

Regulations and Guidelines II

**Including
Customers with Disabilities**

INSTRUCTOR NOTES

REGULATIONS AND GUIDELINES II

Attachment 1
Page 2 of 2

Aircraft Accessibility Continued

STATE:

- Federal Regulations require that any mobility device be excluded from the two bag per person carry-on limit.
- When aircraft stowage capability permits, the first passenger with a personal folding wheelchair who takes advantage of the offer to pre-board must be allowed to stow his/her wheelchair in the cabin.
- Stowage of items must meet the requirements of carry-on baggage, i.e. must be able to be stowed in an enclosed coat closet, an enclosed overhead bin or stow completely under a passenger seat with forward and side restraints.

Review

ASK:

What are the Special Service Codes for passengers with wheelchairs?

- ⌘ WCHR
- ⌘ WCHS
- ⌘ WCHC

What are some assistance suggestions for passengers with mental retardation?

- ⌘ instructions may need to be repeated
- ⌘ keep instructions simple and use basic vocabulary words
- ⌘ monitor the response of the individual for comprehension

Define ambulatory passengers.

- ⌘ Able to board, move about and deplane unassisted or with little assistance

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 Regs/Guidelines
 7/30/98

STOWAGE / USAGE REGULATIONS

PERSONAL FOLDING WHEELCHAIR

- In aircraft with an enclosed coat closet, space must be provided for at least one disabled passenger's folding wheelchair.
- Restraints are installed in many of the First Class or Business Class coat closets to hold these wheelchairs.
- The first disabled passenger who pre-boards has priority for closet space stowage over other passengers boarding at the same location. A disabled passenger who elects not to pre-board may use this space on a first-come, first-served basis with other customers.
- A standard collapsible wheelchair cannot be accommodated, due to its size, on some aircraft. However, any wheelchair which can be collapsed to a size which will fit a location that accommodates carry-on luggage (i.e., enclosed coat closet or overhead bin) should be accepted in accordance with these guidelines.
- If a stowage area in the cabin is not available, the wheelchair shall be stowed in the cargo compartment.

CANES AND CRUTCHES

Approved Stowage Locations for Canes

- Lengthwise against the fuselage wall at a non-emergency exit window seat
- Beneath any two non-emergency exit window seats, if the cane is flat on the floor
- Under a series of passenger seats in the same row as long as the cane does not protrude into the aisle
- In an approved stowage compartment

Approved Stowage Locations for Crutches

- Lengthwise against the fuselage wall at a non-emergency exit window seat
- In an approved stowage compartment

MEDICAL OXYGEN UNITS

- Passengers may request Medical Oxygen Units for a fee.
- Passengers may only use Delta supplied oxygen, tubing, and mask or nasal cannula.

EXCEPTION: In some cases, exceptions may be granted to allow the passenger to use his/her own mask or nasal cannula. Exceptions will be authorized by the Station Manager or Gate Agent. The passenger's personal equipment must be compatible with Delta equipment and all connections must be secure to prevent oxygen leaks. If more than one oxygen bottle is required, the passenger must supply equipment for all bottles.

Continued

-----Original Message-----

From: Jim McLin [mailto:JMCLIN@compuserve.com]
Sent: Thursday, June 01, 2000 2:41 PM
To: Slade, Dave
Subject: Wheel Chair

Attention: Captain Dave Slade

Statement of Captain James E. McLin regarding wheel chair.

When I was asked by the Flight Attendant in charge (FAIC) to help out concerning a passenger and where we could put his wheel chair a good bit of discussion between the Flight Attendant, Red Coat, and the passenger had already taken place. It is my understanding that the passenger had already been told that there was no place to store the wheel chair and that there was a portable one on board to accommodate him while in flight. As I came on the scene a Red Coat and the FAIC were explaining this to the passenger. When I asked the passenger why he did not want the wheel chair checked, it seemed to be a matter of him having to wait a long period of time for the wheel chair to be brought back up upon our arrival at destination. I offered to personally take it to the baggage bin and to retrieve it upon arrival. He seemed to be happy with that promise and I did exactly as I said I would. On arrival I did not notice anything wrong with the wheel chair and the passenger got in it and went on his way.

James E. McLin

(FOR INTRACOMPANY



CORRESPONDENCE ONLY)

DATE: April 3, 2000

TO: Regional Directors (Domestic & International)
Directors - ATL, BOS, CVG, JFK, SLC, Florida & Texas Stations
All Station Managers (Domestic & International)

FROM: Director - Customer Service Programs, Airport Customer Service

SUBJECT: CABIN STORAGE OF PERSONAL WHEELCHAIRS & SEATING OF CUSTOMERS WITH SERVICE ANIMALS

Recent customer complaints indicate that there is still confusion and uncertainty regarding cabin storage of personal wheelchairs and the seating of customers with service animals. The DOT is monitoring complaints against Delta in these areas to determine if enforcement action is warranted. Please disseminate the following information to all personnel.

CABIN STORAGE OF PERSONAL WHEELCHAIRS

Remember, we are *required* to stow a personal wheelchair in an FAA-approved onboard compartment when requested. Most Delta aircraft have space for at least one personal folding wheelchair. If available, we must do all possible to comply with the request.

- If the passenger pre-boards, he/she will have priority to use the wheelchair stowage space on a first-come, first-served basis on an originating flight, or on a through flight if space is available.
- If the passenger does not choose to pre-board, he/she may use the wheelchair stowage space on a first-come, first-served basis.

When a passenger asks Delta to stow a folding, break-down, or collapsible battery powered-wheelchair (including the battery) in the cabin, the passenger should check in at least one hour before departure. If the passenger checks in less than one hour before departure, make every effort to accommodate the passenger without delaying the flight.

Please see the Passenger Service Manual, pages 1-41/42 and GRS (G*787, page 28) for further information and locations of approved storage compartments.

SEATING OF PASSENGERS TRAVELING WITH SERVICE ANIMALS

A disabled passenger with a service animal may be seated (at their preference) anywhere in the cabin, except the exit row. We cannot require the passenger to sit in a bulkhead row; however, we must provide a bulkhead seat, if requested. Please see the Passenger Service Manual, pages 1-57/58 and GRS (G*787, page 26) for additional information.

These policies comply with the Air Carrier Access Act of 1986 as implemented by 14 CFR Part 382, DOT Rule "Nondiscrimination on the Basis of Disability in Air Travel," FAR 121-585, "Exit Row Seating," and DGR 55.

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CC: Senior Vice President - Airport Customer Service
Vice President - Airport Customer Service
Vice President - ATL Worldport

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