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Document Details

Andrew Phillips

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This is comment on [Notice: Agency Information Collection Activities; Proposals, Submissions, and Approvals: On-Line Complaint Form for Service-Related Issues in Air Transportation](#)

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To Whom It May Concern: We appreciate this opportunity to submit comments on this notice and strongly support setting up this on-line complaint form for the public to electronically submit aviation service-related complaints against air carriers. Deaf and hard of hearing people struggle every day accessing information in airports and on air carriers as critical information is often relayed auditorily and is not available in visual formats. This includes but is not limited to information about: flight delays and cancellations, baggage claim numbers, gate changes, and emergency information. To enhance the quality, utility and clarity of the information collected, we suggest the following: 1. We urge the DOT to make this complaint webpage fully accessible to all deaf and hard of hearing individuals by providing all written instructions for filling out this complaint form in American Sign Language (an online video of someone signing the written information.) Agencies like the FCC and the IRS have led the way in providing online information in ASL as many deaf and hard of hearing individuals are not fluent in English and need information translated into ASL. 2. We urge the DOT to accept complaints in ASL as many deaf and hard of hearing individuals are not fluent in English and are best able to communicate through ASL. This would mean allowing deaf and hard of hearing individuals to submit video complaints in ASL. The FCC accepts certain comments in alternative formats (see 47 CFR § 1.1803.) By allowing deaf and hard of hearing members of the public the ability to comprehend complaint information and file complaints in ASL, this complaint form will allow one of the most marginalized groups the ability to effectively file complaints. Section 504 requires that federal agencies provide information made available to the public accessible and ensure equal access for people with disabilities. Sincerely, Andrew S. Phillips, J.D. National Association of the Deaf

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