competitive environment that benefits our citizens and our economy. Unfortunately, this decision by your Department works against those goals, making it harder for Americans to be informed consumers when they travel.

All the best,

A blue ink signature of Josh Shapiro, written in a cursive style.

JOSH SHAPIRO
Pennsylvania Attorney General

A blue ink signature of Xavier Becerra, written in a cursive style.

XAVIER BECERRA
California Attorney General



GEORGE JEPSEN
Connecticut Attorney General



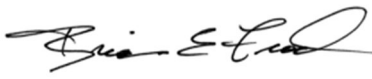
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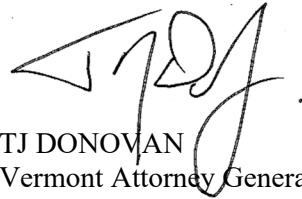
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