

ASSOCIATION FOR AIRLINE PASSENGER RIGHTS - AAPR

BACKGROUND:

In 2007, 647 million passenger trips were flown by U.S. domestic airlines between 267 airports on 7.4 million flights, representing a 4.5 percent increase over the previous year. Despite gloomy economic factors, all indications are that there will be similar, if not greater, airline traffic growth in 2008. Yet the increased airline traffic has not been accompanied by improved service by the airline industry.

Passenger trip delays, whether due to delayed flights, diverted flights or rebooking after scheduled flights have been cancelled or oversold, have never been higher. Airline consumers, whether travelling for business or pleasure, play a kind of Russian-Roulette with their schedules; never knowing when they will arrive at their destinations. Often passengers are left waiting without explanation for the delay. Passenger frustrations have been compounded by lost luggage, as well as new surcharges for everything including fuel, beverages, pillows, baggage, and certain coach-class seating.

Various legislation attempting to address these concerns have been stalled in committee for years without seeing the light of day even as the problems and expenses of airline travel have increased exponentially. With the rise in fees, surcharges and trip delays, there have been corresponding cuts in the customary services and comforts air travelers have known for decades. It's no wonder that public opinion toward the airline industry is at an all-time low.

In November 2008, the Airline Association for Passenger Rights (AAPR) was incorporated in the District of Columbia as a 501(c)(4) tax-exempt, nonprofit organization in response to this growing problem.

PURPOSE:

The purpose of the AAPR shall be to educate policymakers on travel-related information important to airline passengers, improve accessibility for passengers with disabilities and protect the consumer rights and responsibilities of airline passengers. Prior to AAPR, every aspect of the airline industry was represented in Washington, DC except for the people who pay the bills – airline passengers! The airlines, pilots, flight attendants, service crews, and air traffic controllers are all represented, and now AAPR will level the playing field by representing the interests of airline passengers.

MISSION:

The mission of the Association for Airline Passenger Rights is to promote fairer customer service and accessibility standards in the airline industry and to improve passenger satisfaction.

MEMBERSHIP:

Individual membership is only \$10.00 annually. Membership dues are not tax-deductible. Membership benefits include:

- National representation on airline passenger rights in the executive and legislative branches of government;
- Assist with development of clearer transparency on the pricing of airline tickets and related fees & surcharges;
- Access to airline SCORECARD program; and
- Opportunity to submit feedback/ on new standardized passenger ranking system of the various airlines.

How does AAPR annual membership compare to other nonprofit associations?

