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Back to Document Comments (/document/DOT-OST-2010-0054-0012/comment)

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Comment from Anonymous

Posted by the **Department of Transportation** on Dec 8, 2025

Docket (/docket/DOT-OST-2010-0054)
/ Document (DOT-OST-2010-0054-0012) (/document/DOT-OST-2010-0054-0012) / Comment

Comment

The current reporting requirements for airlines to collect and publicly report disability-related complaints received by air carries is necessary absolutely necessary and fundamental to the mission and performance of USDOT as it is the sole arbitrator of the Air Carrier Access Act, however, the present annual Report of Disability-Related Complaint Data is far to general could be improved. Additional information that would improve the utility of the report should include more details beyond the total number of complaints received but of those how many did the airline find a violation occurred. also more information on how the complaints came to be received, how many were submitted through their website, over the phone or by direct messaging on social media. how many have been referred by USDOT. This information would help with understanding possible patterns and trends indicating a more serious issue with ACAA compliance and possible need for enforcement action. Additionally, I believe the ACAA advisory committee should be an active participant in this discussion and should be consulted about an possible changes to the reporting requirements and be asked to make recommendation on possible improvements. Lastly, I believe the airlines should be required to disclose how many warning letters they have received from USDOT. Additionally, USDOT needs to ensure the report and webpage are also accessible and compliant with the ACAA/ADA requirements.

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Comment Details	Submitter Info

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