



Executive Board

April 11, 2017

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The Honorable Elaine Chao  
U.S. Department of Transportation  
1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Secretary Chao:

As Chair of the Congressional Asian Pacific American Caucus (CAPAC), I write to urge the Department of Transportation to conduct a thorough investigation into the alarming handling of an overbooked United Airlines flight during which an Asian American passenger was forcibly removed from the aircraft.

According to multiple news reports, United Airlines wanted to bump four ticketed passengers from a Chicago to Louisville flight in order to accommodate four of its own employees. The airline allegedly offered passengers vouchers up to \$800 before randomly selecting four passengers for removal. One passenger, Dr. David Dao, questioned these efforts and was violently dragged off the flight by aviation security.

United Airlines' public response to this situation has resulted in more questions than answers. Although overbooking is a common practice among many commercial airline carriers and is not illegal, I am deeply concerned by the disturbing actions taken aboard United Airlines Flight 3411 to remove Dr. Dao.

While I understand that your Department is currently reviewing this case, it is imperative that we have more information on the industry practices that led to this particular incident and whether these policies meet Federal standards. Your Department is uniquely positioned to protect passengers from such gross violations of their basic rights. I request that you share any findings from your review with the Congressional Asian Pacific American Caucus, including whether any Federal laws or regulations were violated during this incident.

Thank you for your urgent attention to this matter.

Sincerely,

JUDY CHU  
Member of Congress  
CAPAC Chair

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