



AGENDA

Meeting of the Aviation Consumer Protection Advisory Committee (ACPAC)

December 2, 2021

- 9:30 to 9:35** **Welcome and Housekeeping Matters**
Blane Workie, DOT Assistant General Counsel for Aviation Consumer Protection, Designated Federal Officer (DFO)
- 9:35 to 9:45** **Introductory Remarks of ACPAC Members**
Maura Healey, Attorney General of Massachusetts; John Breyault, National Consumers League; Mario Rodriguez, Executive Director of Indianapolis Airport Authority; Patricia Vercelli, General Counsel of Airlines for America.
- 9:45 to 9:55** **Remarks by DOT Deputy General Counsel John Putnam**
- Airline Ticket Refunds**
- 9:55 to 10:05** **Background**
Vinh Nguyen, DOT
- 10:05 to 10:20** **State Perspective**
Matthew du Mee, Arizona State Attorney General's Office
- 10:20 to 10:35** **Consumer Perspective**
Bill McGee, Consumer Reports
- 10:35 to 10:55** **Q & A**
- 10:55 to 11:40** **Airline Perspectives**
John Heimlich, Airlines for America (10:55 to 11:10)
Jonathan Foglia, Cozen O'Connor (11:10 to 11:25)
Doug Lavin, International Air Transport Association (11:25 to 11:40)
- 11:40 to 11:50** **Break**
- 11:50 to 12:10** **Q&A**
- 12:10 to 12:40** **Ticket Agent Perspectives**
Steve Shur, Travel Tech (12:10 to 12:25)
Eben Peck, American Society of Travel Advisors (12:25 to 12:40)
- 12:40 to 1:00** **Q&A**
- Lunch Break until 2pm***



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Information for Consumers Regarding Causes of Flight Delays and Cancellations

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| 2:00 to 2:35 | Overview
<i>John Wood, DOT, Office of Aviation Consumer Protection (2:00 to 2:02 – Intro)</i>
<i>Cecelia Robinson, DOT, Bureau of Transportation Statistics (2:02 to 2:12)</i>
<i>Bryan Baszczewski, DOT, Federal Aviation Administration (2:12 to 2:22)</i>
<i>John Wood, DOT, Office of Aviation Consumer Protection (2:22 to 2:35 – Wrap-up)</i> |
| 2:35 to 2:50 | State Perspective
<i>Matthew du Mee, Arizona State Attorney General's Office</i> |
| 2:50 to 3:05 | Deception and Unfairness under the FTC Act
<i>Serena Viswanathan, Federal Trade Commission</i> |
| 3:05 to 3:25 | Q&A |
| 3:25 to 3:35 | Break |
| 3:35 to 4:05 | Airline Perspectives
<i>Bill McDonald, Airlines for America (3:35 to 3:50)</i>
<i>David Heffernan, Cozen O'Connor (3:50 to 4:05)</i> |
| 4:05 to 4:25 | Q&A |
| 4:25 to 5:00 | Final Questions, Answers, and Closing Remarks
<i>ACPAC Members and DFO, Members of the public if time permits</i> |