

From: Office of Representative Josh Riley(imailagent)
Sent: 6 Mar 2025 10:47:01 -0500
To: Matesic, Hannah (OST)
Subject: Follow up on DOT Cases (Intranet Quorum IMA00100232)
Attachments: WF Attachment 5002453 HDS_9pvgbaNuKUw8WqyhrEG5.PDF, Workflow
Related Mail Incoming Attachment 5002655 5002451 2139.eml

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Congress of the United States
House of Representatives
Washington, DC 20515

March 6, 2025

Dear Hannah,

A constituent, (b)(6) reached out to our office to follow up on cases he'd opened with the Department of Transit. I've attached his initial correspondence and his privacy release form to this email. Are you able to either update me with the status of these complaints that I can provide to (b)(6) or let me know where I can check on them myself?

(b)(6) original inquiry:

Email: (b)(6)

Phone: (b)(6)

DOB: (b)(6)

Agency: Department of Transportation

I would like to get updates on these following inquiries with the US DOT case files attached:

1) US DOT Case ID: TV2024070798

Japan airlines Can you please let JAL Japan airlines know that they need to refund the travel companion ticket as well since due to passenger illness, we were not able to continue to travel as a pair. Ticket number: (b)(6) Reservation number: (b)(6)

2) US DOT Case ID: TU2024101802

United Airlines DOT did not enforce the delayed baggage order by compiling United airlines to follow the rules.

3) US DOT Case ID: TU2024080550

Delta airlines Never received any replies from Delta on the aforementioned cases registered under TU2024080550 Lastly, contrary to what (b)(6) had said in his previous correspondence in which he hide his name behind "Team Leader - Office of Aviation Consumer Protection" for reason I can't think of, 1) there had been no evidence to justify to black listing 2) I had been asking the OACP for actions in the past 3) there is no reply being provided on many complaints related to airlines alleged violations of DOT rules including cases filed against travel agents like Trip.com and Expedia.com 4) there are many complaints marked as discrimination but were not responded to by the DOT

4) US DOT Case ID: TU2024101079

Delta airlines did not send me any notices before denying me from boarding. They also did not explain the reasons when denied my boarding which cause me a financial loss for the ticket and fare differences. They later vaguely sent an email of the denial letter one week after the flight which is not acceptable. TU2024100476 United airlines bags were delayed at the carousel because they mistakenly transported to the new flight to Ithaca but that flight was cancelled. I had to wait at the terminal for 7 hours to collect the bag. They should have provided the interim expenses and the compensation for this.

5) For food illness caused by unsafe handling of the inflight meals on the plane, should the DOT be the appropriate authority to report such incidents to?

6) US DOT Case Number: TV2023121199 ESID: (b)(6)

Thank you,

Sincerely,

(b)(6)