

Family Seating- Interviews with Airlines

Alaska Airlines- Teleconference 11/3/2017

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American Airlines- Teleconference 11/1/2017

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Delta Air Lines- Teleconference 10/31/2017

(b) (6) and other experts.

Frontier Airlines- Teleconference 10/24/2017

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Hawaiian Airlines – Teleconference 11/14/2017

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JetBlue- Teleconference 10/31/2017

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Southwest Airlines- Teleconference 10/30/2017

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Spirit Airlines- Teleconference 11/7/2017

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United- Teleconference- Teleconference 11/3/2017

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Family Seating: Results of C70 Review

Background

- The 2016 FAA Extension required the Department to review and, if appropriate, establish a policy “directing U.S. air carriers to establish policies” to enable adult and children family members to sit together on flights at no additional cost.
- C70 reviewed the public facing websites of the 9 largest U.S. passenger airlines marketing 88% of domestic traffic and had phone discussions with each to learn about their internal policies on family seating.

Summary of Review

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Options for next steps:

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Frontier Family Seating Call

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Southwest

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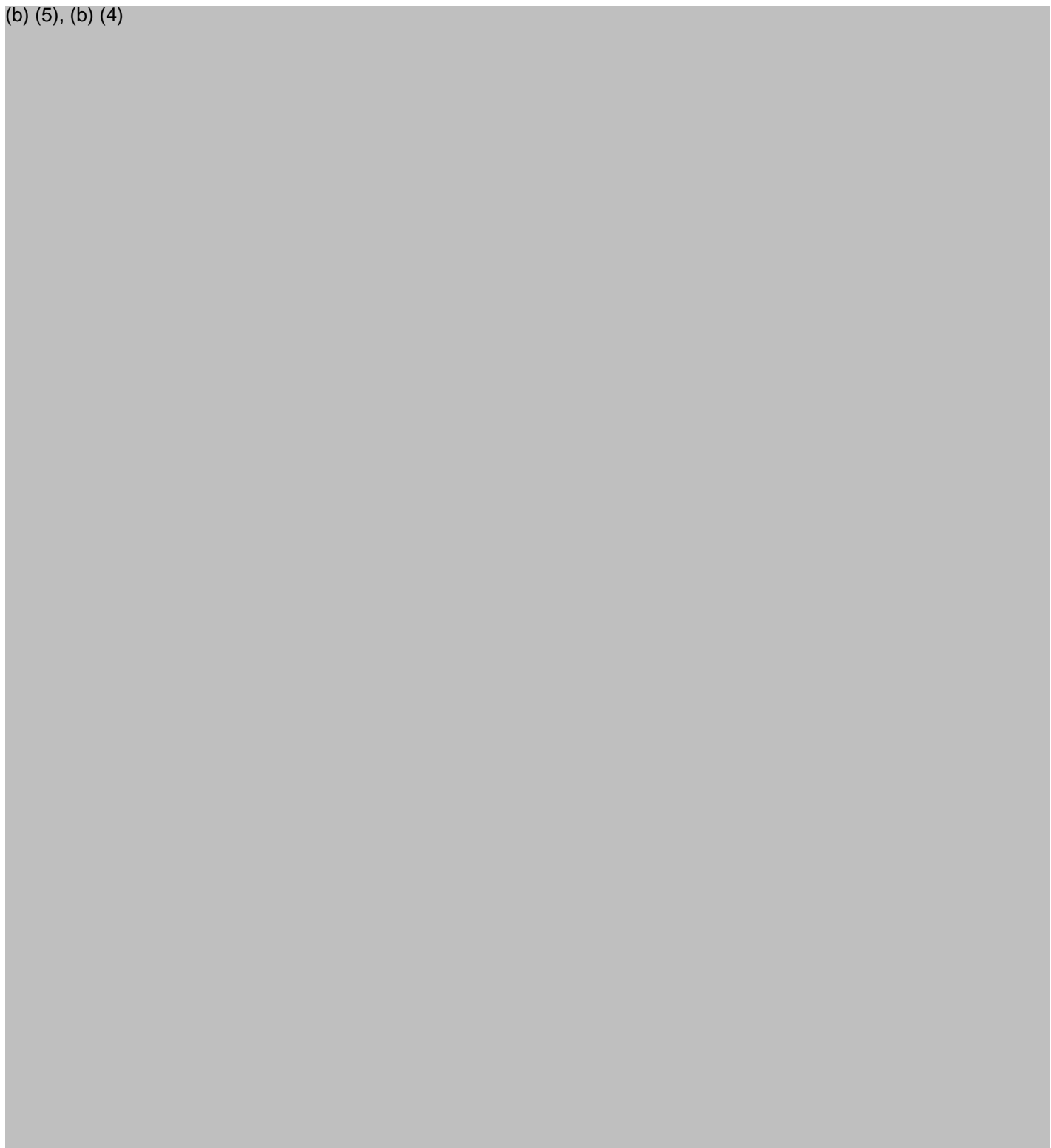


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Family Seating – Delta

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Air Carrier	Date of Incident	DOT Complaint #	Description of Complaint
AC	8/20/2016	RK2016080120	separating an eleven year old child from family and assigning her an emergency row seating place.
AA	4/8/2017	PC2017040115	assigned us separate seats, and had our 5-year daughter seat by herself at the back of the plane, with the rest of the family seating closer to the front
AA	7/19/2017	TP2017050053	Airline is requesting \$9 per ticket to guarantee minor (5 y/o) is seated with a parent.
AC	10/30/2016	PC2016110058	I was horrified to discover that AC had given away our seats and had seated my wife (and baby) and myself separately
AF	3/26/2017	RJ2017030068	I traveled with 2 children under twelve. We were not seated together despite my request at reservation that we travel together
AS	2/28/2017	GG2017030003	when we tried to check in online, we were shocked to find that our seats were divided into three groups that are scattered around the airline, with one group in the last row.
NH	6/2/2016	CL2016060022	I traveling with 2 children 8 and 10yrs. I have seat assigned in my itinerary 37E, F, G When checking in they gave 3 separate seats.
AA	6/20/2017	DD2016060097	My wife, my 7 year old son, my 2.5 yr old son and I were travelling on vacation. We got 4 seats but none of them were together.
AA	5/22/2017	TP2017060007	American's suggestion was to split up my part and put my 2 year old, 6 year old, and 8 year old children with strangers.
AA	5/13/2017	BM2017050074	Adjoining seats I reserved a month earlier for my family including two small children under 3 were scattered throughout the aircraft
AA	5/7/2017	TP2017050061	where she was separated from her children (a 5yr old and 8yr old should not be separated from his mother).
AA	3/8/2017	BM2017030020	advance and traveling as family of 4 with two adults and a 2 year old and 5 year old. Can't gets seats together
AA	3/26/2017	CL2016120015	on the day of travel, My family, with 2 children, were given different seat numbers and only 2 of the seats were together in the back of the aircraft
AA	2/9/2017	GG2017050060	When I called to change the flight the telephone attendant failed to mention that we would not be able to sit next to or within eyesight of our children
AA	3/25/2017	RK2017040108	We boarded the plane when we got to our seats I realized my 2 year old was across the aisle from me.
AA	3/11/2017	PC2017020036	my family members were all seated together. The airline has changed our seats on both legs of the flight.
AA	11/15/2016	DD2016110041	I am traveling with my young 9-year-old son and the airline is saying that we have to sit apart.
AA	8/24/2016	PC2016070065	I cannot reasonably expect that when I arrive at the terminal on the date of departure I will be able to get my family (which includes my 90 year old mother-in-law) seated together.
AA	12/9/2016	AT2016120007	when seats were finally available our flight leaving the Dominican Republic all 4 of us were not sitting next to each other. can any reasonable person imagine a 3 year old not sitting by their parent on a flight?

BA	9/4/2016	DP2017040066	it became aparent that me and my partner were seated in the exit row at the front of the back section of the plane and my 3 children, all under 12 and including my disabled child were seated in the back row of the front section of the plane.
DL	6/10/2016	DD2016070079	on our flight we, myself and my children did not have seats assigned together and we paid for premium economy
DL	7/21/2016	DP2016070031	Delta rearranged our tickets due to a schedule change and will not reseat our family together.
DL	6/29/2016	TP2016070084	My minor son and I were seated apart during an international flight,
DL	9/1/2016	JJ2016080249	we had booked seats together for my son and I, 20A and 20B. The day before the flight when we went to check in, they had changed the plane type and we were now seated in non-adjacent seats.
DL	7/19/2016	JJ2016070116	Pax is traveling with his wife and two young children, there was an equipment change and seats are now all over the aircraft
DL	11/25/2016	DP2016120011	My wife and myself were seated in different rows while travelling with a 7 month old infant.
DL	12/9/2016	BN2016120013	My 10 yr old daughter and I have reservations to fly from atlanta to New York. I went to check-in and the assigned seats are on opposite ends of the cabin.
EK	12/24/2016	JJ2016120144	for my son and daughter are not seated together. The passengers like my children must not suffer due to the whimsical and non compliant functioning of Emirates
EK	1/4/2017	BM2017010056	I travelled with my family (my husband and 3 year old daughter) on 4th Jan 2017 We were assigned seats not close to each other including the one for my 3 year old daughter
F9	7/2/2016	ML2016070019	My wife is traveling with our 2 children, ages 5 and 8. She checked in online this morning. The 3 seats that Frontier assigned for both flights were not together.
F9	12/17/2016	DP2016120046	Airline made us pay seat fee to be able to sit together with 3 children ages 4, 6 and 8 but put 2 of the children on different rows and not together.
F9	7/2/2016	BN2016070006	She informed me that my wife would have to sit in my seat across the aisle from my children and my only option would be to move to the rear of the plane or to sit in her seat.
HA	6/16/2017	PC2017050099	Would not guarantee seat assignments for a family of 4 people.
B6	8/26/2016	KC2016090042	my family of three were given seat assignments scattered haphazardly all over the plane.
LATAM	8/19/2016	BN2016090002	I was flying with two small children (4 yrs old and 7 yrs old) We had requested that we sit together, but were told it was a full flight

PK	8/9/2016	TP2016080110	Booked 4 seats for myself and 3 children on flight and after a long time trying to check in was told no seats together
UA	1/9/2017	DD2017010024	Seat assignments rearranged by UA which separated young
WN	10/14/2016	RK2016100065	our family of 10, which included five children ages eight and under, After a confusion with our boarding passes, the ticket taker forced us to leave the "family" line. We were unable to sit together.
NK	9/12/2016	DD2016090078	We were 7 family members travelling all together. We got 4 seats in same row (17A to D) and rest of 3 seats were on different places
NK	3/4/2017	BM2017040059	Spirit airline tried seating my 5 year old daughter 23 rows away from me. I was traveling with 3 minors,(5,13 and 16 year old)
UA	10/9/2016	RJ2016100038	was traveling with my family (husband and 2 young boys) and our flight was indefinitely delayed due to maintenance, we were rebooked and where not seated together.
UA	4/10/2017	DD2017030091	Since we will be traveling with a toddler, we had to have 3 seats in a row. Because there were no open seats on the flight. I was assured we would get 3 seats together. Not one person fixed the problem.
UA	2/25/2017	DD2017020084	I Purchased 3 seats on the plane for my 6 year old, 2 year old sons and myself. the Air company could not seat us together.
UA	7/22/2016	RK2016080047	she and my 2 children (ages 9 and 8) were automatically rebooked on new United flights but not sitting together.
UA	11/11/2016	BN2016120020	UA assigned a 3 & 6 year old to sit beside strangers after pax had seat assignments.
UA	12/9/2016	TP2017040029	they told me, that all the seats were in different rolls I asked how could a 2 years old child travels by himself ?
UA	4/10/2017	JJ2017040028	My daughter (27) and granddaughter(4) traveled on United yesterday. They were not able to assign seats online and when we checked last week to see if they had assigned seats, they had assigned my daughter and granddaughter seats in different rows.
UA	7/6/2017	CL2017050219	we are traveling with 4 children and chose this particular United flight based on the seat availability. Seats were changed.
UA	11/19/2016	DP2016120004	Parent and child separated on flights.
UA	11/11/2016	BN2016120003	Although we booked seats together, the flight separated me from my 3 year old and 6 year old.
VS	11/5/2016	BN2016110006	Upon booking the flight, the \$45 per person fee necessary to guarantee seating together was not disclosed. I will be traveling with young children.
AM	8/29/2016	RJ2016090029	cost me extra \$191 for 4 seats. If i didn't pay the my family and I would be separated.

Alaska

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American

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Delta

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* For DOT Office of the General Counsel personnel only. May contain business sensitive information.*

Hawaiian

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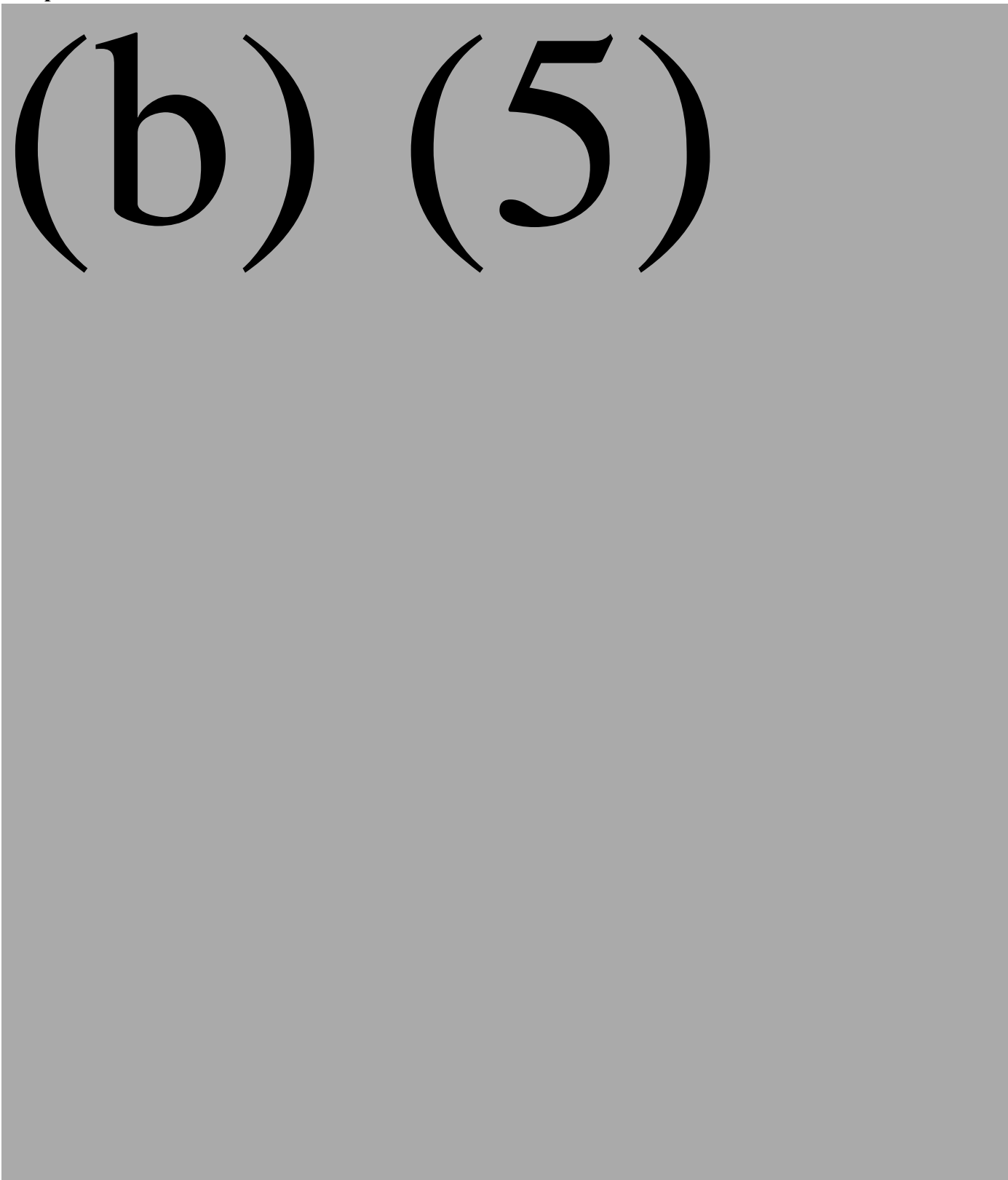
Frontier

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JetBlue:

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Spirit:



Southwest:

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United:

