

Minutes
Fourth Meeting of the DOT ACCESS Committee
August 16-17, 2016
Crystal City Marriott Hotel, Arlington, VA

The Department of Transportation's Advisory Committee on Accessible Air Transportation (ACCESS) met on August 16-17, 2016 in Arlington, VA. In accordance with the Negotiated Rulemaking Act, 5 U.S.C. §561-570, and the Federal Advisory Committee Act (FACA), 5 U.S.C. App.2, the meeting was open to the public. Richard Parker, Facilitator, called the meeting to order at 9:00 a.m. on Tuesday, August 16, 2016. The list of individuals attending the meeting is provided by **Attachment 1**. The agenda for the meeting is attached hereto as **Attachment 2**.

Committee Action

After welcoming remarks by the facilitator, Richard Parker, and the Department of Transportation Designated Federal Officer, Blane Workie, the proceedings began with several access-related administrative notes and then commenced with a meeting of the Service Animal Subcommittee.

Service Animal Subcommittee.

Discussion began with the presentation of the service animal advocates' proposal presented by Heather Ansley representing Paralyzed Veterans of America. The proposal focused on several topics by section:

1. Decision tree
2. Categories of animals
3. Complaint Resolution Officials (CRO)
4. Other areas currently undergoing consideration

These four issues sparked robust discussion on all sides of the committee. The first section dealt with developing a type of decision tree at the point of ticket purchase which would remove the requirement for providing documentation. This method would lead a customer through a string of questions to choose the type of animal they planned on bringing on the flight and the rights and responsibilities that they would need to know. The issue of whether this tree would be mandatory or voluntary sparked much debate. The airlines liked the idea, but argued that it would have to be mandatory in order to remove the documentation requirement. The second section regarding categories of animals led to diverse opinions within the advocates' group as there was disagreement on the topic of emotional support animals. In the third section dealing with Complaint Resolution Officials, the advocates expressed that they would require the CRO to handle all initial eligibility determinations. The airlines followed this proposal with a lengthy response touching on each issue, but largely focused on the issues of making the decision tree a mandatory point of purchase requirement and the treatment of emotional support animals. The group took a short break and returned to discuss the Service Animals Issue List.

The committee discussed the Service Animals Issues List and that sparked a new discussion of species limitation that was not included in the advocates' proposal, although there was some agreement around the room on this issue. The group broke to caucus and attempt to gain consensus on both sides. The committee reconvened and edited the issue list together.

IFE/IFComm Subcommittee.

The In-flight Entertainment subcommittee opened the discussions with a presentation of innovative accessible IFE systems that Air Canada has been developing called a Graphical User Interface (GUI). Eric Lauzon, Air Canada representative, presented on the advancements that his company has been

making in field of IFE and IFComm. The presentation touched on Air Canada's plan for making seatback displays and cabin announcements accessible to all passengers. This presentation brought about the discussion of timing for implementing changes to aircraft and the development process for creating a fully accessible system. The committee used this discussion to Segway into the refining of the IFE issue list and then broke for lunch.

Service Animal Subcommittee.

The committee reconvened after lunch for a quick presentation of capuchin monkeys by Megan Talbert representing Helping Hands. The presentation detailed how monkeys can be trained and used as service animals. The committee then turned back to the discussion of IFE and IFComm.

IFE/IFComm Subcommittee.

The advocacy groups and airlines were given an opportunity to review each side's position on the issues and discussions moved into the regulatory negotiation. Much of the discussion dealt with the timeline for rolling out accessible systems and new technology that could be introduced to have a more immediate impact. The debate brought of issues of connectivity, hardware/software issues, captioning, and the introduction of portable electronic devices (PEDs) to address immediate accessibility concerns. There was debate as to the timeline for implementing these additions and the group agreed that software issues would need to be addressed before hardware issues requiring a tiered approach.

Accessible Lavatories Subcommittee.

On the second day of the plenary meeting the committee began discussions of the Accessible Lavatories Subcommittee with the presentation of the Hamburg Chair by Dr. Hans-Gerhard Giesa and Dr. Jörge Cremers. Airline and advocacy representatives were impressed by the concept but agreed that there were some issues to be worked out before this could be introduced.

The next topic discussed was the findings from the survey conducted advocacy group, Paralyzed Veterans of America. Lee Page presented the survey that was conducted of the organization's members to gather firsthand experiential data as to the current state of aircraft accessibility for mobility impaired passengers. The survey resulted in responses from 931 members of the organization describing their experience in air travel. This sparked the discussion different assistive devices that may help to some degree on a short-term basis, such as a Hoyer lift to help move an individual from a seated position to use the lavatory. The committee then broke for lunch and would return to discuss the issues of the newly formed task forces with IFE related to interface issues, jurisdictional, and cabin announcement issues.

The Committee reconvened and began with a Department of Transportation presentation on how they have dealt with jurisdictional issues in the past.

This presentation was followed by the OEMs report on accessible lavatories presented by Michelle Albert of Boeing and Patrick Quayle of American Airlines. The report provided information regarding the timeline and costs associated with implementing changes of different degrees to aircraft which caused some disagreement from the advocacy representatives.

Service Animals Subcommittee.

The Committee returned to the service animal's discussion after caucusing and developing a more unified opinion from on both sides. Heather Ainsley of Paralyzed Veterans of America opened the discussion focusing on two topics: species limitations and emotional support animals. This included discussions about how each specific type of animal would be able to travel, whether it must be in a carrier or not. They discussed a need for uniformity of rules and requirements across the airline industry as to how each airline treats service animals. Finally, they touched on the main issue regarding the decision tree and

whether that should be mandatory or voluntary action. The question of whether an individual with a disability should have to announce their disability was a major point of contention with the committee as a whole. Alec Bramlett of American Airlines led the airline response to the proposal and arguing for the decision tree to be mandatory. There was a discussion about the issues related to the building of an IT infrastructure to support such an initiative. The debate came to a stand-still and the two groups broke to caucus and figure out a way to move forward from this point.

The final discussion of the day moved back to the discussion of accessible lavatories and the Committee discussed what would be involved in an accessible lavatory. The group touched on the issues of having to create new type certificates through the Federal Aviation Administration and other issues that may extend the time of introducing new fully accessible lavatories. The airline proposed a three tiered approach to address these concerns in a reasonable timeline and the discussion moved to how much emphasis the group should place on each tier and the benefits that could be gained from each.

Richard Parker, Facilitator, made closing remarks and reminded the group of a site visit to Dulles International Airport.

ATTACHMENT 1

ACCESS Committee Fourth Plenary Meeting
Attendance List

Committee Members	DOT and Other Governmental Representatives
Michelle Albert, Boeing	Catherine Burnett, Federal Aviation Administration
Zainab Alkebsi, National Association of the Deaf	Livaughn Chapman, USDOT
Mary Barnicle, United Airlines	Janet Glendenning, Canadian Transportation Agency
Kelly Buckland, National Council on Independent Living	Inge Green, Canadian Transportation Agency
Parnell Diggs, National Federation of the Blind	Meagan Johnson, USDOT
Paul Doell, National Air Carrier Association	Sohum Karia, USDOT
Geoff Freed, WGBH/National Center for Accessible Media	Vinh Nguyen, USDOT
Brian Friedman, JetBlue	Ray Samara, USDOT
Dr. Katharine Hunter-Zaworski, Oregon State University	Jeanine Worden, Department of Housing and Urban Development
Doug Lavin, Interational Air Transport Association	Other Attendees
Russ Lemieux, Airline Passenger Experience Association	Marcia Alden, Paws Global
Lorne Mackenzie, WestJet Airlines	Heather Ansley, Paralyzed Veterans of America
	Andrew Applebaum, FlyersRights.org
David Martin, Delta Airlines	Tristan Atwood, Holland & Knight LLP
Orit Michiel, Motion Picture Association of America	Michael Block, Bombardier Aerospace
Bradley Morris, Psychiatric Service Dog Partners	Alec Bramlett, American Airlines
Larry Mullins, Lufthansa	Kenneth Cannon, Econometrica
	Dave Capozzi, US Access Board
Lee Page, Paralyzed Veterans of America	Tung Chan, Hawaiian Airlines
Richard Parker, Facilitator	Michael Childers, Airline Passenger Experience Association
Deborah Lynn Price, Frontier Airlines	Samantha Crane, Autistic Self Advocacy Network
Roser Roca-Toha, Airbus	Mario Damiani, US Access Board
Alicia Smith, National Alliance on Mental Illness	Jennifer Dexter, Easter Seals
Jenine Stanley, Guide Dog Foundation for the Blind	Joan Gabel, Air France
Tony Stevens, American Council of the Blind	Jeffery Goodell, JetBlue
Jennifer Sunderman, Regional Airline Association	Chad Heflin, International Air Transport Association
Blane Workie, Department of Transportation	Leslie Horton, International Association of Canine Professionals
	Kathy Kennedy, JetBlue
	John Kloosterman, United Airlines
	Mike LaGrand, American Airlines
	Stephanie Lanza-Efthimiou, JetBlue Airways
	Eric Lauzon, Air Canada
	Heather Lenahen, Spirit Airlines
	Jana Leonard, Allegiant Air
	Dinkar Mokadam, Association of Flight Attendants

	Mtambuzi Kavaragu, Virgin America
	Doug Mullin, Airlines for America
	David Nelson, Amtrak
	Jennifer Nowak, Holland & Knight LLP
	Jeannie Perron, Covington Burling
	Ray Prentice, Alaska Airlines
	Steven Prettyman, Airbus
	Patrick Quayle, American Airlines
	Laura Rodgers, JetBlue Airways
	Katy Rosseland, Open Doors Organization
	Kenneth Shiotani, National Disability Rights Network
	Mark Smith, American Airlines
	Ainsley Stelling, Southwest Airlines
	Kristin Stephenson, Muscular Distrophy Association
	Megan Talbert, Helping Hands
	Jim Thumpston, Zuckert Scoutt Rasenberger
	Brazilia Vela, Frontier Airlines
	Laura Weidner, National Multiple Sclerosis Society
	Jamie Willard, Southwest Airlines
	Kerianne Wilson, Air Canada

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ATTACHMENT 2

**Agenda for Fourth Plenary Meeting
Tuesday and Wednesday, August 16-17, 2016
Crystal City Marriott; Potomac Ballroom D,E,F
1999 Jefferson Davis Hwy
Arlington, VA 22202
*Business Casual***

Tuesday, August 16, 2016, 9:00 AM – 6:00 PM

- 09:00 – 09:15 AM** *Call to Order, Introductions, General Announcements*
Richard Parker, Facilitator, ACCESS Committee
Blane Workie, Designated Federal Officer (DFO), ACCESS Committee
- 09:15 – 10:15 AM** *Regulatory Negotiation: Overview of Advocates Proposal*
Overview of Airline Position
Regulatory Negotiation, following order of Facilitator Draft Issue List
Documents: 1a.P4.SA Advocates Proposal 072116.docx
1b.P4.SA.Carrier Response to Advocates Proposal.docx
1c.P4.SA.Facilitator Draft Issue List.docx
Also, see <http://www.psychdogpartners.org/dt> for an online “mock-up”
demonstration of the sort of “decision tree” contemplated by advocates’
proposal. If interested, you are encouraged to experiment with this online tool
before the meeting.
- 10:15 – 10:30 AM** **Break**
- 10:30 – 11:30 AM** *Regulatory Negotiation: Advocate Service Animal Proposal and Airline*
Response (cont’d)
- 11:30 AM–12:30 PM** **IFE Interface/Cabin Announcement Task Force Kick-off**
Presentation of Eric Lauzon (Manager, IFE, Marketing/Product Design, Air
Canada) on Air Canada’s approach to achieving accessibility of IFE interfaces.
Discussion and announcement of Interface/Cabin Announcement WGs.
Document: To be supplied
- 12:30 – 02:00 PM** **Lunch**
-- Caucuses to be scheduled subject to priorities established at morning plenary
mtg
- 02:00 – 02:20 PM** ***Service Animal Informational Presentation***¹
Presentation of Megan Talbert, Helping Hands (on capuchin monkeys)
Document: To be supplied

¹This session is scheduled at this time to make possible Ms. Talbert’s participation. She was invited to present -- and made travel arrangements to DC -- based on the prior schedule that contemplated IFE going first, with service animals in the afternoon. That was changed recently to accommodate attendees at the midnight Aug 15 site visit at BWI who also want to attend IFE.

- 02:20 – 04:00 PM** **IFE regulatory negotiation**
Document: To be supplied
- 04:00 – 04:15 PM** **Break**
- 04:15 – 06:00 PM** **IFE regulatory negotiation (cont'd)**

Wednesday, Aug 17, 2016 9 AM – 4:00 PM

- 09:00** *Call to Order*
- 09:00 – 9:45 AM** *Presentation of Hans-Gerhard Giesa (Head of Airbus Human Factors; Dr. Gordon Konieczny (Prof. University of Hamburg) on Hamburg Chair*
Document: 3a.P4.Hamburg Chair presentation (To be supplied when received)
- 09:45 – 10:15 AM** *Presentation and Discussion of Results of Advocates' Survey*
Document: 3b.P4.Advocates' survey (To be supplied)
- 10:15 – 10:30 AM** **Break**
- 10:30 – 12:30 PM** *Report of WG Co-chairs on results of Aug. 15 DOT meeting*
Documents: 3c.P4.OEM.Airline Accessible Lav Presentation
3d.P4.Advocates' Accessible Lav Presentation (to be supplied)
- 12:30 – 02:00 PM** **Lunch**
-- Kickoff meetings of the Interface/Cabin Announcement Task Forces
-- (Possible) meeting of the On-Board Wheelchair Task Force (subject to confirmation of no conflict with Interface/Cabin Announcement TFs)
- **Lavatories Advocates = Roosevelt Conference Room**
 - **Lavatories Industry = Main Conference Room**
 - **IFE Industry Caucus= King Conference Room**
- 02:00 – 02:15 PM** Possible report of advocates response to industry lavatories proposal
- 02:15 – 03:15 PM** Service Animals Plenary meeting
- 03:15 – 03:45 PM** Discussion of cross-cutting jurisdictional issues
Document: P4.JTF.Applicable Provisions in 14 CFR Part 382
- 03:45 – 04:00 PM** Wrap-Up; Discretionary time to be allocated as needed
- 4:00 PM** **Adjourn**