

## OUR COMMITMENT TO PASSENGER ACCESSIBILITY

Airlines for America's (A4A) passenger airlines jointly commit to taking steps to improve accessibility and services for passengers with disabilities. Passengers with disabilities represent one of the fastest growing traveler segments, and we recognize the importance of facilitating a safe, seamless journey for them.

A4A's members fully support the rights of passengers with disabilities set forth in the U.S. Department of Transportation's *Airline Passengers with Disabilities Bill of Rights*, especially the right to be treated with dignity and respect. We recognize the need for a specific commitment to remove barriers to safe, accessible air travel.

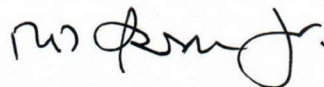
To achieve our accessibility objectives, we commit to:

- Establishing a passenger accessibility advisory group within our airlines to work directly with the disability community to improve our policies and operations;
- Improving passenger transfers and the handling of personal mobility aids;
- Enhancing our accessibility services training for frontline workers and educating our employees about passengers with disabilities; and
- Supporting the continued study and development of safe and feasible aircraft accessibility features that broaden air travel opportunities for passengers with disabilities.

Our industry has long been engaged in a variety of initiatives to increase air travel accessibility. This commitment marks a step forward in strengthening our dedication to enhancing the travel experience for all passengers.



Ben Minicucci  
CEO  
Alaska Air Group



Robert Isom  
CEO  
American Airlines



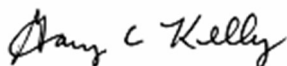
Ed Bastian  
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