

## 2024 Current Fiscal Year Report: Aviation Consumer Protection Advisory Committee

Report Run Date: 04/23/2024 04:32:45 PM

### 1. Department or Agency

Department of Transportation

### 2. Fiscal Year

2024

### 3. Committee or Subcommittee

Aviation Consumer Protection Advisory  
Committee

### 3b. GSA

### Committee No.

80474

### 4. Is this New During Fiscal Year?

No

### 5. Current Charter

07/19/2023 07/19/2025

### 6. Expected Renewal Date

07/19/2025

### 7. Expected Term Date

07/19/2025

### 8a. Was Terminated During Fiscal Year?

No

### 8b. Specific Termination Authority

Pub. L. 114-190 Sec  
1102(j), amended by PL  
115-63

### 8c. Actual Term Date

### 9. Agency Recommendation for Next Fiscal Year

Continue

### 10a. Legislation Req to Terminate?

Not Applicable

### 10b. Legislation Pending?

Enacted

### 11. Establishment Authority Statutory (Congress Created)

### 12. Specific Establishment Authority

Pub. L. No. 112-95, 126  
Stat. 11

### 13. Effective Date

02/14/2012

### 14. Committee Type

Continuing

### 14c. Presidential?

No

### 15. Description of Committee National Policy Issue Advisory Board

### 16a. Total Number of Reports

No Reports for  
this Fiscal Year

### 17a. Open

0

### 17b. Closed

0

### 17c. Partially Closed

0

### Other Activities

0

### 17d. Total

0

### Meetings and Dates

No Meetings

	Current FY	Next FY
<b>18a(1). Personnel Pmts to Non-Federal Members</b>	\$0.00	\$0.00
<b>18a(2). Personnel Pmts to Federal Members</b>	\$0.00	\$0.00
<b>18a(3). Personnel Pmts to Federal Staff</b>	\$0.00	\$0.00
<b>18a(4). Personnel Pmts to Non-Member Consultants</b>	\$0.00	\$0.00
<b>18b(1). Travel and Per Diem to Non-Federal Members</b>	\$0.00	\$0.00
<b>18b(2). Travel and Per Diem to Federal Members</b>	\$0.00	\$0.00
<b>18b(3). Travel and Per Diem to Federal Staff</b>	\$0.00	\$0.00
<b>18b(4). Travel and Per Diem to Non-member Consultants</b>	\$0.00	\$0.00
<b>18c. Other(rents,user charges, graphics, printing, mail, etc.)</b>	\$0.00	\$0.00
<b>18d. Total</b>	\$0.00	\$0.00
<b>19. Federal Staff Support Years (FTE)</b>	0.00	0.00

**20a. How does the Committee accomplish its purpose?**

Committee established by PL 112-95. Meetings of members to examine adequacy of Dept. programs relating to consumer protection in aviation.

**20b. How does the Committee balance its membership?**

As per statute, PL 112-95. It contains one representative each from State or Local Governments, Airports, Airlines, and Consumer Advocates.

**20c. How frequent and relevant are the**

## Committee Meetings?

Estimated Number of Meetings per Year - 2.

Committee meetings are to develop recommendations to the Secretary on improving aviation consumer protection programs.

## 20d. Why can't the advice or information this committee provides be obtained elsewhere?

Committee established by statute PL 112-95.

## 20e. Why is it necessary to close and/or partially closed committee meetings?

N/A

## 21. Remarks

The Committee was established by PL 112-95, and extended through legislation (P.L.115-254) until March 31, 2023.

## Designated Federal Officer

Blane Workie Assistant General Counsel for Aviation Enforcement and Proceedings

Committee Members	Start	End Occupation	Member Designation
Ansari, Sanaa [Anti-Discrimination Subcommittee]	12/12/2022	Attorney	Representative Member
Ayoub, Abed [Anti-Discrimination Subcommittee]	12/12/2022	National Executive Director, American-Arab Anti-Discrimination Committee	Representative Member
Burke, Phil [Anti-Discrimination Subcommittee]	12/12/2022	Assistant Director of Customer Experience, Metropolitan Airports Commission	Representative Member
Cavazos, Ramiro [Anti-Discrimination Subcommittee]	12/12/2022	President and CEO, US Hispanic Chamber of Commerce	Representative Member
Coulter, Meisha [Anti-Discrimination Subcommittee]	12/12/2022	Sr. Director & Legal Counsel, Spirit Airlines	Representative Member

DeLange, Rene [Anti-Discrimination Subcommittee]	12/12/2022	Managing Director of Inflight Customer Experience, CommutAir	Representative Member
Heflin, Chad [Anti-Discrimination Subcommittee]	12/12/2022	Head of Legislative Affairs, North America, International Airline Transport Association	Representative Member
Hunt, Olivia [Anti-Discrimination Subcommittee]	12/12/2022	Policy Director, National Center for Transgender Equality	Representative Member
Jaber, Hassan [Anti-Discrimination Subcommittee]	12/12/2022	Advocate	Representative Member
Johnson, Chris [Anti-Discrimination Subcommittee]	12/12/2022	Vice President, Ground Operations, Southwest Airlines	Representative Member
Johnson, Keyra [Anti-Discrimination Subcommittee]	12/12/2022	Vice President, Chief Diversity, Equity and Inclusion Officer, Delta Air Lines	Representative Member
Lobasso, Peter [Anti-Discrimination Subcommittee]	12/12/2022	Senior VP and General Counsel, American Society of Travel Advisors	Representative Member
Nguyen, Thu [Anti-Discrimination Subcommittee]	12/12/2022	Executive Director, OCA-Asian Pacific American Advocates	Representative Member
Robinson, Alfreda [Anti-Discrimination Subcommittee]	12/12/2022	Associate Dean, Litigation & Dispute Resolution Program, GWU Law School	Representative Member
Rothstein, Isaiah [Anti-Discrimination Subcommittee]	12/12/2022	Rabbinic Scholar and Public Affairs Advisor at Jewish Federations of North America	Representative Member
Sanchez, Diego [Anti-Discrimination Subcommittee]	12/12/2022	Director of Advocacy, Policy and Partnerships, PFLAG	Representative Member
Simons, James [Anti-Discrimination Subcommittee]	12/12/2022	Board of Advisors, Organization of Black Aerospace Professionals	Representative Member

Singh Attariwala, Sim [Anti-Discrimination Subcommittee]	12/12/2022	Senior Manager of Policy & Advocacy, the Sikh Coalition	Representative Member
Wilkinson, Molly [Anti-Discrimination Subcommittee]	12/12/2022	Vice President of Regulatory & International Government Affairs, American Airlines	Representative Member

## Number of Committee Members Listed: 19

### Narrative Description

The Advisory Committee for Aviation Consumer Protection evaluates and provides recommendations to the Secretary of Transportation on ways to improve existing aviation consumer protection programs and for establishing additional such programs, if needed. The Committee was chartered in May 2012. The ACACP held its first two meetings during FY 2012; the third and fourth meetings were held during FY 2013; the fifth meeting took place during FY 2014. The ACACP met four more times in FY 2015, and submitted preliminary recommendations which will be the basis for its final report to the Department. It was dormant throughout FY 2016, but was reestablished under renewed statutory authority in FY 2017. No committee activity occurred in FY 2017 and FY 2018 and all member appointments expired. In FY 2019, the Committee was reestablished and renamed as the Aviation Consumer Protection Advisory Committee and new members were appointed. A public meeting was held on April 4, 2019, and September 24, 2020. ACPAC held three meetings in the fiscal year 2022: the first meeting took place on December 2, 2021; the Second Meeting took place on June 28 & 29, 2022; the Third meeting took place on August 22, 2022. ACPAC held three meetings in the fiscal year 2023: the first and second meeting took place on December 8 & 9, 2022; The third meeting took place on January 12, 2023.

### What are the most significant program outcomes associated with this committee?

Checked if  
Applies

Improvements to health or safety



Trust in government	<input checked="" type="checkbox"/>
Major policy changes	<input type="checkbox"/>
Advance in scientific research	<input type="checkbox"/>
Effective grant making	<input type="checkbox"/>
Improved service delivery	<input checked="" type="checkbox"/>
Increased customer satisfaction	<input checked="" type="checkbox"/>
Implementation of laws or regulatory requirements	<input type="checkbox"/>
Other	<input type="checkbox"/>

### Outcome Comments

Not Applicable

### What are the cost savings associated with this committee?

Checked if Applies

None	<input checked="" type="checkbox"/>
Unable to Determine	<input type="checkbox"/>
Under \$100,000	<input type="checkbox"/>
\$100,000 - \$500,000	<input type="checkbox"/>
\$500,001 - \$1,000,000	<input type="checkbox"/>
\$1,000,001 - \$5,000,000	<input type="checkbox"/>
\$5,000,001 - \$10,000,000	<input type="checkbox"/>
Over \$10,000,000	<input type="checkbox"/>
Cost Savings Other	<input type="checkbox"/>

### Cost Savings Comments

Not Applicable

### What is the approximate Number of recommendations produced by this committee for the life of the committee?

44

### Number of Recommendations Comments

The ACPAC made 15 total recommendations in FY 21. However, the majority of the recommendations were directed to entities other than the Department, such as other federal agencies or airlines. Three recommendations were recommendations to the Department in FY 21. On the topic of the inflight sexual misconduct, the ACPAC recommended that the Department should (1) take steps to ensure that passengers,

airports, and airlines are aware that acts of sexual misconduct are punishable under federal law and how incidents involving in-flight sexual misconduct should be reported; and (2) forward any complaints of in-flight sexual misconduct to the FBI. On the topic of Transparency of Airline Ancillary Service Fees, the ACPAC recommended that the Department should remain vigilant to ensure compliance with the transparency requirements that currently exist. In the FY 2023 the ACPAC made a total of 31 Recommendations: 17 Recommendations regarding Department's NPRM on Enhancing Transparency of Airline Ancillary Service Fees; 9 Recommendations regarding Department's NPRM on Airline Ticket Refunds and Consumer Protections; 4 Recommendations on Availability of Airline Flight Information; 1 Recommendation on Information Provided to Consumers Adversely Affected by Airline Delays or Cancellations. The FY2023 Recommendations will be included in the ACPAC report, which is anticipated to be finalized by the end of the 2023 calendar year.

**What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?**

8%

**% of Recommendations Fully Implemented Comments**

The Department has fully implemented the three recommendations made to it by the ACPAC in FY2021.

**What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?**

0%

**% of Recommendations Partially Implemented Comments**

**Does the agency provide the committee with feedback regarding actions taken to implement recommendations or advice offered?**

Yes ☒ No ☐ Not Applicable ☐

**Agency Feedback Comments**

The FAA Modernization and Reform Act of 2012 directs Secretary of Transportation to report to Congress no later than February 1 in both 2013 and in 2014 on the recommendations made by the ACACP during the preceding calendar year, how each recommendation has been implemented, and the Secretary's reason for any recommendation not implemented.

**What other actions has the agency taken as a result of the committee's advice or recommendation?**

Checked if Applies

- |                                   |                          |
|-----------------------------------|--------------------------|
| Reorganized Priorities            | <input type="checkbox"/> |
| Reallocated resources             | <input type="checkbox"/> |
| Issued new regulation             | <input type="checkbox"/> |
| Proposed legislation              | <input type="checkbox"/> |
| Approved grants or other payments | <input type="checkbox"/> |
| Other                             | <input type="checkbox"/> |

**Action Comments**

**Is the Committee engaged in the review of applications for grants?**

No

**Grant Review Comments**

Not Applicable

**How is access provided to the information for the Committee's documentation?**

Checked if Applies

- |                           |                                     |
|---------------------------|-------------------------------------|
| Contact DFO               | <input checked="" type="checkbox"/> |
| Online Agency Web Site    | <input checked="" type="checkbox"/> |
| Online Committee Web Site | <input checked="" type="checkbox"/> |
| Online GSA FACA Web Site  | <input checked="" type="checkbox"/> |
| Publications              | <input checked="" type="checkbox"/> |
| Other                     | <input type="checkbox"/>            |

**Access Comments**

All committee documents are available on the public docket for the committee [DOT-OST-2018-0190] and through the committee's website, <https://www.transportation.gov/airconsumer/ACPAC>