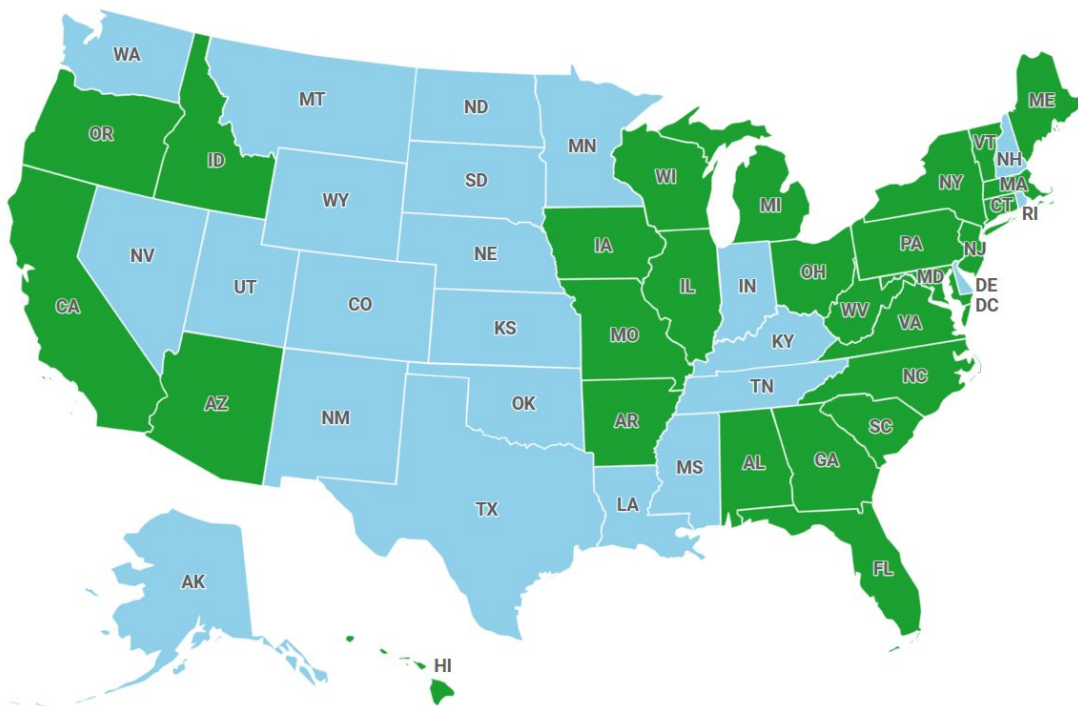


# SARTAC Zoom Meetings

## A National Connection for Self-Advocates



**SARTAC**  
Self Advocacy and Beyond

<https://selfadvocacyinfo.org/>



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**Two Clicks - #1 Click on Resources then #2 Click on SARTAC Zoom Meetings**

# Today We will Discuss Air Travel

Data from the Transportation Department shows that airlines mishandled 11,389 wheelchairs and scooters in 2022 alone.

That's up from 7,239 the year prior.

Marlene Sallo, executive director of the National Disability Rights Network, said: "Being able to file a complaint is an important first step," she said. "But Americans with disabilities deserve to know that when they report an abuse of their rights, it will be investigated and resolved."



Last Summer...



# Got A Complaint?

A Complaint Resolution Officer is the airline's expert in disability related issues in air travel.

They have the authority to resolve complaints on behalf of the airline.

Air travelers who experience disability-related problems may also call DOT's toll-free hotline for air travelers with disabilities 1-800-778-4838\* to obtain assistance.



## Important to Know



Complaints do NOT  
have to be about  
broken Wheel Chairs.

They can be about any  
disability-related  
problems

# If a U.S. airline damages your wheelchair

The Airlines must pay 100% of the repair or replacement cost, up to 100% of the original purchase/list price.

They also must pay for loaner chair for as long as the repairs take.

If you do not want to wait for your chair to be repaired or replaced, you can request a direct payment of the necessary cost of repairs.

If an airline refuses to follow the rules [file a complaint](#) with the U.S. Department of Transportation.

<https://secure.dot.gov/air-travel-complaint>



# Tip to Reduce Missing Luggage



Get to the airport early. Check your bags at least 1 hour before your flight leaves. The time is needed to to make sure your suitcase gets put onto your plane.

Another problem is tight connections. If you are taking 2 flights, you need time for your bag to get to your second plane. As a general rule, try to have 1 hour between flights. This gives time for your bag to successfully change flights with you.



# The Mobility Aids on Board Improve Lives and Empower All Act

- This new bill was introduced in May 2023. The department of Transportation would need to write a report describing damage done to wheelchairs and other mobility devices.
- Before we buy a ticket, an airline will need to tell us if our wheelchairs can safely fit on a plane.
- It would order the Transportation Department to come up with a way that we can be in our wheelchairs on the plane. We would not have to transfer to a seat on the plane. We would not have to store our wheelchairs like luggage.



# There are Two Bills To Improve Air Travel For People With Disabilities

Both Bill are BiPartisan:

#1 The Mobile Act was introduced in the Senate by Sens. Tammy Duckworth (D-Ill.) and John Thune (R-S.D.) and in the House by Reps. Steve Cohen (D-Tenn.) and Pete Stauber (R-Minn.). So it got introduced in both the House and Senate.

#2 The other bill is Congress is about to reauthorize the Federal Aviation Administration's funding and programs this year. Disabled travelers are advocating for Congress to require the airlines to be more accessible and to more accountable..





## Small Group Discussion

Come up with  
talking points

- What are issues facing people with disabilities when you travel?



## Small Group Discussion

Come up with  
talking points

- What do you want airlines to do make travel easier?