

The US Department of Transportation Aviation Consumer Protection Division



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Overview

- Aviation Enforcement & Aviation Consumer Protection Office Structure
- Airport Service and Assistance Requirements
- Airport Assistance Training Requirements
- Vendor Training Requirements
- CROs and Training Requirements
- Office Contacts and Resources



Staffing & Structure: Office of Aviation Enforcement and Consumer Protection

- Located in the Office of the Secretary's Office of the General Counsel
- Legal Division (Office of Aviation Enforcement and Proceedings, C-70)
 - 21 attorneys, including one Assistant General Counsel, two Deputy Assistants, three Chiefs
 - 3 support staff
- Aviation Industry Analysts (Aviation Consumer Protection Division C-75)
 - 18 professionals, including one director, 3 team leaders
 - 2 support staff

The Air Carrier Access Act Regulation (14 CFR Part 382)

- The Air Carrier Access Act prohibits discrimination against air travelers with disabilities. DOT has promulgated detailed rules in Part 382 to implement this statute. Part 382 applies to all U.S. carriers and foreign air carriers' flights to and from the U.S.



Airport Service and Assistance Requirements Part 382 (Subpart G)

- Assist a passenger to get on or off an airplane
- Assist a passenger in accessing key areas of the terminal
- Provide assistance between gates so passenger can make a connection to another flight
- Make a stop at the entrance of an airport lavatory
- Assist with checked or carry-on luggage
- Escort a passenger to an animal relief area
- Assist a passenger to get on or off an airplane through the use of lifts or ramps



Airport Service and Assistance Requirements

- Passengers must inform carrier that they have arrived at the airport & need assistance
- Passengers arriving at a terminal entrance where an airline has no employees or contractors at the curbside or other vehicle drop-off point (e.g., a subway walkway directly connecting the subway facility to an airport terminal entrance) are responsible for entering the terminal (or having someone do so on his/her behalf) to request assistance from the airline.



Airport Service and Assistance Requirements

- A carrier cannot leave a passenger who has requested enplaning, deplaning, or connecting assistance unattended in a ground wheelchair, boarding wheelchair, or other device, in which the passenger is not *independently mobile*, for more than 30 minutes. (14 CFR 382.103)
- Applicable even if passenger accompanied, unless passenger explicitly waives the obligation



Training to Proficiency

Part 382 (Subpart G)

- Airlines that provide service using aircraft with 19 or more passenger seats must ensure **training to proficiency** of its personnel who deal with the traveling public.
- Proficient is defined as being well-advanced, adept, or skilled in a trade or profession. An employee who is **trained to proficiency** is one who provides services or accommodations to passengers in the right way, the first time.
- Ensures that the individual receiving the training becomes accomplished or skilled in the subject matter being taught, as appropriate to the duties of that employee.

Airport Assistance Training Requirements Part 382 (Subpart G)

- Part 382 Requirements
- Proper and safe operation of equipment
- Boarding and deplaning procedures that safeguard the safety and dignity of passengers
- Sensitivity Awareness
- Recognize requests from individuals with hearing or vision disabilities
- Organizations representing persons with disabilities must be consulted about training
- Refresher training must be provided

Vendor Training Requirements Part 382 (Subpart G)

- Airlines must provide, or ensure that its contractors provide, training to the contractors' employees
- Required only for contractor employees who deal with the traveling public
- Tailored to the employee's functions
- Must meet all other Part 382 training requirements for airline personnel



Complaint Resolution Official (CRO)

Part 382 (Subpart K)

- Airlines that provide service using aircraft with 19 or more passenger seats, must designate one or more Complaint Resolution Officials (CROs), and make the CRO available to consumers either by phone or in person, on request and at no charge to the passenger.
- CROs must be thoroughly familiar with Part 382 and have the authority to resolve complaints promptly, although CROs need not be given the authority to countermand the decision made by a pilot-in-command for safety reasons.
- CROs must receive initial and annual training concerning the requirements of Part 382 and the duties of the CRO.



Resources

For Part 382 and Guidance Information

- Website: <http://www.dot.gov/airconsumer>; click on “Topics;” Click on “Disability”
 - Includes copies of Part 382 and Frequently Asked Questions
 - Includes recent enforcement orders
 - Includes guidance documents
- Website: “How can we help you?”
 - Includes information on how to file a complaint
 - Includes Travel Tips and Publications
- Disability Hotline: 1-800-778-4838 (voice)
1-800-455-9880 (TTY)
- Disability Forums and Outreach
- Development of a Technical Assistance Manual and the Model Training Program

Questions?

