

U.S. DEPARTMENT OF TRANSPORTATION
Aviation Consumer Protection Advisory Committee



Airline Customer Service Dashboards
September 23, 2026, Agenda

- 10:00 - 10:10** **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
- 10:10 - 11:20** **FLIGHT DELAYS AND CANCELLATIONS DASHBOARD**
DOT Presentation - John Wood, Senior Attorney, DOT
Q&A from ACPAC Members
Consumer Perspective - Nicole Bier, Vice Chair, Affordable Skies
Q&A from ACPAC Members
Airline Perspective - Graham Keithley, VP and Deputy General Counsel, Airlines for America
Q&A from ACPAC Members
Public Comment if Time Permitting
- 11:20 - 12:30** **FAMILY SEATING DASHBOARD**
DOT Presentation - John Wood, Senior Attorney, DOT
Q&A from ACPAC Members
Consumer Perspective - Nicole Bier, Vice Chair, Affordable Skies
Q&A from ACPAC Members
Graham Keithley, VP and Deputy General Counsel, Airlines for America
Q&A from ACPAC Members
Public Comment if Time Permitting
- 12:30 - 1:30** **LUNCH**
- 1:30 - 2:25** **SEAT SIZE DASHBOARD**
DOT Presentation - Kyle Joseph, Senior Attorney, DOT
Q&A from ACPAC Members
Aircraft Manufacturers - Roland Mair, Payloads Configurations Development, Boeing
Tim Schulz, Cabin Marketing North America, Airbus Americas, Inc.
Q&A from ACPAC Members
Consumer Perspective - Nicole Bier, Vice Chair, Affordable Skies
Q&A from ACPAC Members

2:25 - 2:35	BREAK
2:35 - 3:25	SEAT SIZE DASHBOARD (<i>Continuing</i>) <i>Airline Perspective - David Scotland</i> , Director of Cabin Experience, Alaska Airlines Jonathon Freye , Executive Director, Association of Value Airlines <i>Q&A from ACPAC Members</i> <i>Public Comment if Time Permitting</i>
3:25 - 4:05	ACCESSIBILITY OF DASHBOARDS Katherine Eng , Senior ICT Accessibility Specialist, U.S. Access Board <i>Q&A from ACPAC Members</i> <i>Public Comment if Time Permitting</i>
4:05 - 4:15	CLOSING REMARKS