



# U.S. Department of Transportation Air Carrier Access Act Advisory Committee

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## First Public Meeting March 10 – 11, 2020 Washington, D.C.

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### Tuesday, March 10, 2020 (Day 1)

- 9:00 am – 9:10 am**  
*(10 mins)*                      **Welcome and Housekeeping Matters**  
*Blane Workie, Designated Federal Officer, U.S. Department of Transportation*
- 9:10 am – 10:00 am**  
*(50 mins)*                      **Introductory Remarks by Chair and Committee Members**
- 10:00 am – 10:10 am**  
*(10 mins)*                      **Remarks by General Counsel Steven G. Bradbury**
- 10:10 am – 10:20 am**  
*(10 mins)*                      **Break**

### I. Presentation and Discussion of Draft Airline Passengers with Disabilities Bill of Rights

- 10:20 am – 11:50 am**  
*(1 hr 30 mins)*                      **Presentation and Discussion of Draft Airline Passenger with Disabilities Bill of Rights**  
*John Wood, U.S. Department of Transportation*
- 11:50 am – 12:50 pm**  
*(1 hour)*                              **Lunch**

### II. Assistance at Airports and on Aircraft and Related Airline Training Programs

- 12:50 pm – 1:20 pm**  
*(30 mins)*                              **Overview of DOT Requirements, Complaints, and Programs; Overview GAO Report**  
*Clerece Kroha, U.S. Department of Transportation*  
*Ryan Patanaphan, U.S. Department of Transportation*
- 1:20 pm – 1:35 pm**  
*(15 mins)*                              **Questions and Answers**

**1:35 pm – 2:15 pm**  
(40min)

**Challenges Faced by Passengers with Disabilities (Panel)**

*Charles Brown, Paralyzed Veterans of America*

*Molly Burgdorf, The Arc*

*Tony Stephens, American Council of the Blind*

*Kenneth Thompson, Easterseals*

**2:15 pm – 2:35 pm**  
(20 mins)

**Questions and Answers**

**2:35 pm – 2:45 pm**  
(10 mins)

**Break**

**2:45 pm – 3:25 pm**  
(40 mins)

**Airline and Vendor Practices (Panel)**

*Joy Jenkins, Frontier Airlines*

*Don O'Leary, Delta Air Lines*

*Dolores Tullos, Prospect Airport Services, Inc.*

**3:25 pm – 3:45 pm**  
(20 mins)

**Questions and Answers**

**3:45 pm – 4:30 pm**  
(45 mins)

**Use of Technology to Improve Access (Panel)**

*Justin Gagnon, WHILL, Inc.*

*John Kloosterman, United Airlines*

*Linda Ristagno, International Air Transport Association*

*Paul Schroeder, Aira Tech Corp*

**4:30 pm – 4:50 pm**  
(20 min)

**Questions and Answers**

**4:50 pm – 5:00 pm**  
(10 mins)

**Closing Remarks**

*Blane Workie, Designated Federal Officer, U.S. Department of Transportation*



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## First Public Meeting March 10 – 11, 2020 Washington, D.C.

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### Wednesday, March 11, 2020 (Day 2)

**9:00 am – 9:05 am**  
(5 mins)

**Welcome and Housekeeping Matters**  
*James Sinocchi, Chair*

*Blane Workie, Designated Federal Officer, U.S. Department of Transportation*

### III. Ticketing Practices

**9:05 am – 9:15 am**  
(10 mins)

**Overview of DOT Requirements, Complaints, and Programs**  
*Maegan Johnson, U.S. Department of Transportation*

**9:15 am – 9:25 am**  
(10 mins)

**Questions and Answers**

**9:25 am – 9:45 am**  
(35 mins)

**Perspective of Disability Rights Advocates (Panel)**  
*Joshua Basile, United Spinal Association*

*Tom Panek, Guiding Eyes for the Blind*

*David Rosenthal, National Association of the Deaf*

**10:00 am – 10:15 am**  
(15 mins)

**Questions and Answers**

**10:15 am – 10:35 am**  
(20 mins)

**Airline Ticketing Practices**  
*Ray Prentice, Alaska Airlines*

**10:35 am – 10:45 am**  
(10 mins)

**Questions and Answers**

**10:45 am – 10:55 am**  
(10 mins)

**Break**

#### **IV. Seating Accommodations, Including Pre-Flight Seat Assignments and Bulkhead Seating**

- 10:55 am – 11:10 am**  
*(15 mins)*      **Overview of DOT Requirements, Complaints, and Programs**  
*Peter Cacioppo, U.S. Department of Transportation*  
  
*Vinh Nguyen, U.S. Department of Transportation*
- 11:10 am – 11:20 am**  
*(10 mins)*      **Questions and Answers**
- 11:20 am – 12:00 pm**  
*(40 mins)*      **Perspective of Disability Rights Advocates (Panel)**  
*Kelly Buckland, National Council on Independent Living*  
  
*Sam Crane, Autistic Self Advocacy Network*  
  
*Kathleen Tevnan, Canine Companions for Independence*
- 12:00 pm – 12:20 pm**  
*(20 mins)*      **Questions and Answers**
- 12:20 pm – 1:20 pm**  
*(1 hour)*      **Lunch**
- 1:20 pm – 2:00 pm**  
*(40 mins)*      **Airline Seating Accommodation Practices (Panel)**  
*Kahla Elliston, Spirit Airlines*  
  
*Patty O'Regan, Delta Air Lines*  
  
*Dallas Thomas, Southwest Airlines*
- 2:00 pm – 2:20 pm**  
*(20 mins)*      **Questions and Answers**

#### **V. Stowage of Assistive Devices**

- 2:20 pm – 2:30 pm**  
*(10 mins)*      **Overview of DOT Requirements, Complaints, and Programs**  
*Livaughn Chapman, Jr., U.S. Department of Transportation*  
  
*Kimberly Hargett, U.S. Department of Transportation*
- 2:30 pm – 2:40 pm**  
*(10 mins)*      **Questions and Answers**
- 2:40 pm – 2:55 pm**  
*(15 mins)*      **RESNA Standards**  
*Peter Axelson, Beneficial Designs*
- 2:55 pm – 3:10 pm**  
*(15 mins)*      **Questions and Answers**

**3:10 pm – 3:20 pm**  
*(10 mins)*

**Break**

**3:20 pm – 3:40 pm**  
*(20 mins)*

**Perspective of Disability Rights Advocate**

*Brittany Hernandez, Muscular Dystrophy Association*

**3:40 pm – 3:50 pm**  
*(10 mins)*

**Questions and Answers**

**3:50 pm – 4:30 pm**  
*(40 mins)*

**Airline Practices for Stowage of Assistive Devices (Panel)**

*Gina Emrich, American Airlines*

*Daniel Budgell, Air Canada*

*Jana Leonard, Allegiant Airlines*

**4:30 pm – 4:50 pm**  
*(20 mins)*

**Questions and Answers**

**4:50 pm – 5:00 pm**  
*(10 mins)*

**Closing Remarks**

*Blane Workie, Designated Federal Officer, U.S. Department of Transportation*