

Association for Airline Passenger Rights (AAPR)
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New Consumer Rights Group Focuses on Air Travel; Association for Airline Passenger Rights Aims to Improve Industry

WASHINGTON, D.C. (January 28, 2009) – Domestic airline passengers today took a giant step toward improving the airline industry in the United States. The [Association for Airline Passenger Rights](http://www.flyfriendlyskies.com) (AAPR) flew onto the national stage aiming to change the nature of domestic air travel by improving customer service and pursuing a federal “Passenger Bill of Rights” in the United States Congress.

AAPR is a 501(c)(4) tax-exempt, nonprofit organization whose mission is to promote fairer customer service and accessibility standards in the airline industry and to improve passenger satisfaction.

“Air travelers in the United States are completely fed-up with almost every aspect of the airline industry today,” summarized **Brandon M. Macsata**, Executive Director of the Association for Airline Passenger Rights. “Passengers are tired of all the new surcharges; they are tired of sitting on the tarmac for hours without any explanation; they are tired of the canceled flights; and they are tired of the poor customer service.”

Macsata further stated: “Only federal legislation, or an Airline Passenger Bill of Rights, can resolve these consumer-related issues. Only the Association for Airline Passenger Rights can help make this remedy a reality.”

The purpose of the AAPR is 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.

AAPR was formed in response to growing dissatisfaction among American consumers toward the airline industry. According to the American Consumer Satisfaction Index (ACSI), a polling organization that rates over forty-three businesses in ten sectors based on in-depth interviewing and computer-based extrapolation of its results, the Big Six legacy airlines (full-service providers with national or international flight routes) rate the lowest of all sixteen industries surveyed in the first quarter of 2008.

For more information about the Association for Airline Passenger Rights, please visit www.flyfriendlyskies.com or contact AAPR directly at info@flyfriendlyskies.com.

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