



Stowage of Assistive Devices

Presented to the Air Carrier Access Act Advisory Committee

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March 11, 2020



Overview

- FAA Reauthorization
- ACAA Regulations Regarding Assistive Devices
- Complaint Data
- Airline Reporting of Mishandled Wheelchairs and Scooters

FAA Reauthorization – Section 438(a)

Requires the ACAA Committee to review current regulations with respect to practices for stowing of assistive devices for passengers with disabilities.

In carrying out the review, the ACAA Committee is required to provide recommendations on whether current regulations should be modified or prescribed to...ensure passengers with disabilities are able to stow assistive devices without cost.

What is an “Assistive Device”

14 CFR 382.3



- Any piece of equipment that assists a passenger with a disability to cope with the effects of his or her disability (to hear, see, communicate, maneuver, or perform other functions of daily life, etc.)
- Includes medical devices and medications

General Rules

Must allow in
cabin

14 CFR 382.121(a)

Must not count
toward carry-on
limit

14 CFR 382.121(b)

Must stow in cargo
if unable to stow in
cabin

14 CFR 382.125

Must check and
return in same
condition

14 CFR 382.129

Must return timely
close to aircraft door

14 CFR 382.125(c)

Collapsible Folding Wheelchairs

14 CFR 382.67

- Allowed in overhead compartments, under seats, or designated space
- Aircraft with 100 or more seats must have in-cabin priority storage space
- If pre-boarding, wheelchair has priority
- Advance notice and discouraging passengers from bringing onboard prohibited
- Must stow in cargo if does not fit in cabin

Seat-Strapping Method

14 CFR 382.67

- Alternative method of in-cabin transport
- Involves placing a folding passenger wheelchair across a row of seats using a strap kit
- Generally must transport **TWO** wheelchairs
- Denied Boarding Compensation rules apply (14 CFR Part 250)

Powered Wheelchairs

14 CFR 382.127

- Airlines must accept in cargo
- Airlines may require one hour advance check-in
- Airlines may require 48 hours advance notice on aircraft with < 60 seats.
- Priority stowage in baggage compartment.

Batteries

14 CFR 382.127

- Damaged or leaking batteries should not be transported
- **Non-spillable** batteries
- **Spillable** batteries

Electronic Respiratory Devices

14 CFR 382.133

- Examples
 - Portable Oxygen Concentrators (POCs)
 - Ventilators
 - Continuous Positive Airway Pressure Machines (CPAPs)
- Airlines must permit use on aircraft with >19 seats, unless:
 - No manufacturer's label
 - Device does not meet FAA safety requirements
 - Cannot be stowed and used consistent with safety, security and hazmat regulations

Electronic Respiratory Devices (Continued)

14 CFR 382.133

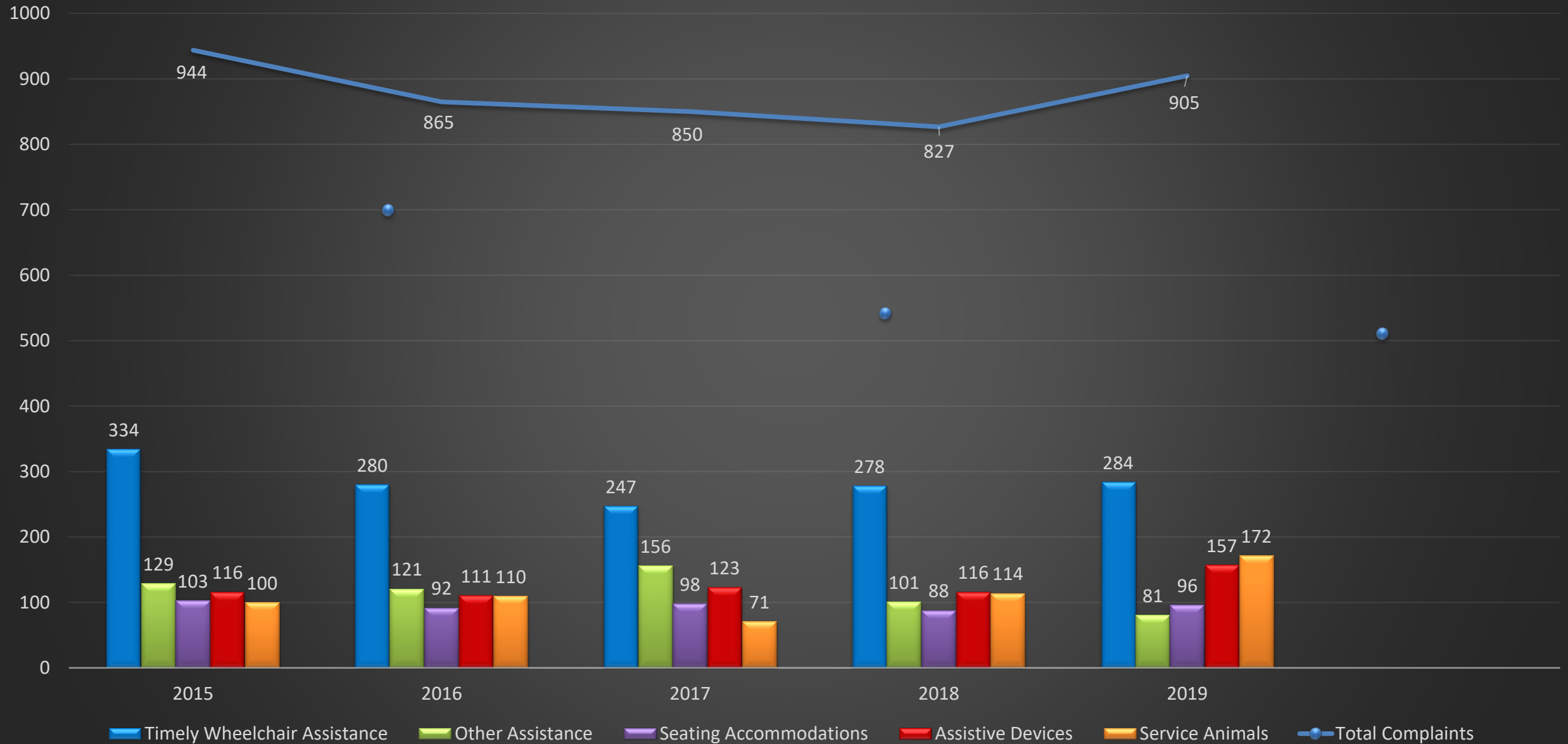
- Airlines may require:
 - Up to 48 hours advance notice
 - Medical Certificate
 - Adequate supply of batteries
 - Advance check-in
- Information Requirement

Damage to Assistive Devices

14 CFR 382.129 & 382.131

- Domestic Itineraries
 - Original purchase price
- International Itineraries
 - Up to \$1,780 under Montreal Convention as of 2/5/2020

Top 5 Disability-Related Complaint Categories Received by DOT 2015-2019



Assistive Device Damage

DOT Received

Year	Damage Complaints	Total Complaints	Percentage
2015	28	944	2.10
2016	29	865	3.35
2017	40	840	4.76
2018	39	826	4.72
2019	68	904	7.52
Total	339	4379	7.74

Carrier Received

Year	Damage Complaints	Total Complaints	Percentage
2015	1115	30830	3.62
2016	1212	32445	3.74
2017	1359	34701	3.92
2018	1231	36930	3.33
2019	1397	Not Released	

Assistive Device Stowage, Loss/Delay, and Liability Waiver

DOT Received

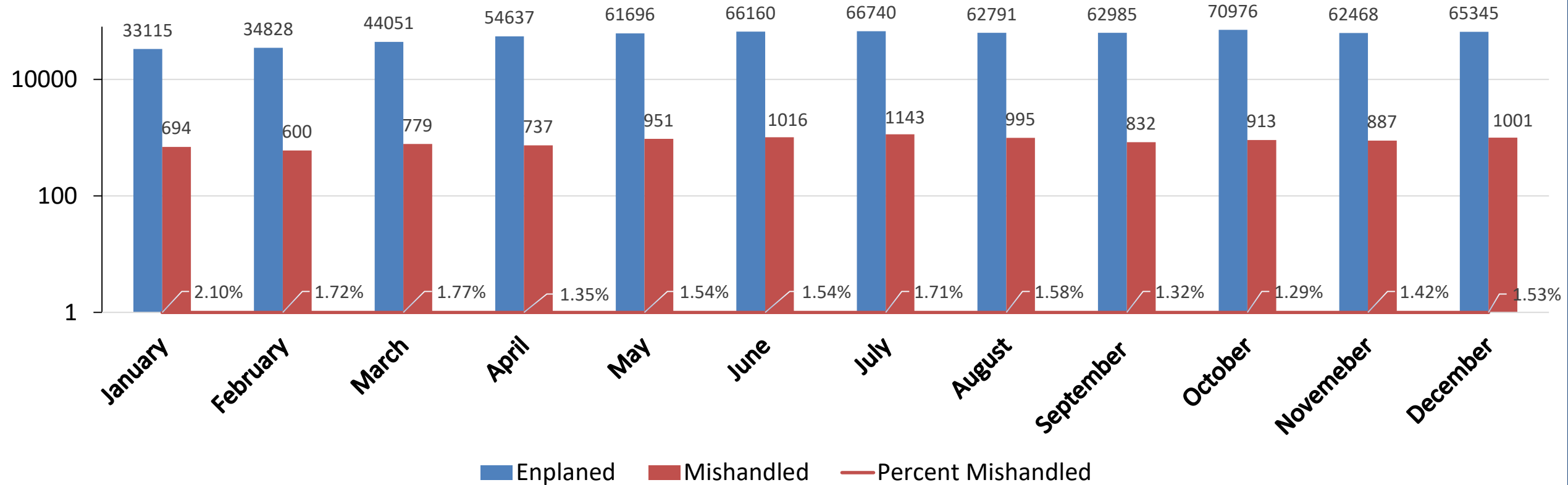
Year	Complaints	Total Complaints	Percentage
2015	95	944	10.1
2016	92	865	10.6
2017	83	840	9.89
2018	77	826	9.32
2019	89	904	9.84
Total	436	4379	9.96

Carrier Received

Year	Complaints	Total Complaints	Percentage
2015	1225	30830	3.97
2016	1596	32445	4.92
2017	1805	34701	5.20
2018	2151	36930	5.82
2019	2594	Not Released	

2019 New Reporting Requirement

Mishandled Wheelchairs and Scooters: Ranking of U.S. Reporting Marketing Carriers (YTD)



Number of Wheelchairs and Scooters Enplaned	Number of Wheelchairs and Scooters Mishandled	Percent of Wheelchairs and Scooters Mishandled
670,025	10,302	1.54 %





Questions