

**U.S. Department of Transportation
DOT Disability Forum**

Summary of November 5, 2009, Evaluation Forms

Total Responses: 41

Question No. 1: How would you rate the overall forum on the following scale?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
13	24	4	0	0	0

Average Response: Very Good

Question No. 2: How would you rate the forum facility and location?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
15	14	8	4	0	0

Average Response: Excellent

Question No. 3: Was the forum worth attending?

Yes	No	No Answer
41	0	0

Unanimous Yes response.

Question No. 4: How would you rate the presentations?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
9	26	6	0	0	0

Average Response: Very Good

Question No. 5: How would you rate the video?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
15	21	5	0	0	0

Average Response: Very Good

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Question No. 6: How would you rate the skits on medical certificates and seating?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
14	15	7	2	1	2

Average Response: Very Good

Question No. 6: How would you rate the Part 382 Jeopardy game?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
10	17	2	1	0	11

Average Response: Very Good

Question No. 7: Length of forum?

Too Long	Just Right	Too Short	No Answer
2*	38	0	1

Average Response: Just Right

*One respondent noted preference for a one-day forum.

Question No. 8: What was the best part of the forum?

Many of the respondents who answered this question said that the question-and-answer (Q&A) portion of the forum was the best part. Several respondents further explained that the Q&A clarified many aspects of the rule. Others applauded the use of presentations, videos, and the jeopardy game.

Respondents also appreciated the opportunity to interact with other air carriers and learn from their experiences. In addition, they appreciated that the meeting was only for Government and industry, which allowed for an open dialogue.

The majority of respondents noted the following were the best part of the forum:

- Everything was pertinent and interesting.
- Various exercises and demonstrations.

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- Discussion of real-life airline violations.
- The jeopardy game and skits.
- Presentations and videos.
- Interaction with panel and attendees.
- Seat assignment.

Question No. 9: What was the least valuable portion of the forum?

Many respondents that answered this question noted that the entire forum was valuable or that the question was not applicable.

Following are the negative comments regarding the least valuable portion of the forum:

- Aircraft accessibility, stowage, etc.
- Demonstrations were not practical or not useful.
- Verbatim reading of the rule and its discussion.
- The jeopardy game.

Question No. 10: What topics would you like to see discussed at future forums, seminars, or roundtables?

Respondents listed the following topics for future discussion:

- More live examples and case studies (including statistics/other data), and more discussions (for example, with people that have disabilities).
- Valid grounds to deny boarding.
- Medical certificates.
- More scenarios from airlines in implementing and maintaining the requirements; relating them to foreign carriers introducing the rules for the first time.
- Staff training and handling of complaints.
- Best practices (both United States and foreign countries).

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- Enplaning, deplaning, and connecting assistance; services on aircraft.

Question No. 11: In general, state any suggestions or comments you wish to make about the forum.

Many of the respondents did not answer this question, but those that did typically responded with the following:

- The forum was enlightening, enjoyable, well-organized, and well-paced with a comprehensive and interactive program.
- Include revision number on the rule document to show what version is being read. Also, there are vague/grey areas of the rule that do not consider and/or apply to real-life situations.
- Use more audio/visual aids.
- Change the chairs used because of discomfort; and ensure the availability of tables.
- Increase the readability of fonts used in presentations; provide copies of presentation slides.
- Provide attendees with updates on future amendments.
- Include details about the inclusion of breakfast in the hotel rate; many participants were unaware.
- Encourage more attendee participation.
- Hold a forum in Southeast Asia.