

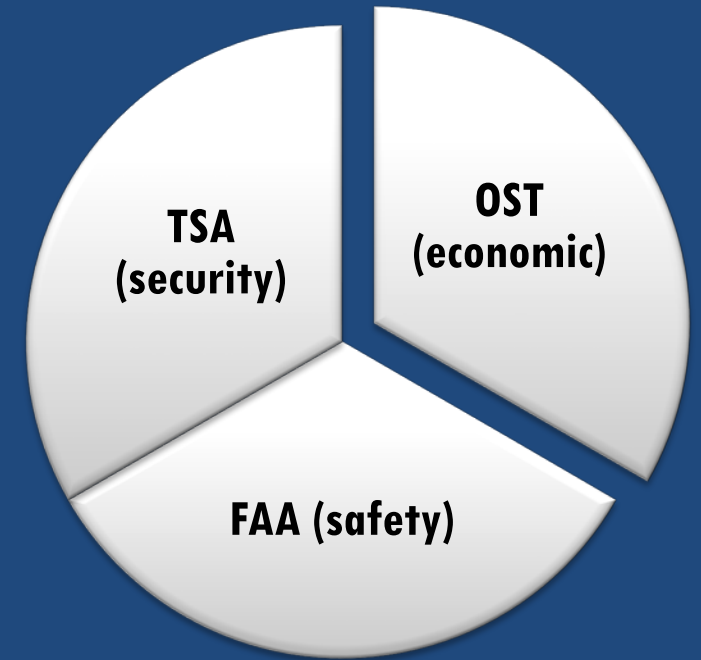


Air Carrier Airport Assistance Requirements Quick Overview

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U.S. Department of Transportation
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Office of Aviation Enforcement and Proceedings

- One of 8 offices in DOT's Office of the General Counsel in the Office of the Secretary
- Regulatory and enforcement subjects:
 - consumer protection related to air transportation
 - civil rights related to air transportation
 - aviation economic licensing
- Team:
 - 3 managers (including Assistant General Counsel)
 - 11 staff attorneys
 - 14 analysts (including two managers)



49 U.S.C. § 41705

Air Carrier Access Act

ACAA prohibits discrimination against air travelers with disabilities.

14 CFR Part 382 contains the regulations that implement the ACAA.

Meet Jane



Carrier Obligations: Check-in

Provide assistance as requested from the curb to the gate

Assistance accessing key functional areas, like the ticket counter

Assistance must be timely

14 CFR 382.91



Carrier Obligations: To the Gate



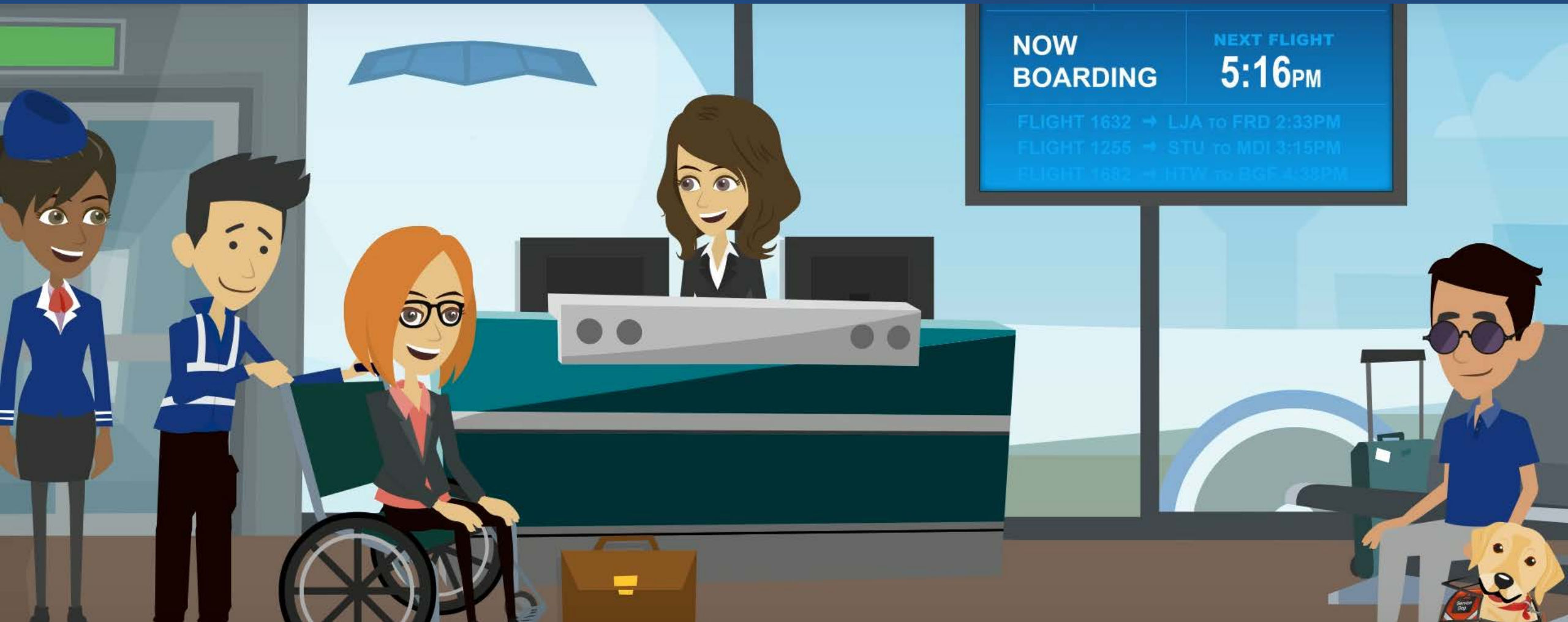
Assistance transporting luggage if passenger is unable to do so because of a disability

Brief stop, upon passenger's request, at the entrance of a restroom if one is available on the route and you can make the stop without unreasonable delay.

Assistance to service animal relief area

Assistance must be provided safely.

Carrier Obligations: At the Gate



Must not leave a passenger who has requested assistance unattended for more than 30 minutes, if passenger is not independently mobile.

14 CFR 382.103

Carrier Obligations: Enplaning/Deplaning



Offer preboarding to passengers with a disability who self-identify as needing additional time or assistance to board, stow accessibility equipment, or be seated.

14 CFR 382.93

Assistance enplaning and deplaning, when requested.

Assistance must be provided promptly and safely.

14 CFR 382.95

Carrier Obligations: On Arrival

Provide assistance as requested from the gate to the terminal entrance, or to another gate for a connection

Same requirements as before for key functional areas, restrooms, baggage, service animal relief area

Assistance must be timely

14 CFR 382.91



Other Carrier Obligations

- Retrieving Assistive Devices/Wheelchairs from Cargo Hold
 - Timely return of device as close as possible to the door of the aircraft
 - In the same condition in which device was received

14 CFR 382.125 & 382.129

- Solicitation of tips for required services is prohibited



14 CFR 382.31

- Complaints – inform passenger of the right to contact a Complaints Resolution Official (CRO) and assist in contacting the CRO

14 CFR 382.151

Airports and Level-Entry Boarding

- At airports with $\geq 10,000$ annual enplanements, carriers must use lifts/ramps if jet bridges or mobile lounges not available
- Required airport-carrier agreements *14 CFR 382.95*
 - Written, signed agreement allocating responsibility for boarding/deplaning
 - All lifts and other accessibility equipment are maintained in proper working condition
 - Carriers and airports are jointly and severally responsible
 - Carriers must negotiate in good faith with airport operators to ensure lifts for boarding and deplaning where level-entry loading bridges are not available

14 CFR 382.99