



March 6, 2023

Senator Tammy Duckworth  
524 Hart Senate Office Building  
Washington D.C. 20510

Dear Senator Duckworth:

On behalf of the National Disability Rights Network (NDRN), the voluntary membership association for Protection and Advocacy (P&A) agencies<sup>1</sup>, I would like to thank you for introducing the Prioritizing Accountability and Accessibility for Aviation Consumers Act of 2023, S.400.

It is time for air carriers to stop their practice of not treating millions of passengers with disabilities with the dignity and respect they deserve. For far too long air carriers have gotten away with these practices. These practices are a significant challenge in the disability community. Disability-related complaints must be transparent and addressed, not swept under the rug. We must ensure every voice is heard and air travel is safe and convenient for all travelers and this legislation is a positive step to eliminating these practices.

As you are aware, NDRN and the P&A agencies work tirelessly to ensure that all people have access to safe accessible air travel. However, passengers with disabilities who fly every year continue to encounter unnecessary obstacles and discrimination. We are excited to see legislation that will increase transparency around disability-related complaints and prevent future complaints from being ignored by carriers. Americans with disabilities have fought for decades to live independently and to access

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<sup>1</sup> P&A agencies are a nationwide network of congressionally mandated, cross disability organizations operating in every state, the District of Columbia, and the U.S. Territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the US Virgin Islands). There is also a P&A affiliated with the Native American Consortium which includes the Hopi, Navajo, and San Juan Southern Paiute Nations located in the Four Corners region of the Southwest.

services without unnecessary challenges or discrimination. But, if proper treatment or access is not available, the ability to travel or live independently becomes difficult if not impossible.

Again, NDRN applauds the introduction of this important piece of legislation. We look forward to working with you to enact the Prioritizing Accountability and Accessibility for Aviation Consumers Act. Should you have any questions, please do not hesitate to contact Claire Stanley, Public Policy Analyst, at [Claire.stanley@ndrn.org](mailto:Claire.stanley@ndrn.org)

Sincerely,

A handwritten signature in blue ink, appearing to read "Marlene Sells". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Executive Director  
National Disability Rights Network