



FAA REAUTHORIZATION ACT OF 2024

Consumer Protections

in the Federal Aviation Administration Reauthorization Act of 2024

Topline Democratic Message: The Federal Aviation Administration (FAA) Reauthorization Act of 2024 is a bipartisan, bicameral compromise done in good faith to protect the safety of the flying public.

It includes robust protections for airline consumers, such as requiring airlines to have policies for reimbursing passengers for meals, lodging and other costs due to a significantly delayed or cancelled flight, tripling penalties for consumer protection violations and establishing a new Department of Transportation Office of Aviation Consumer Protection, as well as other reforms.

Bolstering Passenger Rights and Access to Customer Service

The final bill will focus DOT resources on strengthening passenger rights and access to customer service, including **NEW provisions in the final package:**

- (Sec. 501) – Establishes a new Department of Transportation (DOT) Office of Aviation Consumer Protection.
- (Sec. 503) – Requires airlines to refund passengers booked on flights that are subsequently cancelled, significantly delayed or changed, mandates airlines notify passengers of their right to a refund and provides for the refund to be automatic.
- (Sec. 505) – Requires air carriers to provide 24/7 access to live customer service agents.

Strengthening DOT Enforcement and Airline Transparency

The final bill will allow DOT to impose stronger penalties on airlines who violate consumer protections and increase transparency for consumers when booking flights, including **NEW provisions in the final package:**

- (Sec. 507) – Triples civil penalties for violations of aviation consumer laws and regulations.
- (Sec. 506) – Requires the DOT to establish, maintain, and make public, online dashboards to inform aviation consumers about airline policies and services regarding airline delay and cancellation policies, family seating policies, and seat size policies.
- (Sec. 504) – Requires airports to prominently display posters that clearly outline the rights of passengers regarding flight delays and cancellations, refunds, lost baggage, and more.

Enhancing Accessibility for ALL Passengers

The final bill will make **flying more accessible** for everyone, including **NEW provisions in the final package:**

- (Sec. 546) – Establishes a new DOT known service animal travel pilot program to expedite the approval process for passengers accompanied by a service animal.
- (Sec. 725) – Creates a pilot program that allows Airport Improvement Program (AIP) funds to be used for capital projects that improve airport accessibility.

