

CHAIRMAN:
COMMITTEE ON FOREIGN AFFAIRS

<http://foreignaffairs.house.gov/>
www.twitter.com/roslehtinen
www.youtube.com/ileanaroslehtinen



Congress of the United States
House of Representatives

ILEANA ROS-LEHTINEN
18TH DISTRICT, FLORIDA

November 18, 2011

Hon. Ray La Hood
Secretary
U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590
Chairman, Committee on Transportation and Infrastructure

Dear Mr. Secretary:

I am writing to assist my constituents regarding the important issue of fairness and transparency on airline fees. Your department has taken a very constructive approach under your leadership on this issue. However, as you recognize, there is more work to be done. That is why I am pleased you will be conducting another rulemaking on disclosure of airline fee information.

First, airline ancillary fees must be transparent. Consumers must be informed of fees for all services disaggregated from what was the traditional base fare, before they are asked to pay for the ticket.

Second, those fees should be fully purchasable. Even after knowing the prices, by the time a prospective traveler would move from a travel agent or other third-party seller to an airline website, the price or availability of the service easily could have changed.

Third, information on ancillary fees must be current. We understand that in your department's April, 2011, order, airlines are required to provide a list of their services and fees updated no later than every 90 days. Dynamic presentation has long been the norm for base fares, and technical protocols, completely tested, are now available to assure that ancillary service fees can be provided by travel agents and other third-party sellers in the same up-to-the-minute way.

Fourth, meaningful comparison shopping has not only long since become an expectation of consumers, it is central to encouraging and maintaining healthy, meaningful competition. In determining the actual, all-in price of a ticket, ancillary fees can have a major impact.

Finally, ancillary services and fees must be made available at all points of sale. Whether at an airline site or through a travel agent or others, there must be full, actionable, comparative disclosure.

I look forward to a result that will ensure consumers are treated fairly and non-deceptively in the availability of airline ancillary fee information.

Sincerely,

Ileana Ros-Lehtinen
Member of Congress

IRL/joc

PLEASE RESPOND TO:
2206 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-0918
 (202) 225-3931
FAX: (202) 225-5620
<http://www.house.gov/ros-lehtinen>

DISTRICT OFFICE:
4960 SW 72 AVENUE
SUITE 208
MIAMI, FL 33155
(305) 668-2285
FAX: (305) 668-5970

MONROE COUNTY:
(305) 304-7789

MIAMI BEACH AREAS:
(305) 934-9441