

H.R. 4

IMPROVING SERVICE FOR CUSTOMERS: Improving the Passenger Experience from Gate to Gate

It's time to put the American traveling public first. Our aviation system is forecasted to continue to grow. A decade from now, approximately one billion passengers a year will take to America's skies. That is why the FAA Reauthorization Act includes provisions to address the passenger experience, strengthen consumer protection laws, and maintain the Department of Transportation's oversight of aviation consumer issues.

The FAA Reauthorization Act:

- Prohibits involuntary bumping of passengers once they have already boarded the plane and instructs the Secretary of Transportation to clarify current regulations regarding compensation offered in instances of involuntary denied boarding.
- Ensures passengers have a more enjoyable flying experience by prohibiting the use of cell phones and mobile devices for voice communications during commercial flights.
- Enables consumers to know exactly what they will be paying by ensuring airlines are transparent with respect to government-imposed taxes and fees that will be added to the base fare of a ticket.
- Ensures consumers can voice complaints through the consumer complaints hot-line and by using new technologies, such as smart phone applications, to relay these complaints.
- Requires airlines, in the event of a widespread disruption of their computer systems, to post via a prominent link on their website what services the airline will provide impacted passengers.
- Addresses concerns raised by aviation consumers with disabilities by reviewing best practices and conducting studies on how to better improve their overall travel experience. For example, the bill:
 - » Requires DOT to address issues regarding restroom accessibility, service animals onboard planes, and in-flight entertainment systems for passengers with disabilities.
 - » Requires studies on airport accessibility, airline employee training, and in-cabin wheelchair restraint systems.
 - » Establishes the Select Subcommittee for Aviation Consumers with Disabilities to advise the Secretary and the Advisory Committee for Aviation Consumer Protection on issues related to the air travel needs of passengers with disabilities.
- Requires large and medium commercial airports to provide sanitary, private rooms in every terminal for nursing mothers.
- Extends the Advisory Committee for Aviation Consumer Protection that was created in the FAA Modernization and Reform Act of 2012 through the end of Fiscal Year 2023.
- Addresses consumer issues in the air ambulance industry by establishing an advisory committee to make recommendations on consumer protections, and improves the process for filing complaints with the DOT.

