

**Association for Airline Passenger Rights (AAPR)**

**PO Box 15275**

**Washington, DC 20003**

**Visit us on the web: [www.flyfriendlyskies.com](http://www.flyfriendlyskies.com)**



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## **Association for Airline Passenger Rights Applauds DOT for Fining Delta Airlines for Violating the Air Carrier Access Act; \$2 Million Fine Levied for Violating Rules Protecting Air Travelers with Disabilities**

WASHINGTON, D.C. (February 18, 2011) – The [Association for Airline Passenger Rights](http://www.flyfriendlyskies.com) (AAPR) today applauded the U.S. Department of Transportation (“DOT”) for fining Delta Airlines \$2 million for violating rules protecting air travelers with disabilities. The fine represents ongoing effort by DOT to vigorously enforce the Air Carrier Access Act of 1986 (ACAA).

ACAA prohibits domestic air carriers from discriminating against persons with disabilities in the provision of air transport. **The law states that persons with disabilities will have access to all services, goods and information that they provide to any other passenger as part of their normal operating practices and forbids air carriers from treating passengers with disabilities any differently than other passengers except in making the necessary accommodations.**

“The airlines are being put on notice by DOT Secretary Ray LaHood that the improper – and illegal – treatment of passengers with disabilities will not be tolerated,” argued **Brandon M. Macsata**, Executive Director of the Association for Airline Passenger Rights. “If Delta Airlines, or any airline for that matter, is going to do business with passengers with disabilities by accepting payment for their ticket fares, then they should be prepared to provide the necessary services designed to make air travel accessible for them. The law is designed to protect very basic rights afforded to passengers with disabilities to ensure that they’re treated no differently than their nondisabled counterparts.”

According to the DOT, an investigation by the department’s Aviation Enforcement Office of disability complaints filed with Delta and DOT revealed many violations of the requirement to provide assistance getting on and off the airplane. The carrier’s complaint files also showed that it frequently did not provide an adequate written response to disability complaints from passengers. The Aviation Enforcement Office further found that Delta also failed to properly report each disability complaint in reports filed with the Department. To read the DOT press release online, go to <http://www.dot.gov/affairs/2011/dot2211.html>.

“Ensuring that passengers with disabilities receive fair treatment when they fly is a priority for the Department of Transportation,” said U.S. Transportation Secretary Ray LaHood. “We take our aviation disability rules seriously and will continue to enforce them vigorously.”

AAPR is the only airline consumer rights group promoting improved accessibility for passengers with disabilities.

For more information about the Association for Airline Passenger Rights or the Air Carrier Access Act, please visit [www.flyfriendlyskies.com](http://www.flyfriendlyskies.com) or contact AAPR directly at [info@flyfriendlyskies.com](mailto:info@flyfriendlyskies.com).

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**About AAPR:** The Association for Airline Passenger Rights is a 501(c)(4) tax-exempt, nonprofit organization whose mission is to promote fairer customer service and accessibility standards in the airline industry and to improve passenger satisfaction. AAPR was formed in response to growing dissatisfaction among American consumers toward the airline industry.