

Office of Aviation Enforcement and Proceedings

Passengers with Disabilities Traveling by Air



Open Doors Organization Presentation: August 27, 2018

DOT's Aviation Consumer Protection Website

Top Five Disability-Related Complaint Categories



1. Failure to Provide Adequate or Timely Wheelchair Assistance
2. Failure to Provide Timely Assistance
3. Damage, Loss or Delayed Assistive Devices
4. Service Animal Issues
5. Seating Accommodations

www.transportation.gov/airconsumer



Traveling with a Disability

- Wheelchairs and other Assistive Devices
- Assistance Moving Through the Airport
- Seating Accommodations
- Service Animal

<https://www.transportation.gov/individuals/aviation-consumer-protection/traveling-disability>

Traveling by Air with Service Animals

Advance Notice of Proposed Rulemaking





Interim Statement of Enforcement Priorities Regarding Service Animals

Purpose is to inform the public and seek comment on how the Department intends to enforce the following:

Species of Service Animals

Number of Service Animals

Advance Notice

Proof of Service Animal's Status

Check-in Requirements

Documentation

Containing Emotional Support Animals

Other Enforcement Efforts

Website
Accessibility

Kiosk Accessibility

