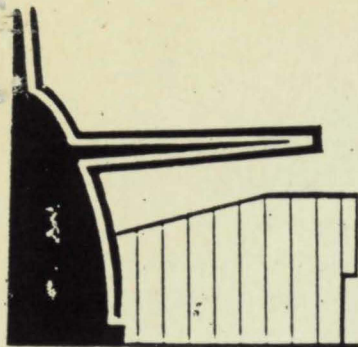
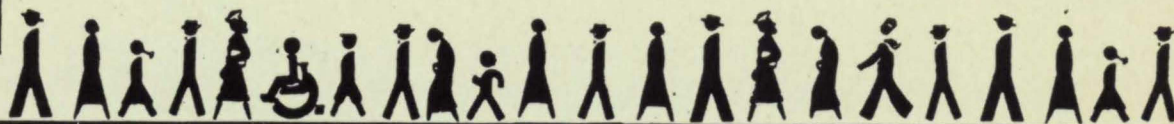




Facts For Air Travelers... From The Consumer Affairs Office



U.S. Department
of Transportation

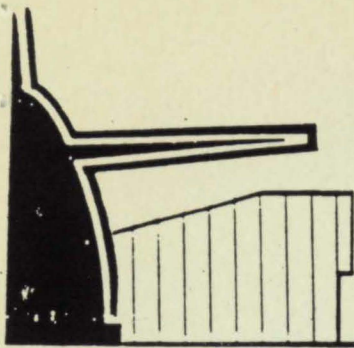


'Defensive Flying'

Most airline trips are uneventful. However, you can take steps to reduce even further your chances of encountering problems. Here is some advice for "defensive flying."

- When selecting a flight, remember that a departure early in the day is less likely to be delayed than a later flight, due to "ripple" effects throughout the day. If you book the *last* flight of the day, you could get stuck overnight.
- If you have a choice between two connections and the fares and service are equivalent, choose the one with the less-congested connecting airport. This reduces the risk of misconnecting. Also consider potential adverse weather when choosing a connecting city.
- Consider paying by credit card, which provides certain protections under Federal credit regulations. For example, in all recent airline bankruptcies passengers who had charged their fare and were not provided service were able to have their credit card company credit their account for the amount of the fare.
- If possible, pick up your ticket from a travel agency or from one of the airline's airport or city ticket offices. Airline procedures for replacing a ticket that you claim was lost in the mail can be inconvenient. Safeguard your ticket after you receive it; it is an accountable document and has value, much like cash. Keep a separate record of the ticket number.
- Bring a photo I.D. when you fly. Many airlines are requesting such identification at check-in to reduce the re-selling of discount tickets. Airlines don't permit tickets to be sold *or given* to other persons. Make sure your name on the ticket is exactly the same as it appears on the I.D.
- As soon as you receive your ticket, check to make sure all of the information on it is correct, including your name. Have any necessary corrections made immediately.
- Keep checking your fare after you buy your ticket. Fares change all the time and if that *same* fare goes down before you fly, the airline will often refund the difference. But you have to ask.
- Call a day or two before your flight to reconfirm your reservation. Flight schedules sometimes change, and while airlines usually call to notify you if this happens, it's wise to double-check.

- Check in early. Airlines rescind specific advance seat assignments 30 minutes before scheduled departure, even if you already have your boarding pass. You can lose your entire reservation if you haven't checked in 10 minutes before scheduled departure time on a domestic flight (longer on international flights). Allow time for traffic and parking problems. If a flight is oversold, the last passengers to check in are the first to be bumped, even if they have met the 10-minute deadline.
- Check your ticket immediately after checking in for each flight on your trip. Airline agents accidentally lift two coupons instead of one on occasion.
- If you are "bumped" because your flight is overbooked, read the Overbooking Notice in your ticket, then ask for a copy of the rules mentioned in that notice. This information applies to oversales, where your flight operates and leaves you behind; it does *not* apply to canceled or delayed flights.
- Before agreeing to accept a travel voucher as compensation for being bumped, ask about restrictions. For example, with some vouchers you can't make a reservation until a few days before you want to fly.
- Put a tag on the outside of your baggage with your name, home address, and home and work phone numbers. The airlines provide free stick-on tags. Most carriers also have "privacy tags" which conceal this information from passersby.
- Put the same information inside each bag, and add an address and telephone number where you can be reached at your destination city.
- Verify that the agent checking your bags attaches a destination tag to each one. Check to see that these tags show the three-letter code for your destination airport. Remove tags from previous trips to avoid confusion.
- If your bag arrives open or unlocked, check immediately to see if any of the contents are missing or damaged.
- Report any baggage problems to your airline *before leaving the airport*. Insist that the airline fill out a form and give you a copy, even if they say the bag will be in on the next flight. Before leaving the airport, ask the airline if they will deliver the bag without charge when it is found.
- Open your suitcase immediately when you get to your destination. Report any damage to contents or pilferage by telephone right away. Make a note of the date and time of the call, and the name and telephone number of the person you spoke with.



Facts For Air Travelers... From The Consumer Affairs Office



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Tips on Avoiding Baggage Problems

Relatively few bags are damaged or lost. However, your chances of encountering this experience can be reduced even further if you follow the advice set out below.

Packing

Avoid putting the following in checked baggage:

- Valuables (cash, jewelry). Don't rely on suitcase locks; they are easily defeated.
- Critical items (medicine, keys, passport, tour vouchers, business papers).
- Irreplaceable items (manuscript, heirlooms).
- Fragile items (camera, eyeglasses, glass containers). If these must be checked, wrap them carefully in padding.
- Perishables.

Carry the above items either:

- on your person, or
- in a small bag that you carry on board.

Even if a bag is not lost, it may be delayed for a day or two. It is wise to put items that you will need during the first 24 hours in a carry-on bag (toiletries, one change of underwear).

Don't overpack checked bags. This puts pressure on the latches, making it easier for them to spring open.

Lock your bags. The locks aren't very effective against pilferage, but they make it harder for the bags to spring open accidentally.

Put a tag on the outside of your baggage with your name, home address, and home and work phone numbers. The airlines provide free stick-on tags. Most carriers also have "privacy tags" which conceal this information from passersby.

Put the same information inside each bag, and add an address and telephone number where you can be reached at your destination city.

Carry-on baggage advice:

- Check with the airline for any limits it has on the size, weight, or number of carry-on bags. (There is no single federal standard.)
- Inquire about your flight; different airplanes can have different limits.
- If you are using more than one airline for a trip, check on all of them.
- A heavy bag which fits in an overhead bin may still cause the bin to exceed its weight limit.
- Don't assume that the flight has unlimited closet space for garment bags; some may have to be checked.
- Don't pack anything in a carry-on bag that could be considered a weapon (e.g., scissors, knife).

Check-In

Don't check in at the last minute. Even if you make the flight, your bag may not.

Make sure that you get a claim check for every bag that you check. Don't throw them away until your bags are returned. Not only will you need them if a claim is necessary, but you may need to show them to security upon leaving the baggage-claim area. Don't leave them in the seat-pocket on the airplane.

Verify that the agent checking your bags attaches a destination tag to each one. (Remove tags from previous trips to avoid confusion.) Check to see that these tags show the correct three-letter code for your destination airport.

Know where your bags are checked to. They may be checked only to one of your intermediate stops rather than your final destination if:

- you must clear Customs short of your final destination, or
- you are taking a connecting flight involving two airlines which don't have an interline agreement (e.g., Southwest Airlines does not transfer bags to other carriers).

If you have a choice, select flights which minimize the potential for baggage disruption. The likelihood of a bag going astray increases as the following numbers get higher:

- 1) nonstop flights
- 2) through flights (one or more stops, but no change of aircraft)
- 3) online connections (change of aircraft but not airlines)
- 4) interline connections (change of aircraft and airlines)

Buy "excess valuation" from the airline if your property is worth more than the airline's liability limit (usually \$1,250 per passenger for domestic flights, \$640 per bag on international trips).

Your chances of recovery can be improved depending on where and how you bought your airline ticket. Some credit card companies and travel agencies offer optional baggage insurance; some others provide it automatically.

Claiming Your Bags

Many bags look alike. Don't claim yours by appearance; check the bag tag number or the name tag.

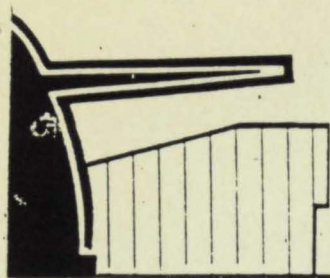
If your bag arrives open, unlocked or visibly damaged, check immediately to see if any of the contents are missing or damaged.

Report any problems to your airline before leaving the airport. Insist that the airline fill out a form and give you a copy, even if they say the bag will be in on the next flight. Get the agent's name and an appropriate telephone number for following up (not Reservations).

It's not unusual for the airline to take your claim checks when you report the problem; simply make sure this is noted on all copies of the report.

Before leaving the airport, ask the airline if they will deliver the bag without charge when it is found. Also ask about an advance or reimbursement for any items you must buy while your bag is missing.

Open your suitcase immediately when you get to where you are staying. Report any damage to contents or pilferage immediately by telephone. Make a note of the date and time of the call, and the name and telephone number of the person you spoke with. Follow up immediately with a certified letter.



Facts For Air Travelers... From The Consumer Affairs Office



U.S. Department
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Frequent Flyer Programs

Frequent flyer programs allow you to earn certain travel benefits based on the number of miles (or occasionally the number of trips) you fly on a particular airline. Typical awards include a free ticket or a free upgrade from coach to first class. Some airlines also offer "elite" programs which provide check-in and boarding priorities, and "affinity" credit cards which earn mileage credits when you use them for purchases.

In order to earn these benefits you must become a member of that airline's program; this can often be done through a travel agency. There is no limit to the number of programs you may join. Before deciding which program(s) to join, compare them carefully. You don't want to get "hooked" on one program by accumulating a high mileage balance, only to learn that another program offers superior benefits for your particular situation. In making your decision you should consider:

- the rate at which credits are earned,
- minimum credits earned per flight (e.g. you are only going 200 miles but the airline always credits at least 500),
- whether you are most interested in free tickets for yourself, "companion tickets," or upgrades,
- how much credit is needed for the awards you are interested in,
- deadlines for using accumulated credits,
- whether the airline serves the cities you would like to travel to, and whether it has tie-ins to other airlines (especially foreign carriers) and to hotels and car rental companies you would use,
- whether awards are transferable or for the member's use only.

Each airline's program carries certain conditions and limitations. You should carefully read the promotional material and the "fine print" booklet that the airline should give you when you become a member. Also, pay attention to notices that you receive in the mail after you enroll; they sometimes describe changes in the program.

Here are some other important considerations to keep in mind when comparing frequent flyer programs:

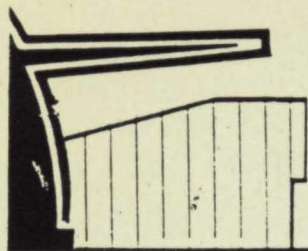
- Airlines reserve the right to make changes, often on short notice. This can include changes to the conditions and limitations and also to the awards and the rate at which awards are earned.
- Keep track of the mileage you have earned, and check it against the statement that the airline mails you. Keep your boarding pass and the "passenger coupon" portion of your ticket.
- If the airline adds a new route after you enroll, especially an international one, you may be able to earn mileage on that route but not use awards there.
- Don't plan to use an award immediately after earning enough credit for it. The airline needs time to credit the most recent mileage and then issue an award certificate or ticket.
- Availability of space on flights for frequent flyers is often treated in the same manner—with many of the same conditions—as deeply discounted air fares. This could include advance reservation requirements, blackout periods (generally during peak travel times, including holidays), length-of-stay limits, and limits on the number of frequent flyer seats on certain flights (to as few as zero on some flights).
- If your award flight is canceled or greatly delayed, can you travel on another airline? If your own plans change after an award ticket is issued, can the ticket be used on another flight, or can the trip be canceled and the mileage re-credited to your account?

One special reminder: airlines often restrict the transferability of mileage earnings. Almost without exception, the sale (or even attempted sale) of credits or awards violates the provisions of the program and may result in the revocation of all accumulated mileage and/or termination of your participation in the program. However, awards can usually be *given* to others as gifts.

Persons who buy coupons also run a risk. If the airline suspects that the bearer of a coupon or ticket is not the party designated to use the travel document, the airline may refuse to honor it and may even confiscate it. In such cases, the airline invariably disclaims any obligation to the bearer of the coupon or ticket; the purchaser's recourse, if any, would be with the seller of the travel document.

The Department of Transportation does not regulate airline frequent flyer programs. These are matters of individual company policy. If you are dissatisfied with the way a program is administered, changes which may take place, or the basic terms of the agreement, you should complain directly to the company. If such informal efforts to resolve the problem are unsuccessful, you may wish to consider legal action through the appropriate civil court.

If you want help in interpreting an airline's application of its frequent flyer provisions, have concerns about the quality of the service the airline is providing, or simply want to register your complaint, please write to the Consumer Affairs Office/I-25, U.S. Department of Transportation, Washington, DC 20590; or call 202-366-2220.



Facts For Air Travelers... From The Consumer Affairs Office



U.S. Department
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Transporting Live Animals

Over two million pets and other live animals are transported by air every year in the United States. Federal and state governments impose restrictions on transporting live animals. In addition, each airline establishes its own company policy for the proper handling of the animals they transport. As a shipper or owner you also have a responsibility to take the necessary precautions to ensure the well being of the animal you ship.

The Animal and Plant Health Inspection Service of the U.S. Department of Agriculture enforces the Federal Animal Welfare Act. Here are several of the more important requirements.

- Dogs and cats must be at least eight weeks old and must have been weaned for at least five days.
- Cages and other shipping containers must meet the minimum standard for size, ventilation, strength, sanitation and design for safe handling. (Sky kennels furnished by the airlines meet these requirements.)
- Dogs and cats must not be brought to the airline for shipping more than four hours before departure. (Six hours is permitted if shipping arrangements are made in advance.)
- If puppies or kittens less than 16 weeks of age are in transit more than 12 hours, food and water must be provided. Older animals must have food at least every 24 hours and water at least every 12 hours. Written instructions for food and water must accompany *all* animals shipped regardless of the scheduled time in transit.
- Animals may not be exposed to temperatures less than 45°F unless they are accompanied by a certificate signed by a veterinarian stating that they are acclimated to lower temperatures.
- Animals cannot be shipped COD unless the shipper guarantees the return freight should the animals be refused at destination.

Because each airline establishes its own policy, it is important to check with the air carrier you intend to use. However, the following are some provisions you will likely encounter at most airlines.

Airlines generally require health certificates from *all* shippers. So it's a good idea to have a licensed veterinarian examine animals within ten days prior to shipment and issue a certificate stating that the animal is in good health.

A pet may be transported as baggage if accompanied on the same flight to the same destination. Some air carriers may impose a special fee or "excess baggage" charge for this service. Pets may be shipped as cargo if unaccompanied, and many airline cargo departments employ specialists in the movement of animals. Animals must always be shipped in pressurized holds. Some airlines allow the kennel to be carried in the passenger cabin as carry-on luggage if it fits under the seat.

In addition to compliance with federal regulations and airline company policy, there are a number of precautions the owner/shipper can take to ensure the welfare of a shipped pet.

- Before traveling, accustom your pet to the kennel in which it will be shipped.
- Do not give your pet solid food in the six hours prior to the flight, although a moderate amount of water and a walk before and after the flight are advised.
- Do not administer sedation to your pet without the approval of a veterinarian.
- Be sure to reserve a space for your pet in advance, and inquire about time and location for drop-off and pick-up.
- Try to schedule a non-stop flight; avoid connections and the heavy traffic of a holiday or weekend flight.
- For overseas travel (including Hawaii), inquire about any special health requirements such as quarantine.
- Be sure to put your name and the recipient's name, address and phone number in large letters on the kennel.

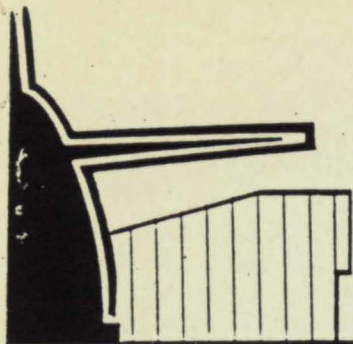
With careful planning, your pet will arrive safely at its destination.

Concerns over reimbursements or lost pets should be directed to:

U.S. Department of Transportation
Office of Consumer Affairs/I-25
400 Seventh Street S.W.
Washington, DC 20590
202-366-2220

Reports of animal mistreatment by airline personnel should be directed to:

U.S. Department of Agriculture—APHIS
Animal Care Staff
6505 Belcrest Road
Hyattsville, MD 20782
301-436-7833



Facts For Air Travelers... From The Consumer Affairs Office



U.S. Department
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Public Charter Flights

Over the past few years, charter rules have been relaxed to make lower cost air transportation available to more people. "Public Charters" can be purchased from a tour operator, a travel agent, or sometimes directly from the airline.

If your flight has been arranged by a club or other organization for its members it may be what is called an "affinity" charter flight. These charters generally do not carry the consumer protection provisions of Public Charters. Be sure you know what kind of charter flight you are purchasing.

A Public Charter may include only the flights, or it may be sold as a complete package, including hotels, guided tours, and ground transportation. Either way, your rights are spelled out in a contract you have with the tour operator. The operator or your travel agent should give you a contract to sign at the time you purchase your trip. Read it before you pay any money.

The Department of Transportation requires tour operators to disclose certain information in your contract about the restrictions that they impose and also rights that you have under our rules:

- ☐ *You usually pay penalties if you cancel.* The closer to departure you cancel, the bigger the penalty. On some charters, if a substitute can go in your place you only lose a \$25 fee.
- ☐ *You can buy trip cancellation insurance.* These policies usually provide a refund in case you must cancel due to illness or death in the family. Your travel agent or tour operator can tell you how to buy the insurance and what health conditions it does or doesn't cover. Charter cancellation insurance often won't pay you if you must cancel because of a preexisting condition.
- ☐ *The tour operator or airline can cancel a Public Charter for any reason up until 10 days before departure.* Your flight might be canceled if it doesn't sell well or for some other reason. This is a risk you take in return for a low fare. (During the last 10 days before departure, a Public Charter can be canceled only if it is physically impossible to operate it.)
- ☐ *All charter flights and ground arrangements are subject to changes.* Signing a contract does not guarantee that prices won't go up or that itineraries won't change. But, if there is a "major change" in your flight or tour, you have the right to cancel and get a penalty-free refund. Major changes include:
 - A change in departure or return city (not including a simple change in the order in which cities are visited).
 - A change in departure or return date, unless the date change results from a flight delay. (However, a flight delay of more than 48 hours is a major change.)
 - A substitution of a hotel that was not named as an alternate hotel in your contract.
 - An increase in price, if the total of all increases billed to you is more than 10% of what you originally paid. (No increases are allowed during the last 10 days before departure.)

If your tour operator notifies you of a major change before departure, you get a full refund if you decide to cancel. If you choose not to cancel, the operator is not required to make partial refunds. However, if you don't find out about a change until after your trip has begun, you can reject the changed flight or hotel, make and pay for your own alternative plans, and insist on a refund for the changed component when you get home.

- ☐ *No "open returns" are allowed on round-trip public charters.* Be sure you have a specific return date, city, and flight, so you won't be stranded.

☐ *The tour operator has to take specific steps to protect your money.* The tour operator must have a surety agreement, such as a bond, and must usually have an escrow account at a bank that holds your money until your flight operates. If your money is going into a charter escrow account, the bank will be named in your contract, and the check that is sent to the charter operator should be made payable to that bank. (If you are using a travel agent, it's OK for you to make your check out to that agent; he will make his check payable to the escrow account.) Identify the departure date and destination on the face of the check. If a tour operator goes out of business you should contact the surety company or bank identified in your contract for a refund.

☐ *You alone are responsible for knowing if you need a visa and passport for your trip.* You can be certain of the visa and passport rules of the countries you plan to visit by calling or writing their embassies in Washington, D.C. or their consulates in some major U.S. cities.

☐ *If your luggage gets lost during your tour, there may be a dispute over who is liable.* The charter airlines process claims for bags that were lost or damaged while in their possession. If it is not clear where the problem occurred (e.g. between the airport and a hotel), the operator and the airline may both decline liability. To cover yourself, find out if your renter's or homeowner's insurance policy covers losses that happen when you're away from home. You might also ask your travel agent if there's a one-shot baggage insurance policy available to cover baggage problems while you are on your charter trip.

☐ *Your charter may be delayed.* Last-minute schedule changes and departure delays of several hours are not uncommon on charters. A flight can be delayed up to 48 hours before the charter operator must offer you the option to cancel with a full refund.

☐ *Charters and scheduled flights operate independently of each other.* If there's a delay on the scheduled flight connecting you to the city where your charter departs, causing you to miss your charter, you lose your flight and money. Charter reservations are only good for one flight. If you miss it for any reason, you're probably out of luck. Check with the tour operator to see if he has another charter flying to your destination.

If your charter is late returning and causes you to miss a scheduled connecting flight back to your home, you have to pay your own expenses while you wait for the next connection. If you have a discount fare on a scheduled connecting flight you could lose it if the returning charter is delayed. Then you, not the airlines or tour operator, have to pay more for a regular non-discount fare.

Your baggage can't be checked through from a scheduled flight to a charter, and vice-versa. You have to claim your baggage and re-check it yourself. When planning a charter, allow plenty of time to check in at the airport from which your charter leaves, or from which you have a connecting flight. On international trips, remember that you may encounter delays in Customs.

☐ *You might find seating space for your charter plane to be more crowded than you're used to.* The low charter rate depends in part on spreading costs over a large number of people with virtually all of the seats being filled.

☐ *If a charter flight hasn't sold out shortly before departure, the operator can sell seats at bargain basement prices to latecomers.* Some who have paid the regular price well in advance may object, but should realize that the operator's alternative may be to cancel the flight altogether for economic reasons.

☐ *Charter rates are relatively low, but might not be the cheapest fare to your destination.* Ask your travel agent to compare fares on scheduled and charter flights for you.

Charters offer nonstop flights for an affordable price. They can be a wise travel investment if you can be flexible in your travel plans. Just be sure you know the conditions for the trip you're buying before you pay for it. Questions? Call us at (202) 366-2220.



Facts For Air Travelers... From The Consumer Affairs Office



U.S. Department
of Transportation

Passengers with Disabilities

The Air Carrier Access Act prohibits discrimination on the basis of handicap in air travel and requires air carriers to accommodate the needs of passengers with disabilities. In 1990 The Department of Transportation issued a rule defining the rights of passengers and the obligations of air carriers under this law. The following is a summary of the main points of the DOT rule (Title 14 CFR, Part 382).

Prohibitions of Discriminatory Practices

☐ Carriers may not refuse transportation to people on the basis of handicap. Airlines may exclude anyone from a flight if carrying the person would be inimical to the safety of the flight. If a carrier excludes a handicapped person on safety grounds, the carrier must provide a written explanation of the decision.

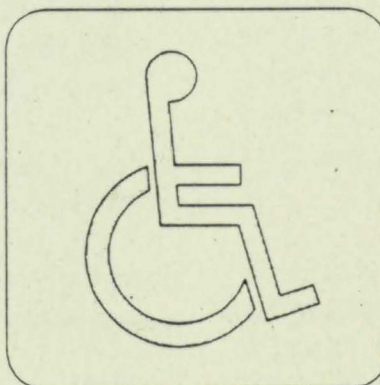
☐ Airlines may not require advance notice that a handicapped person is traveling. Carriers may require up to 48 hours' advance notice for certain accommodations that require preparation time (e.g., respirator hook-up, transportation of an electric wheelchair on an aircraft with less than 60 seats).

☐ Carriers may not limit the number of handicapped persons on a flight.

☐ Carriers may not require a handicapped person to travel with an attendant, except in certain limited circumstances specified in the rule. If a handicapped person and the carrier

disagree about the need for an attendant, the airline can require the attendant, but cannot charge for the transportation of the attendant.

☐ Airlines may not keep anyone out of a seat on the basis of handicap, or require anyone to sit in a particular seat on the basis of handicap, except as an FAA safety rule requires. FAA's rule on exit row seating allows carriers to place in exit rows only persons who can perform a series of functions necessary in an emergency evacuation.



Accessibility of Facilities

☐ New aircraft¹ with 30 or more seats must have movable aisle armrests on half the aisle seats in the aircraft.

☐ New widebody (twin-aisle) aircraft must have accessible lavatories. DOT is continuing to seek more data on accessible lavatories for smaller aircraft.

☐ New aircraft with 100 or more seats must have priority space for storing a passenger's folding wheelchair in the cabin.

☐ Aircraft with more than 60 seats and an accessible lavatory must have an on-board

¹"New aircraft" requirements apply to planes ordered after April 5, 1990 or delivered after April 5, 1992. No retrofit is required (although compliance with on-board wheelchair requirements became mandatory on April 5, 1992 regardless of the plane's age). As older planes are refurbished, accessibility features (e.g., movable armrests) must be added.

wheelchair, regardless of when the aircraft was ordered or delivered. For flights on aircraft with more than 60 seats that do not have an accessible lavatory, carriers must place an on-board wheelchair on the flight if a handicapped passenger gives the airline 48 hours' notice that he or she can use an inaccessible lavatory but needs an on-board wheelchair to reach the lavatory.

☐ By April 5, 1993 airport facilities owned or operated by carriers must meet the same accessibility standards that apply to Federally-assisted airport operators.

Other Services and Accommodations

☐ Airlines are required to provide assistance with boarding, deplaning and making connections. (They need not hand-carry a person on board a plane with less than 30 seats whose physical limitations preclude the use of existing lifts, boarding chairs, or other devices. DOT is continuing to seek additional data about lifts for small aircraft.) Assistance within the cabin is also required, but not extensive personal services.

☐ Disabled passengers' items stored in the cabin must conform to FAA rules on the stowage of carry-on baggage. Assistive devices do not count against any limit on the number of pieces of carry-on baggage. Wheelchairs and other assistive devices have priority for in-cabin storage space over other passengers' items brought on board at the same airport, if the disabled passenger chooses to preboard.

☐ Wheelchairs and other assistive devices have priority over other items for storage in the baggage compartment.

☐ Carriers must accept battery-powered wheelchairs, including the batteries, packaging the batteries in hazardous materials packages when necessary. The carrier provides the packaging.

☐ Carriers may not charge for providing accommodations required by the rule, such as hazardous materials packaging for batteries. However, they may charge for optional services such as oxygen.

☐ Other provisions concerning services and accommodations address treatment of mobility aids and assistive devices, passenger information, accommodations for persons with hearing impairments, security screening, communicable diseases and medical certificates, and service animals.

Administrative Provisions

☐ Training is required for carrier and contractor personnel who deal with the traveling public.

☐ The nation's largest airlines (currently about 20) and their commuter airline affiliates must submit their procedures for complying with the rule to DOT for review.

☐ Carriers must designate "complaints resolution officials" to respond to complaints from passengers and must also respond to written complaints. A DOT enforcement mechanism is also available.

☐ The rule applies to all U.S. air carriers providing commercial air transportation. 'Indirect' air carriers (e.g. charter operators) are not covered by certain provisions that concern the direct provision of air transportation services.

☐ Carriers must obtain an assurance of compliance from contractors who provide services to passengers.

For a more detailed description of this rule, write for a free copy of DOT's booklet *New Horizons for the Air Traveler with a Disability*. The address is Office of Regulatory Affairs (P-10), U.S. Department of Transportation, Washington, DC 20590.