



**Guest CARE**  
Central Baggage Service (CBS)



# Mobility Device Damage Investigations

94% On-Time Participation in investigation

# Process Overview

- Guest opens file for Delay/Damage
- Global Repair Group begins involvement
- Global Repair Group sends a daily report
- CBS Supervisor initiates investigation to Station Leaders
- Station leaders have 7 days to conclude investigation
- Results are grouped into standard options for reporting



# Investigation Questions

## Departure City – (Ramp Lead)

- What, if any, components needed to be disassembled in order to transport this device?
- Were instructions and tools provided by the guest?
- Were these tools and information passed to the downline station?
- If so, how? If not, why? (Enter N/A if there was no disassembly needed)

## Arrival City – (Ramp Lead)

- Did the device arrive with any components disassembled?
- If so, were tools and instructions provided for reassembly?
- Were the tools returned to the guest? (Enter N/A if the device arrived fully assembled)

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## Departure City – (Ramp Lead)

- Was the power wheelchair strapped down and in an upright position?

## Arrival City – (Ramp Lead)

- When the pit door was opened, was the device upright and strapped down?

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## Arrival City

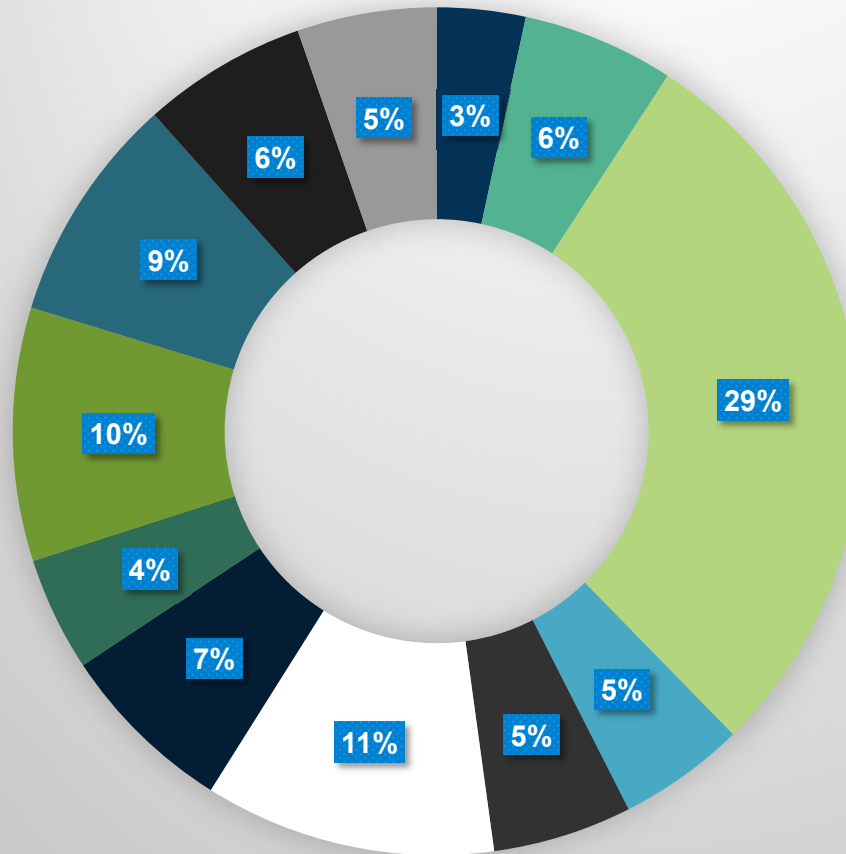
- Did the guest report the damage/loss upon arrival?
  - At what point was your station made aware of the issue?
  - Was a CRO involved?
  - Was the guest provided a carbon copy CRO form?
  - What did the guest report or say to your agent(s)?
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- Station leadership is the owner
- All points of travel participate
- 35 total questions
- 1 Week deadline
- Request photos and video
- Request witness statements





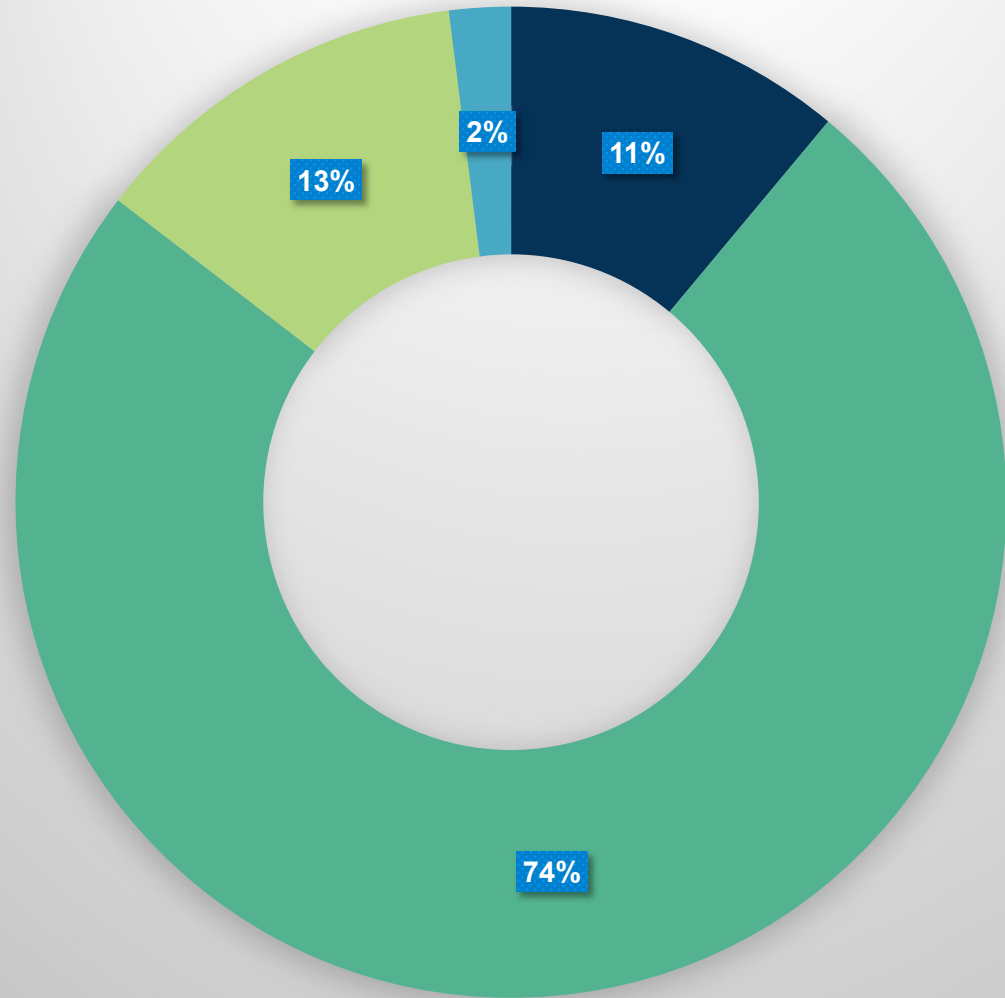
# What we know so far



- Huddle not performed
- Huddle Performed
- Doesn't Recall
- Recalls no concerns
- Video shows care
- Video shows rough handling
- Straps not used
- Straps used
- Transported on side
- Transported upright
- Unresponsive station
- Pending Response



# What we know so far



- E175
- Boeing
- Airbus
- Q400

# Already Done

## CRO Involvement

CRO is involved in all concerns related to mobility devices even if the guest doesn't request one. Safety Report is filed for monthly review along with CRO Form

# Already Done

## Rollator/Walker Trade-out Program

Majority of damage or delay in mobility devices are walkers or rollators. Stations should encourage transport in the cabin and stock these items for loaner or trade out as an option for immediate resolution



# Already Done

## Emphasize ability to stow in-cabin

Many guests don't know they have the right to ask for their manual mobility device to be stowed in the cabin, so we are offering

# Next Steps

## Huddle

Have consistent conversations with guests regarding the features of the device, ways we can protect it which are acceptable to the guest, and communicate risk if device is large and/or heavy

# Next Steps

## Documentation

Pre existing damage is noted alongside the guest and travels with the device

# Next Steps

## Straps Readily Available

Investigate the ability to equip all aircraft with straps that would travel with the aircraft

# Next Steps

## Equip all stations with lifts

This will allow all stations to lift heavy items to the level of the belt loader. Many are already complete

# Next Steps

## Training

Invite accessibility groups and guests to regional meetings where station personnel, local training teams, Policy and Procedures, DE&I, and Guest Experience teams would have required attendance

# Next Steps

## Developing Emerging Leaders

Task - Assess why checked mobility devices are damaged and propose systems, products, procedures or otherwise to reduce damage. Proposal due in April