



U.S. Department of Transportation's  
Air Carrier Access Act Advisory Committee Meeting

# **Ticketing Practices**

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# Ticketing Practices:

## How can passengers purchase tickets for air transportation?



# Ticketing Practices: In Person

- Airport must ensure that airport facilities are compliant with the ADA Standards of Accessible Design. (49 CFR 27.71 and 28 CFR 35.151)
- Airlines must provide assistance accessing ticket counters. (14 CFR 382.91(b)(1))



# Ticketing Practices: Telephone

Carriers that allow telephone reservations must provide this service to deaf or hard of hearing passengers who use text telephone (TTY), voice relay, or other technology.

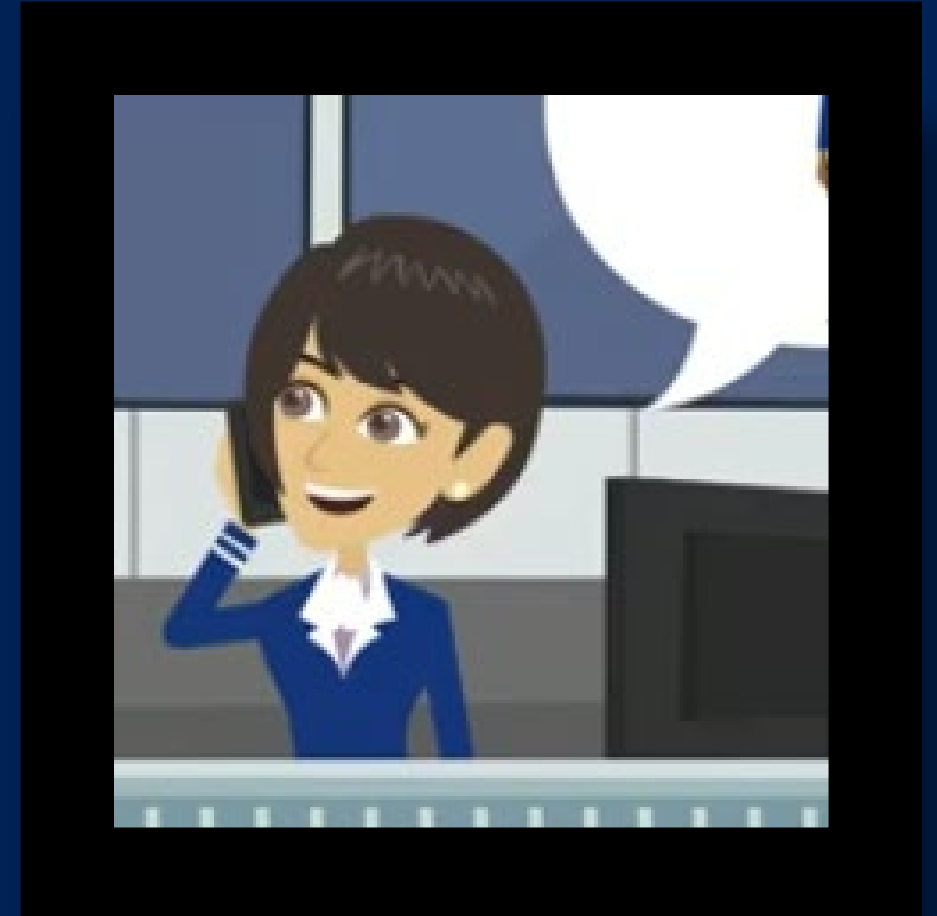
*(14 CFR 382.43(a))*



# Ticketing Practices: Telephone

*Q: If a carrier allows the public to make phone reservations between 6:00am-12:00am, can the carrier only provide of accommodations to deaf passengers between 9:00am and 5:00pm?*

A. No! Carriers must make reservation services for deaf individuals available during the same hours that telephone reservations are available to the general public.



# Ticketing Practices: Online

## Website Accessibility

- **All** webpages
- Primary website
- Markets air transport to the general public in the U.S.
- Must be accessible to individuals with disabilities.

*(14 CFR 382.43(c))*



Covered carriers are U.S. and foreign carriers that operate aircraft with 60 seats.

# Ticketing Practices: Online

*Q. How do you know if you are on the carrier's primary website that markets air transportation to the general public in the U.S.?*

A. Consider the following:

- Is the web content in English?
- Does the website advertise or sell flights to, from, or within the United States?
- Are fares displayed in U.S. dollars?



# Ticketing Practices: Online

*Q. Are airlines required to check their websites to make sure that their website are accessible?*

A. Yes! Airlines must seek feedback on their website from

1. Individuals with disabilities or
2. Members of disability organization(s)

(14 CFR 382.43(c)(2))





# Ticketing Practices: Online

*What about online travel agent websites and airline mobile sites?*

- The website accessibility rule applies to airlines. Expedia, Cheap tickets, and other online travel agents are not required to have an accessible website.
  - Agent must disclose offers/discounts if passenger contacts agent and states that they couldn't use the website because of a disability. (14 CFR 399.80(s))
- Airline are not required to make mobile sites accessible, but some airlines voluntarily made mobile sites accessible.



# Ticketing Practices: Online

*Q. What if a link on an airline website takes me to an external website?*

A. The airline must display a disclaimer that the external website may not be accessible.



# Ticketing Practices: **Online**

*Q. When I buy my ticket can I request disability accommodations online?*



**A. Yes!** Carriers must provide a way for passengers with disabilities to request disability accommodations on their website. *(14 CFR 382.43(d))*

# Ticketing Practices: **Online**

## *Website Accessibility Complaints & Enforcement*

### Complaints received by DOT

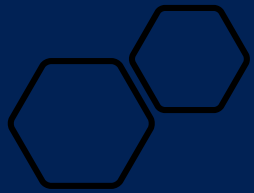
- 2016: 2 Complaints
- 2017: None
- 2018: 1 Complaint
- 2019: None

### Settlement Agreements

2017: Agreement  
2018: Agreement

### Civil Penalty Orders

2018: Order  
assessing a civil  
penalty of  
\$200,000



# Questions?

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