



October 8, 2025

The Honorable Sam Graves
Chairman
House Committee on Transportation & Infrastructure
2165 Rayburn House Office Building
Washington, D.C. 20515

The Honorable Rick Larsen
Ranking Member
House Committee on Transportation & Infrastructure
2163 Rayburn House Office Building
Washington, D.C. 20515

Dear Chairman Graves and Ranking Member Larsen:

On behalf of the Travel Technology Association (Travel Tech) and our member companies, I write to express strong support for H.R. 5663, the ACPAC Modernization Act, introduced by Representatives Dina Titus (D, NV-1) and Gus Bilirakis (R, FL-12). This bipartisan legislation would add a “ticket agent” representative as a statutory member of the U.S. Department of Transportation’s (DOT) Aviation Consumer Protection Advisory Committee (ACPAC).

Travel Tech is the trade association representing the leading online ticket agents, including Online Travel Agencies, Global Distribution Systems, metasearch engines, and Travel Management Companies, who collectively account for nearly 40% of all airline ticket sales in the United States each year. They deliver critical benefits to travelers by providing transparency, fare comparisons, and refund support. Yet despite this central role, ticket agents were not included when Congress created ACPAC in the 2012 FAA Reauthorization Act. By statute, the committee’s membership is fixed and currently includes only four representatives: an air carrier, an airport operator, a state or local government official, and a consumer advocate.

The absence of ticket agents has limited ACPAC’s ability to provide DOT with the full range of expertise necessary to address today’s pressing consumer protection issues. Ticket agents are on the front lines of refund disputes, ancillary fee transparency, and technological innovations that directly impact travelers. Their inclusion will ensure ACPAC’s recommendations are more comprehensive, balanced, and representative of the consumer experience.

Travel Tech thanks Representatives Titus and Bilirakis for their leadership in introducing this important legislation. We respectfully urge the Committee to advance H.R. 5663 swiftly and provide ticket agents with a permanent seat at the table. Doing so will better



equip ACPAC to fulfill its mission of advising DOT on airline customer service improvements and, ultimately, benefit the more than 800 million passengers who fly in the U.S. each year.

Thank you for your consideration. Travel Tech stands ready to work with you and your staff to support passage of this bipartisan bill.

Sincerely,

Laura Chadwick
President & CEO
Travel Technology Association