

From: [Wood, John C \(OST\)](#)
To: [Wood, John C \(OST\)](#)
Subject: FW: One Slide...
Date: Tuesday, September 18, 2018 8:48:16 AM
Attachments: [BE Disclosure.pptx](#)

From: Swayze, Rich M [mailto:rich.swayze@delta.com]
Sent: Tuesday, October 31, 2017 2:17 PM
To: Wood, John C (OST) <john.wood@dot.gov>
Subject: One Slide...

John,

We thought this slide on Basic Economy fares might be helpful in answering the disclosure question.

Talk to you soon.

Rich

Delta.com Basic Economy Disclosures

- In July, the pop up summary disclosures were updated to improve clarity of restrictions to customers (including those navigating from a Meta)

Previous

X

YOU HAVE SELECTED A BASIC ECONOMY FARE. IT INCLUDES:

- Complimentary premium entertainment
- Available Wi-Fi
- Complimentary snacks, soft drinks and Starbucks® coffee
- Award-winning service

BASIC ECONOMY COMES WITH THESE RESTRICTIONS:

- No seat assignment is available until after check-in
- Refunds and any ticket changes, including same-day changes, are not permitted
- Passengers traveling together, including families, may not be seated together
- No paid or complimentary access or upgrades to premium seats or products, including Delta Comfort+™ or Preferred Seats, and no paid access to Priority Boarding

Terms apply to all customers including but not limited to Medallion® members and SkyTeam® elites

DO YOU WANT TO CONTINUE WITH YOUR SELECTION?

I AGREE TO THE RESTRICTIONS

YES

NO

Current

YOU HAVE SELECTED A BASIC ECONOMY FARE

X

Enjoy the benefits of a Main Cabin experience at a value fare, with award-winning Delta service. Some restrictions apply.

	BASIC ECONOMY	MAIN CABIN
CARRY-ON BAG + PERSONAL ITEM INCLUDED	✓	✓
SELECT AN AVAILABLE SEAT BEFORE CHECK-IN ¹	✗	✓
SELECT AVAILABLE SEATS TOGETHER FOR YOUR FAMILY OR GROUP ²	✗	✓
TICKET CHANGES ³	✗	✓
SAME-DAY TICKET CHANGES ⁴	✗	✓
ACCESS TO PREMIUM PRODUCTS ⁵	✗	✓

\$ 138 .20 USD

Total Per Passenger

ACCEPT RESTRICTIONS

\$ 188 .20 USD

Total Per Passenger

MOVE TO MAIN CABIN

¹ With a Basic Economy fare, your seat will be assigned after check-in or at the gate.
² With a Basic Economy fare, you are not guaranteed a seat next to traveling companions, including family members or groups.
³ You will not be able to change or refund your Basic Economy ticket after the Risk-Free Cancellation period. Most Main Cabin tickets are also non-refundable but may be changed (change fees apply).
⁴ Customers flying on a Basic Economy fare are not eligible for same-day standby or same-day confirmed travel changes, regardless of Medallion or other elite status. Same Day Ticket Changes are subject to availability for Main Cabin customers traveling domestically. See more information regarding Same Day Ticket Changes.
⁵ You are not eligible for paid or complimentary access or upgrades to premium seats or products from Basic Economy, including Delta Comfort+® or Preferred Seats, and no paid access to Priority Boarding.

From: [Shurz, Daniel M.](#)
To: [Wood, John C \(OST\)](#)
Cc: [Diamond, Howard](#)
Subject: RE: Seating follow-up
Date: Thursday, November 16, 2017 9:31:30 AM

John,

See below for data on 2017 complaints as requested.

	Count	% of seating complaints	% of total complaints
Family Seating	70	11.7%	0.17%
All Seating	598		
2017 complaints thru 10/31	41826		

Daniel

From: Wood, John C (OST) [mailto:john.wood@dot.gov]
Sent: Wednesday, November 15, 2017 8:54 AM
To: Shurz, Daniel M. <Daniel.Shurz@flyfrontier.com>
Cc: Diamond, Howard <Howard.Diamond@flyfrontier.com>
Subject: RE: Seating follow-up

Thank you, Daniel. Is it possible to get the percentage of total complaints and the percentage of seating complaints that relate to issues re: families sitting together YTD 2017? We will be discussing the general topic of family seating internally first thing next week and this perspective would be helpful.

Happy to chat.

John C. Wood
Office of Aviation Enforcement and Proceedings
(202) 366-4311

From: Shurz, Daniel M. [mailto:Daniel.Shurz@flyfrontier.com]
Sent: Thursday, November 09, 2017 8:10 PM
To: Wood, John C (OST) <john.wood@dot.gov>
Cc: Diamond, Howard <Howard.Diamond@flyfrontier.com>
Subject: Seating follow-up

Items requested from our call:

Trends in seat policy complaints – we have here 2015, 2016 and 2017 year to date numbers in the table below:

Seat Policy Complaints			
Overall	2015	2016	2017
DOT FEE - Seat Selection Fee/Policy	175	240	147
SEAT - Preferred Seat	312	269	266
SEAT - Incorrect/Conflicting info/MISC	147	110	133

SEAT - Customer of Size Issue	74	62	52
Total	708	681	598
Enplanements	13188933	14937439	13871762
Rates per Enplanement	2015	2016	2017
DOT FEE - Seat Selection Fee/Policy	1.33	1.61	1.06
SEAT - Preferred Seat	2.37	1.80	1.92
SEAT - Incorrect/Conflicting info/MISC	1.11	0.74	0.96
SEAT - Customer of Size Issue	0.56	0.42	0.37
Total	5.37	4.56	4.31
% Change	2015 to 2016	2016 to 2017	2015 to 2017
DOT FEE - Seat Selection Fee/Policy	21%	-34%	-20%
SEAT - Preferred Seat	-24%	6%	-19%
SEAT - Incorrect/Conflicting info/MISC	-34%	30%	-14%
SEAT - Customer of Size Issue	-26%	-10%	-33%
Total	-15%	-5%	-20%
% Volume	2015	2016	2017
DOT FEE - Seat Selection Fee/Policy	25%	34%	21%
SEAT - Preferred Seat	21%	16%	19%
SEAT - Incorrect/Conflicting info/MISC	10%	9%	7%
SEAT - Customer of Size Issue	44%	38%	38%

24 and 72 hour emails – these are attached and show how we communicate seating to customers in the days before travel. As discussed on the call, approximately 85% of our customers receive these emails.

Daniel