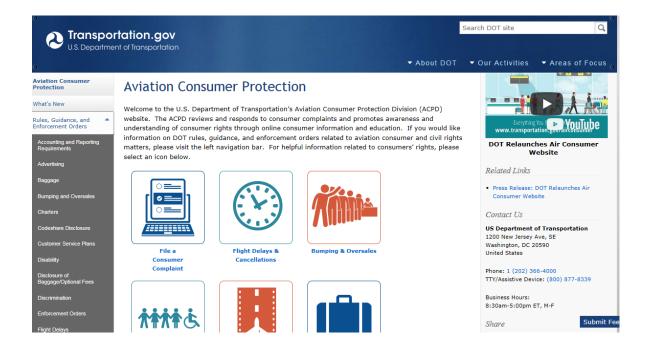
Office of Aviation Enforcement and Proceedings

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

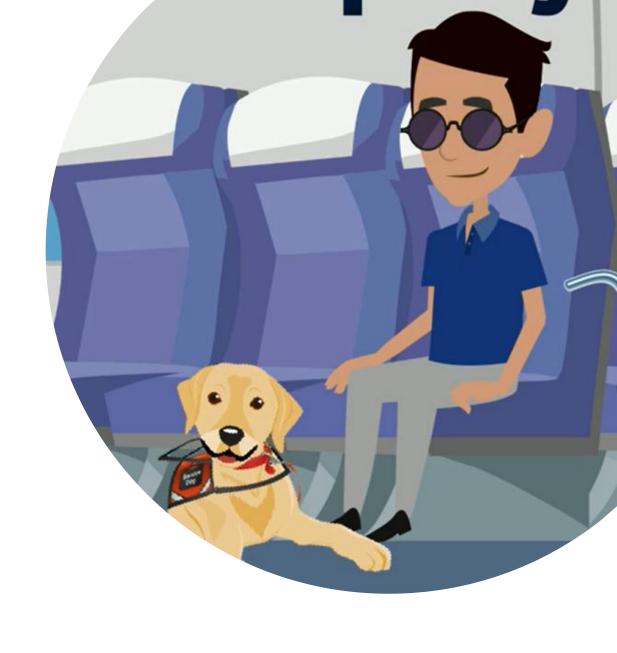
- Wheelchairs and other Assistive Devices.
- Assistance Moving Through the Airport
- Seating Accommodations
- Service Animal

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