

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



**AGENDA**

*Fifth Meeting of the Advisory Committee for Aviation Consumer Protection*

*December 16, 2013*

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|-----------------------|---|
| <b>9:00 to 9:05</b>   | <b>Introduction of committee members and housekeeping matters</b><br><i>Samuel Podberesky, Assistant General Counsel for<br/>Aviation Enforcement and Proceedings</i>   |
| <b>9:05 to 9:20</b>   | <b>Introductory remarks of committee members</b>  |
| <b>9:20 to 9:30</b>   | <b>Update on Department's efforts to carry out the committee's<br/>recommendations as outlined in the Secretary's report to Congress<br/>of March 22, 2013</b><br><i>Jonathan Dols, Deputy Assistant General Counsel (C-70)</i>   |
| <b>9:30 to 10:15</b>  | <b>Posting consumer rights information at U.S. airports</b><br><i>Pedro Garcia-Gracia, DG MOVE, European Commission (webcast) (20<br/>min.)</i><br><i>Charlie Leocha, ACACP Member – Update on discussions with EU and<br/>with airport managers (5 min.)</i><br><i>Laura McKee, Vice President, Airline Services, Airlines for America and<br/>Deborah McElroy, Interim President, Airports Council International-NA<br/>(20 min.)</i> |
| <b>10:15 to 10:30</b> | <b>Break</b>  |
| <b>10:30 to 11:10</b> | <b>Delays in clearing passengers arriving on international flights through<br/>U.S. Customs and Border Protection facilities at U.S. airports</b><br><i>Cheryl Peters, Customs and Border Protection, Office of Field<br/>Operations (20 min.)</i><br><i>Sharon Pinkerton, Senior Vice President, Airlines for America (10 min.)</i><br><i>Deborah McElroy, Interim President, Airports Council International-NA<br/>(10 min.)</i>      |
| <b>11:10 to 11:40</b> | <b>Questions and Answers</b>  |
| <b>11:40 to 12:10</b> | <b>Privacy and airline customized pricing</b><br><i>John Thomas, Managing Director and Partner, L.E.K. Consulting (15<br/>min.)</i>   |

*Dana Rosenfeld, Kelley Drye & Warren LLP (15 min.)*

**12:10 to 1:30**

**Lunch**

**1:30 to 1:50**

**Privacy and airline customized pricing (continued)**

*Andrew Weinstein, Director, Open Allies for Airfare Transparency (15 min.)*

*Charlie Leocha – Streaming CRM for Travel (4-min. video)*

**1:50 to 2:10**

**Questions and Answers**

**2:10 to 2:40**

**Presentations from the public**

*Consumer Privacy – Electronic Privacy Information Center (10 min.)*

*Change fees and trip cancellation insurance – Sally Greenberg and John Breyault, National Consumers League – (10 min.)*

*Passenger bill of rights – Paul Hudson, FlyersRights.ORG – (10 min.)*

**2:40 to 2:50**

**Break**

**2:50 to 3:50**

**Future recommendations to the Secretary on consumer protection measures**

*Lisa Madigan, ACACP Chairperson*

**3:50 to 4:00**

**Closing remarks**

*Samuel Podberesky, Assistant General Counsel for Aviation Enforcement and Proceedings*