

United Airlines' Accessibility Plan Feedback and Progress Report 2024-2025

General and Feedback Process

United welcomes your feedback! You can provide feedback on United's Accessibility Plan and feedback process: by phone, mail, and email, which is available below. If you travel with United, we also email a survey after your trip is completed where you can provide feedback on your experience, including accessibility. You can submit a complaint, compliment, or suggestion, with the option for us to follow up with you if you choose.

Mail

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Customer Care – NHCCR
United Airlines, Inc.
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Telephone

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Email

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You can request alternative formats of the Accessibility Plan and a description of our feedback process upon request by contacting us through any of the contact methods listed above. United will provide the following alternative formats:

- Large print (Increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)
- Electronic formats that are compatible with adaptive technology

Information and Communication Technologies

Description	Objective	Action	Target Completion	Progress Update
United.com website: Reviewing all web content & adding additional functionality	Make it easier to find relevant information for blind or Deaf/deaf/hard of hearing customers	Reduced the amount of plain text on webpages Increased use of “tiles” with larger fonts & use of iconography	Q2 2023	Complete. Also ongoing revisions based on community feedback
Mobile App functionality: Screen reader enhancements	Improve screen reader functionality for all elements of app	Community feedback indicated opportunity to improve less-used features, which are now built into any new revision	Q1 2024	Completed. Reviewed with Accessible Travel Advisory Board in addition to internal validation with individuals who identify with applicable disabilities
Agent on Demand: Customers can use their mobile devices to access immediate help remotely from a United agent using the United mobile app	Increase ease of use of the mobile app, and in-the-moment care to customers of all abilities	Mobile app includes live communication with a remote customer service agent for immediate help, including voice and text communication	Q1 2023	Completed. Ongoing Enhancements allow for customers to use voice or text features of portable electronic devices to receive immediate support for any issue. From feedback from the Deaf/deaf community, immediate help from a human via text has provided unprecedented levels of service
Gate Information Display System: Large screens used in gate areas to show important flight information to customers waiting to depart	Visually display relevant flight information to customers within the Gate areas	At applicable lease areas within United control, physical TV screens are installed and display important information about the flight	Q1 2023	Complete. Increased font size and color enhanced text based on community feedback. The timing of screens changing (ex: displaying a weather map, then changing screens to the seat maps and upgrade lists) has been slowed down to allow a larger spectrum of individuals to read & understand information being displayed.

Communication, other than ICT

Description	Objective	Action	Target Completion	Progress Update
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Iconography: Using more large, simple images while removing text in order to create easy to understand directional information on our signs in airport terminals	Within airport locations, United has instituted the use of increased size and number of icons	United designed, and continue to procure directional and informational signage in airport terminals with large icons, and reduced the amount of text displayed	Q4 2023	Design and procurement complete. Ordering and placement continues for some international locations, in addition to new locations being opened. United is updating the physical signage over a period of time for airports that we currently fly to. In addition United has updated our internal policies for new airports to order and display the simple graphical signs going forward.
Mobile technology (similar to mobile phones) for United agents, including Customer Service employees and Flight Attendants. This includes speech to text, immediate access to reference materials in manuals and training	Increase the use of mobile tools to allow customer-facing employees easy access to tools and reference materials	United issued mobile tools (hand held devices similar to mobile phones) with access to United systems, including manuals & training materials, voice to text functionality to communicate directly with Deaf/deaf/hard of hearing customers	Q2 2023	Complete. United agents are assigned hand-held devices and use them in our operations. Revisions are ongoing based on community feedback or updates in functionality for ease of use. United has issued internal communication to Customer Service agents and Flight Attendants highlighting all of the tools and resources already available in their hands. Based on feedback from the community, it was discovered that customer-facing employees had a desire to use helpful tools, but did not realize how powerful their devices truly are.

Procurement of goods, services, and facilities

Description	Objective	Action	Target Completion	Progress Update
Service Level Agreements (contracts with outside business partners who provide service to United's customers)	Review Service Level Agreements for opportunities to provide clarification on United's expectations and increase oversight of performance	Internal teams responsible for contract administration have started to review all accessibility related contracts to require enhancements to technology, training, and recovery	Q3 2024	United has identified opportunities to include more guidance to our partners. United is exploring enhancements to the partnerships to align standard for policies and training across all of our Business Partners. The proposals that come out of those consultations with our Business Partners are being reviewed with United's Accessible Travel Advisory Board for feedback.

Design and delivery of programs and services

Description	Objective	Action	Target Completion	Progress Update
<p>Mobility Device Flight Filter: A tool within United's booking systems (using the web page or the mobile app) that allows customers to select aircraft that have cargo door dimensions that can safely accommodate a customer's mobility device based on customer-provided device dimensions & weight</p>	<p>Inform customers of the airline's ability to safely transport mobility device, before date of travel, to help customers choose flights with aircraft cargo doors large enough to accommodate their device</p>	<p>Publish electronic tools when booking or managing reservations to assist customers with flight selection</p>	<p>Q1 2024</p>	<p>Completed April 4, 2024. United has made available:</p> <ol style="list-style-type: none"> 1) the physical dimensions of all our aircraft cargo doors 2) An electronic tool that asks for the customer's mobility device dimensions, in it's smallest travel configuration, when notifying the airline of their need to travel with the device. Our electronic booking tools now use the dimensions provided by the customer and cross check those automatically against the customer's selected flight & aircraft type. We now display a message to customers informing them, before purchase, whether United can safely accommodate their device based on their mobility device dimensions and our cargo door dimensions. This is intended to prevent the scenario of customers arriving at the airport, ramp teams accepting the device & attempting to load, only to find it doesn't fit. In United's data reviews, the majority of mobility device damages occur when loading/unloading the device into the aircraft cargo areas. Informing the customer up-front has allowed for better partnership between the airline and customers, better informing them of their safe travel options.
<p>Hands on training for employees providing wheelchair push or guidance services in the terminal, which has changed to scenario based examples</p>	<p>Increase the ability and knowledge of employees assisting customers in the terminal</p>	<p>United has updated training techniques for employees doing this work, focusing on scenario-based training. This enhances trainee's retention of materials</p>	<p>Q1 2023</p>	<p>Completed and incorporated into United's annual and recurrent training. Any future updates to lessons or any new lessons will have scenario-based training to help employees keep their knowledge fresh and useful in real world operations. Scenario-based training gives learners real-world examples that they need to consider and select appropriate actions</p>

<p>Consultations with Accessible Travel Advisory Board: A team of individuals representing the disability community that United partners with for feedback</p>	<p>Incorporate feedback into United's policies, procedures, and training based on suggestions and experiences of customers traveling with disabilities</p>	<p>Obtain feedback from United's Accessible Travel Advisory Board</p>	<p>Ongoing, monthly</p>	<p>Accessible Travel Advisory Board members regularly travel on United and share their personal experiences and those of their constituents. United incorporates feedback from both positive and negative experiences into future projects, builds preliminary solutions, then validate with the Board prior to implementation. The Board has identified an opportunity to investigate damaged or missing mobility devices.</p>
<p>Medical cushion pilot program: United has identified an opportunity to increase the comfort and safety for passengers who have had their mobility device lost or damaged, while waiting in the airport. Medical cushions will be provided upon notification to United that a customer is missing their device, assisting with preventing injuries while sitting in airport chairs</p>	<p>Create a recovery solution for customers who have had their device lost or otherwise damaged sit comfortably and safely in an airport chair</p>	<p>United procured a number of medical cushions that are being tested with customers, business providers, and station leadership to determine the effectiveness of the design against intentions</p>	<p>Q3 2024</p>	<p>Initial tests are underway at a United hub. United also used the medical cushions for our support of the Disabled Veteran's Sports Clinic to obtain feedback from our veterans. Feedback from the groups was very positive, reducing opportunities for customer injuries due to pressure sores and other health implications. Once the test period closes, United will review input from customers, operations leaders, and Business Partners to evaluate and improve the use of medical cushions for the future.</p>

Transportation

Description	Objective	Action	Target Completion	Progress Update
<p>Wheelchair & escort service: Identifying ways to utilize</p>	<p>Increase availability</p>	<p>United is exploring opportunities to use geo-</p>	<p>Q1 2025</p>	<p>United has had preliminary discussions with a service provider who can build on technology already within United's mobile app</p>

improving technologies so customers have quicker access for disability service requests upon arrival to the airport terminal	of service requests via the mobile app for customers while in the airport	location for customers using the mobile app to indicate where they are in an airport terminal and the kind of service they would like		functionality. Several technology companies have indicated an ability to support tools so that a customer can use moving maps on their mobile devices within the terminal. This would allow customers to indicate where they are, and where the agent that is assigned to help is and how long it will take to get there. Conceptually, this would work very similar to driving services apps like Uber or Lyft – within the airport terminal
Lift and transfer, use of passenger-provided medical lifts in aircraft cabins.	Reduce the number of lift and transfer movements, which will reduce likelihood of passenger injury	United met with Paralyzed Veterans of America to discuss the use of a medical lifting device to use inside aircraft and safely transfer them into / out of the aircraft seat	Q3 2024	United, in partnership with the disability community, is conducting tests for feasibility of certain personal medical lifts to assist customers with transitioning from aisle chairs to their aircraft seat while minimizing the needs for agents to physically lift the passenger directly. Using the lifts reduces the likelihood for injury to the customer and the agents assisting.

Built Environment

Description	Objective	Action	Target Completion	Progress Update
Braille: Increasing the availability of Braille within high-touch areas of the aircraft cabin	Increase the availability of tactile communication at important touchpoints	Add Braille to important features in the aircraft cabin	Q2 2023, ongoing for new aircraft	Complete. United has retrofitted current aircraft with Braille on seat identifiers & lavatories. Row and seat indicators are now positioned below the over head bins, flight attendant call buttons, and toilet flush handles. All new aircraft accepted by United will come with Braille as standard in these locations on board as of 2023.
Feedback to Airport Authorities	Give feedback on airport terminal designs and construction programs to ensure people of all	United receives feedback from customers on their ability to travel through construction zones in airports. Airport authorities, in some cases,	Ongoing	As an example: United met with an airport authority in May who designed a temporary narrow plywood sidewalk during construction, which did not allow for the weight or width of a mobility device to traverse safely from the gate to the aircraft. United managed to find a work around due to this issue being out the airline's control, and

	abilities have equal access	have temporary installments that have opportunities for improvement in assisting customers with mobility disabilities		partnered with the authority to implement a better temporary construction design.
Internal F/A coms: Closet space, personalized briefings	Increase the notice and availability of closet space in aircraft cabins for mobility devices	Notify & remind Flight Attendants of the requirement to allow mobility devices to be stored before any other type of baggage, etc.	Q1 2024, quarterly basis ongoing	Based on community feedback, United learned that mobility devices were not always given priority storage in the closets. We have sent internal bulletins and added language to training materials for Flight Attendants to reinforce this regulatory requirement. This information is available on the handheld devices that Flight Attendants use for immediate reference.
Web + mobile app: animal relief locations displayed and notated easily for customers traveling with service dogs	Indicate to customers traveling with service dogs where the animal relief areas are located in the terminal	Update United's electronic tools to clearly mark in the airport terminal the location of relief areas	Q2 2024	United now displays the location of every animal relief area based on information provided by airports. This information has been continually validated for screen reader functionality and guidance features so customers traveling with guide dogs can easily identify and access the relief areas for their service dogs.

Provisions of CTA Accessibility-related Regulations

Description	Objective	Action	Target Completion	Progress Update
TSP must identify all provisions of the CTA regulations made under ss. 170(1) of the Canada Transportation Act that apply to them	List all applicable regulations	Complete	Complete	Applicable sections of Part 2, Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244)

Feedback Information

Description	Objective	Action	Target Completion	Progress Update
United's Investigation process for lost/damaged mobility devices so that root causes can be identified and systemic improvements can be put in place to reduce impacted customers	Increase oversight of incidents and associated recovery on behalf of the customer	Design, implement, & communicate requirements for an internal investigation from impacted airports, designed to identify trends across United's entire network	Q1 2023, Ongoing	United has instituted a robust investigation process, mirrored off aircraft damage investigations and based on Safety Management Systems (SMS) principles to identify root cause of damages and lost devices. Solutions and accountability are then based on those identified root causes for impacted station personnel. United is continually enhancing this initiative, moving from manual oversight to active electronic oversight with regular review calls across our global network to highlight opportunities for improvement.
3 rd Party Booking Companies (ex: Expedia / kayak)	Identify reasons for inaccurate service requests from external systems not in United's control	United has engaged IATA and 3 rd party booking companies to remove the ability to notify airlines of multiple, mutually exclusive requests.	Q1 2025	United has been the recipient of incorrect and misused accessibility service requests for many years. In listening to community feedback, it was discovered that one common thread was the use of external booking companies, who do not have relevant experience selecting services on behalf of their customers. By receiving inaccurate, incomplete, or mutually exclusive service requests puts airlines at risk of failing to provide services that we are not able to decipher. Ex: A customer selects both the services for "I can walk short distances within the airport" AND "I cannot walk any distance and will need assistance into & out of my aircraft seat". Those are mutually exclusive. The airline does not know which service the customer needs, and cannot plan resources in advance of the customer re-sharing their needs once they arrive at the airport. United is partnering with large Travel Manager companies who arrange travel for business customers to enhance their own systems based on United's analysis and feedback. Customers can adjust their requests to United at any time by using web, mobile app, or Reservations call centers. United is also engaged with IATA's task force on disability related Special Service Requests. The task force is ongoing with IATA's guidance for the entire travel industry, and intends to review the standard definitions and use of each type of request.

Consultations

Description	Objective	Action	Target Completion	Progress Update
<p>Accessible Travel Advisory Board: A Board comprised of individuals who have a wide range of disabilities and represent large educational, government, and non-profit organizations.</p>	<p>Meet directly with members of the disability community. Goals: listen to personal experiences, obtain feedback on proposed products and services</p>	<p>Meet regularly with United's Accessibility Board to receive travel experiences, opportunities for improvement, and share new products or services designed to improve the travel experiences of customers of all abilities</p>	<p>Permanently ongoing</p>	<p>Q2 2023, multiple meetings & discussions: Flight Filter for Mobility Devices. Based on United's review of mobility device damage data, opportunities for reducing damage are indicated at the time of loading and unloading these from aircraft cargo compartments. At the time, customers did not have a way to identify aircraft which can safely transport their mobility device, based on the limits of the aircraft cargo door dimensions. United evaluated all cargo doors, and built those dimensions into the electronic booking & reservation management systems. As of Q1 2024 customers now have the ability to provide United with the dimensions of their device in its smallest "travel configuration", which United will automatically cross check against the flight selection made by the customer. Notifications are made to the customer if a selected flight cannot accommodate the device based on the physical limitations of the device and aircraft doors, allowing options to select a different aircraft or contact our 24/7 Accessibility Desk for additional options.</p> <p>December 2023: Medical Cushions. United met with members of the Accessibility Board who identify as having mobility related disabilities for the Medical Cushion pilot program. United had proposed to obtain medical cushions for passengers arriving without the ability to use their device due to being damaged or missing, and needed their guidance and experiences to help select an appropriate product to test. Based on their feedback, a new medical cushion has been selected and delivered to the test station. Training with the new cushions has been completed with the Business Partners who will use them in consultation with customers in the event that a customer arrives with a damaged or missing mobility device.</p> <p>April 2024: Special Service Requests, setting expectations. Feedback from the Accessibility Board has indicated an opportunity to reduce frustration within the blind, deaf, Deaf, and hard of hearing communities when an attendant arrives with a wheelchair for someone indicating a need which does not require the use of one. The Board recommended clarifying the expectations as a customer is making a service selection. This is intended to help clarify that the person assisting them through the airport for guidance</p>

services will arrive with a wheelchair since it is a tool they need for their job and is assigned at the beginning of their shift. Agents are never to force a customer to use a wheelchair who does not desire to. Clarifying this before the day-of-travel will explain to the customer why the agent is arriving with a wheelchair when they specifically said they do not need one will reduce the insulting feelings shared by those impacted disability communities.

April 2024: Service Dog credential validations. The blind community and others who use trained service dogs in terminals and on board aircraft have noted a significant increase in dogs exhibiting aggressive behaviors. They have explained that “fake” service dogs create environments where “true” service dogs cannot safely provide their life functions. Untrained dogs interact with Service Dogs, preventing their ability to assist the person. In addition, unsecured untrained Service Dogs create safety hazards to crew members and other passengers – such as bites, urination or defecation. United is working with companies to explore opportunities to validate the training credentials of Service Dogs prior to the date-of-travel and reduce the number of untrained dogs within terminals and aircraft.

April 2024: Tilting or not tilting mobility devices when loading into aircraft cargo devices. Since the implementation of United’s electronic Wheelchair Flight filter which displays options for flights that can safely accommodate the customer’s mobility device, customers have become more aware of the physical limitations of aircraft cargo door dimensions. In some cases, based on small aircraft door sizes on significant numbers of aircraft, customers have requested the airline to transport their device regardless of the dimensions. This request requires United to “tilt” the device to safely load it. In consultation with our Accessibility Board, it was discovered that some mobility devices are not designed to operate outside the person’s household and have limited ability to be manipulated safely to load in an aircraft. In some of these cases, manipulating a device in a way that puts increased pressure on elements of it that are not designed to take the heavy weight and susceptible to easy damage can void the warranty on the device itself. Based on shared experiences from the Accessibility Board, it was indicated that significant populations of mobility device users, regulators, and airlines were not aware of the design & liability limitations of current mobility devices. Due to this new insight from the community, United has begun to explore policies that would ensure that a mobility device remains

				on its designed load-bearing wheels while being loaded & unloaded into aircraft cargo compartments. This will reduce damages to delicate mobility devices not designed for air transport while maintaining the health and safety of United's employees loading large & heavy devices into aircraft.
Paralyzed Veterans of America: Personal travel lifts. Medical lifts that assist customers with reduced mobility transfer between aisle chairs and the aircraft seat. These customer-provided lifts enhance safety of the customer and employees by using a tool to do the lift instead of team members.	Partner with the reduced mobility community to validate if customer-provided lifts will be able to fit and be safely used within the aircraft cabin	United has agreed to test a lift on several aircraft types and configurations at a large airport to identify opportunities and improvements that can be made to allow for the more widespread use of these devices on board	Q2 2024	In consultation with Paralyzed Veterans of America and constituents, United was made aware of the reduced mobility community to travel with medical lifts. Based on the communities' travel experiences, a significant number of customer injuries occur during the lift and transfer process from an aisle chair to the aircraft chair. In some cases, this is due to the physical abilities of the team members lifting the customer, the layout of the interior cabin, or a combination of multiple concerns. Evaluating the use of the lifts will significantly reduce the opportunity for injuries to both the customer and team members. There remain outstanding questions on the types of lifts available, how the airline is expected to train employees on the lift being selected and used by a customer, and how the lifts can be stored in the aircraft (ex: overhead bin space, cabin closet space, etc.). United is setting up a test with a member of the community who will provide their personal lift at a large airport with many different types of aircraft to validate that it will work as expected – in compliance with United's Safety Management Systems (SMS).
Travel managers: Large companies who have employees traveling on business who identify as a person with disabilities or plan travel on behalf of them	Partner with Travel Managers to identify improvements to service options and methods of communication to their employees traveling on business trips	United has and will continue to meet with Travel Managers who plan travel on behalf of their company. Many large companies manage their travel internally, and improvements to technology have highlighted opportunities for exploration	Q3 2023, Q4 2023, Q1 2024	United met with 3 Travel Management organizations to describe in detail the services that United can provide, how to select those accurately, and how to communicate with the traveler to ensure all needs are accounted for. United provided information related to how these groups can properly select the service to meet the needs of the passenger without disclosing the nature of the person's disability. Out of those conversations, it was indicated that these groups were making assumptions for the services needed on behalf of the traveler which will increase frustration while reducing the ability to obtain the service. An example would be: A traveling employee indicates that they need assistance moving through the terminal, but they are able to walk short distances. In a significant number of cases the Travel Manager will select options for wheelchair service in the terminal, while also selecting other options. The Travel Manager may also mistakenly select the need for aisle chair lift and transfer, notification that a disabled customer needs assistance and may have a cognitive disability. Some of these selections are mutually exclusive (ex: I can walk, but I also need to be lifted and transferred into my aircraft seat). When these options are selected in error, the airline is not properly informed of the customer's

				<p>needs and will attempt to provide the service listed in the reservation, while potentially adding unneeded frustration and inconvenience. Through discussions, it was discovered that Travel Managers' were making these decisions in an effort to force additional requests to the Airline – attempting to add more emphasis and highlighting the important needs of the customer – with the assumption that the customer will get increased attention in the airport. By sending multiple requests, the assumption was that the airline would be even more aware of the customer's needs and that United will have a passenger who has the need for disability services. During these discussions it was shared that actions like these, while well-intentioned, create confusion and reduced ability at the airport for the airline to successfully deliver the needed services.</p>
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