

Improve Airline Consumer Protection by Adding Ticket Agents, Others to the U.S. DOT's Aviation Consumer Protection Advisory Committee (ACPAC)

- With over 1,000 in operation today, federal advisory committees routinely bring together a diverse group of experts to provide specialized knowledge to federal agencies.
- Several agencies sponsor federal advisory committees focused on consumer issues:
 - Consumer Financial Protection Bureau Consumer Advisory Board (13 members)
 - Federal Communications Commission's Consumer Advisory Committee (32 members)
 - National Cancer Institute Director's Consumer Liaison Group (13 members)
- The U.S. Department of Transportation sponsors the Aviation Consumer Protection Advisory Committee (ACPAC) to “advise the Secretary in carrying out activities relating to airline customer service improvements.”
 - Established in the 2012 FAA Reauthorization, the ACPAC currently consists *of only four members* to represent nearly 700 million airline passengers per year: an air carrier representative; an airport operator; a law enforcement officer; and a consumer advocate.
- However, airline customer service issues continue to grow.
 - According to a recent [Wall Street Journal article](#), “Complaints about air travel have nearly quadrupled compared with prepandemic levels after waves of cancellations, delays and lost baggage disrupted the travel plans of millions of fliers.”
- To improve airline customer service, the Aviation Consumer Protection Advisory Committee (ACPAC) should be expanded to include additional, major stakeholders to share their expertise and new ideas.
 - Ticket Agents – which include online ticket agents (OTAs) like Expedia and Booking as well as individual travel advisors – sell 50% of all airline tickets to consumers every year.
 - Ticket Agents can share their deep knowledge of refunds, ancillary fee transparency, support for disabled passengers, technology solutions, and more to improve airline customer service efforts.

Support legislation to expand the Airline Consumer Protection Advisory Committee (ACPAC) to include Ticket Agents and other stakeholders, and its inclusion in the upcoming FAA Reauthorization legislation.