

# American is committed to improving mobility device handling



American recognizes how important it is to support the independence of customers with disabilities as they travel. Over the last two years, we have made significant investments to ensure our team members have the tools and training necessary to deliver a positive travel experience for our customers flying with wheelchairs or mobility devices. In 2024 alone, American invested more than \$175 million in services, infrastructure, training and new technology to help ease their journey and transport their specialized equipment.

These investments have led to real results for our customers. Since 2022, American's mishandled wheelchair and scooter rate has reduced by more than 20%. Further, in 2023, when American received more than 8 million requests from customers for wheelchair assistance, less than 0.1% (or less than 1 in every 1,000) of these customers submitted a disability-related complaint to American.

We remain committed to delivering a better travel experience for all our customers with the implementation of in-person training, infrastructure investments, listening sessions with disability groups and technology advancements. American will continue to build upon these improvements.

## American's wheelchair handling rate is improving:

- American's rate of mishandled wheelchairs continues to improve.
  - American's systemwide mishandling rate for mobility devices improved more than 22% from January to September 2022 to the same time in 2024.
  - In September 2024, the mishandled rate declined by more than 36% from September 2022.
  - American has seen year-over-year improvements in its mobility device mishandling rate for 18 consecutive months.

## Significant investments in infrastructure:

- Wheelchair movers, powered units that allow team members to more easily transport devices, have been delivered to all our hubs and tier-one airports.
- Wheelchair lifts, powered units to transport devices onto the aircraft, have been installed in more than 20 stations, most importantly at two of our biggest hubs — Dallas Fort Worth International Airport (DFW) and Charlotte Douglas International Airport (CLT), where we will add lifts to most gates. Installation is complete at CLT and we will finish DFW by the end of 2024.
- We are also adding these lifts at five more stations later this year.

## Better technology for customers and team members:

- We became the [first U.S. airline to launch an automated tag](#) for mobility devices. The tags are currently used worldwide in the airports where American and its regional partners operate.
  - New automated tags, replacing the previous manual tags, feature customer- and device-specific data like itineraries, delivery points, device weight, battery type and the number of items removed and taken on board. This additional information will ensure more accurate and consistent information for team members handling the devices and provide enhanced visibility of the devices throughout customers' travel journeys.
  - The automation also enables the device's information to be more easily shared across frontline team members' applications, ensuring team members have the right information at the right time.
- In late 2023, American implemented an enhancement to a frontline application called Ramplink that alerts a crew chief whenever an expected mobility device has not been scanned for loading prior to a flight's departure.
- Additionally, we have a group of customer service representatives dedicated specifically to working with customers with disabilities and resolving any issues that might arise as they travel.

## Enhancing training for team members:

- Starting in 2023, we held in-person sessions in our hubs, which trained about 1,200 frontline team members. Training covers the importance of device handling and proper ways to communicate with our customers who have disabilities.
- Alongside an outside organization, we created training videos for our frontline that were rolled out in early 2023 to team members working in our airports.
- American made it easier for customers to add and maintain wheelchairs and other mobility devices as part of their travel profiles. Starting this fall, customers can conveniently access their saved travel preferences, such as traveling with a mobility device or service animal and apply their details to any upcoming trip when managing on aa.com.

## Engagement with third-party disability groups:

- American has stood up an Abilities Council made up of senior leaders who hold panels to hear directly from travelers with disabilities about their experiences and ways to improve. Most recently, American hosted "To Be Like Me," a Dallas-based organization.
- Airports hosted the Open Doors Organization's Universal Access in Aviation Conference on American's campus in fall of 2022. Representatives from various airlines, airports and advocacy groups attended the meeting to discuss best practices and share innovative ways to make travel easier for customers traveling with wheelchairs and mobility devices.

