

U.S. DEPARTMENT OF TRANSPORTATION
Aviation Consumer Protection Advisory Committee (ACPAC)



Airlines' One-Page Summary of Consumer Rights and Know-Your-Rights Posters
September 22, 2026, Agenda

10:00 - 10:35 WELCOME REMARKS AND INTRODUCTIONS

Ryan Patanaphan, Designated Federal Officer (DFO)

ACPAC Chair and Committee Members

Mike Hilgers, Attorney General of Nebraska, Chair and State/Local Government Representative

Mark VanLoh, CEO, Jacksonville Aviation Authority, Airport Operator Representative

Jennifer Rykaczewski, CEO, Affordable Skies, Consumer Representative

Doug Lavin, VP for North America, International Air Transport Association, Airline Representative

10:35 - 10:45 OPENING REMARKS BY DOT LEADERSHIP

Greg Zerzan, General Counsel, DOT

10:45 - 11:00 PREVIOUS ACPAC ACTIVITY RECAP

DOT Presentation - Heather Filemyr, Senior Attorney, DOT

11:00 - 12:30 AIRLINES' ONE-PAGE SUMMARY OF CONSUMER RIGHTS

DOT Presentation - Cristina Draguta, Senior Attorney, DOT

Q&A from ACPAC Members

Consumer Perspective - John Breyault, VP, Public Policy, National Consumers League

Q&A from ACPAC Members

Airline Perspective - James Stevens, Legal Counsel, Lufthansa Group the Americas

Fred Taylor, Consumer Protection Liaison to the Department of Transportation, Southwest Airlines

Jonathon Freye, Executive Director, Association of Value Airlines

Q&A from ACPAC Members

Public Comment if Time Permitting

12:30 - 1:30 LUNCH

1:30 - 3:05 KNOW-YOUR-RIGHTS POSTERS

DOT Presentation - Stuart Hindman, Senior Attorney, DOT

FAA Presentation - Jonathan Klein, Acting Director, National External Operations and Policy, FAA

Q&A from ACPAC Members

Consumer Perspective - John Breyault, VP, Public Policy, National Consumers League

Q&A from ACPAC Members

Airport Perspective - Tony Cugno, Chief Operating Officer, Jacksonville Aviation Authority

Q&A from ACPAC Members

Airline Perspective - Kathy Kennedy, Consumer Protection Auditor, Alaska Air Group

Q&A from ACPAC Members

Public Comment if Time Permitting

3:05 - 3:15 CLOSING REMARKS