

Air Carrier Access Act

14 CFR Part 382 Non-discrimination on the Basis of Air Travel

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Discussion

- **Impact of the rule**
- **Handling respiratory assistive devices**
- **The Complaint Resolution Official (CRO)**
- **Importance of training**

14CFR Part 382

Effective May 13, 2009

... “no air carrier may discriminate against any otherwise qualified individual with a disability...”

U.S. Department of Transportation (DOT)

14CFR Part 382 Overview

- **Original rule in 1990 as the “Air Carrier Access Act”**
 - **Periodic amendments**
 - **Periodic published guidance**
- **Re-write effective 13 May 2009**

Who's Affected?

- **All U.S. registered carriers**
- **All carriers engaged in passenger transport to/from U.S.A.**
- **Affected code share partners**
- **Airports serving these airlines**
- **Handlers / vendors working for the airlines and airports**



Significant Changes

- **Compliance by regional, charter and foreign airlines**
- **New requirements for airport facilities, services and staff**
- **Expands aircraft interior requirements**
- **Eliminates some required advance notice of travel**



Significant Changes

- **Training required for workers covered under Part 382**
- **New devices required to be permitted**
 - **Continuous positive airway pressure (CPAP)**
 - **Respirator**
 - **Ventilator**
 - **Portable oxygen concentrator (POC)**



CPAP device

Significant Changes

- **Additional requirements for:**
 - mobility aids
 - assistive devices
 - passenger information
 - accommodations for passengers with hearing impairments
 - security screening
 - communicable diseases
 - medical certificates
 - service animals



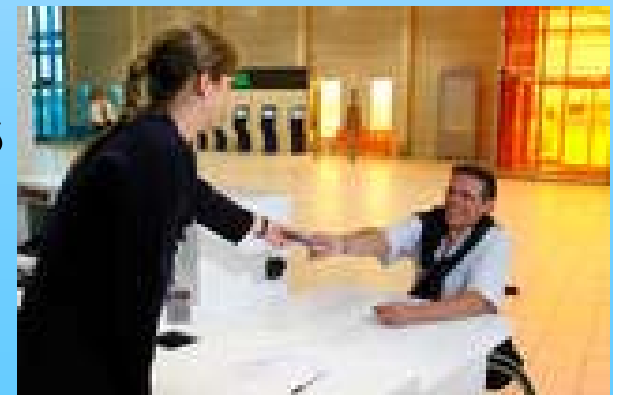
Significant Changes



- **Newly affected carriers must comply with Complaint Resolution Official (CRO) requirements**

What to Expect

- **More passengers with unique needs**
- **Passengers with disabilities who are aware of the new rule**
- **Affected persons who may file a complaint**
- **Potential lawsuits and negative publicity**
- **Monitoring by the DOT**
- **Inspections and potential fines**



Respiratory Devices

- **Users have chronic medical conditions**
 - **COPD - 76%**
 - **Congestive Heart Failure - 9.5%**
 - **Pneumonia - 3%**
- **In-flight environment can cause risk**

CPAP

- **Used commonly to treat sleep apnea**
- **Eases breathing during sleep**
- **Low risk use on board**



Portable Oxygen Concentrator

- **Treats low oxygen levels in the blood**
- **Indicates chronic illness**
- **Risk during depressurization**
- **Power supply depletion**
- **Alternatives during device failure**



Respirators and Ventilators



Respirators and Ventilators

- **Breathes for someone who cannot breathe independently**
- **Connected by tube in neck**
- **Risk during depressurization**
- **Power supply depletion**
- **Device failure requires manual ventilation**



Complaints Resolution Official

- **Must be compliance “expert”**
- **100% availability for all affected operations**
- **Complainant must be informed of CRO**
- **Available immediately in person, by phone**
- **Available in languages available to others**
- **Authority to resolve complaints**
- **Written explanations required**

Training for Unique Workgroups

- **Customer service**
- **Ground operations**
- **Reservations**
- **Crewmembers**
- **Complaint Resolution Officials**



ACAA Solutions

- **Training deadlines**
 - All CROs trained by 13 May 2009
 - Annual refresher training required
 - All staff trained by 13 May 2010
- **Programs**
 - General awareness
 - Differences
- **Methods**
 - e-Learning
 - Classroom



Planning

- **Have you revised your procedures to comply?**
- **Do you have a training plan for all work groups?**
- **Will you have CROs available on 13 May?**
- **How will you prepare passengers for successful travel?**

Questions

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