

# ACS Air Carrier Access Act Practice Exam (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

- 1. Which of the following is NOT a service typically offered by ultra low-cost carriers like Frontier?**
  - A. Low fare tickets**
  - B. Free in-flight meals**
  - C. Optional add-on services**
  - D. Tiered seating options**
- 2. How many classes are Dangerous Goods Hazardous Materials (DGHM) grouped into?**
  - A. 5**
  - B. 7**
  - C. 9**
  - D. 11**
- 3. How is the effective communication of accessibility services critical for airlines?**
  - A. Helps reduce customer inquiries**
  - B. Ensures passengers understand their rights and options**
  - C. It is not particularly important**
  - D. Minimizes operational costs**
- 4. Is Frontier Airlines allowed to accept consumer commodities marked with an ORM-D label?**
  - A. Yes, with restrictions**
  - B. Yes, without restrictions**
  - C. No, it is prohibited**
  - D. True**
- 5. What is the Frontier Automated Support Tool (FAST)?**
  - A. A mobile app for customers**
  - B. An online tool for customer service agents**
  - C. A support hotline**
  - D. A database of customer information**

- 6. What is an essential aspect of the ACAA regarding the treatment of passengers with disabilities?**
- A. Implementation of relaxation policies**
  - B. Prohibition of all service animals**
  - C. Provision of accessible travel options**
  - D. Limiting services to only first-class passengers**
- 7. As a passenger of Frontier, what should one typically expect regarding baggage?**
- A. Baggage fees are included in the ticket price**
  - B. Baggage allowance is generous and free of charge**
  - C. Additional fees for checked baggage**
  - D. All baggage must be carried on board**
- 8. What type of training should airline staff receive regarding ACAA compliance?**
- A. Safety protocol training**
  - B. Customer service training**
  - C. Specific training related to disability awareness and ACAA regulations**
  - D. Basic first aid training**
- 9. Are airlines required to make pre-flight announcements accessible under the ACAA?**
- A. No, they can use any format they choose**
  - B. Only if they have the budget for it**
  - C. Yes, they must ensure accessibility for passengers with hearing impairments**
  - D. Only for long-haul flights**
- 10. What role does staff training play in the ACAA implementation for airlines?**
- A. It is irrelevant to passenger service**
  - B. It ensures passengers with disabilities are treated with dignity**
  - C. It primarily focuses on ticket sales**
  - D. It aids in isolating passengers with special needs**

## **Answers**

SAMPLE

1. B
2. C
3. B
4. D
5. B
6. C
7. C
8. C
9. C
10. B

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## **Explanations**

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**1. Which of the following is NOT a service typically offered by ultra low-cost carriers like Frontier?**

- A. Low fare tickets**
- B. Free in-flight meals**
- C. Optional add-on services**
- D. Tiered seating options**

Ultra low-cost carriers, such as Frontier, focus on providing the lowest base fares possible to attract price-sensitive travelers. This model usually entails minimizing costs wherever feasible, which translates into a range of services that are priced separately or not offered at all. The reason why free in-flight meals are typically not part of this service model is tied to the ultra low-cost carrier's intention to keep base fares low. Instead of including complimentary meals, these airlines often charge for food and beverages available on board. This allows them to maintain low ticket prices while still offering optional services that passengers can choose to pay for if they desire. In contrast, low fare tickets, optional add-on services (such as priority boarding or checked baggage), and tiered seating options are all common features of ultra low-cost carriers. They leverage these strategies to allow travelers the flexibility to customize their travel experience according to their needs and budget preferences.

**2. How many classes are Dangerous Goods Hazardous Materials (DGHM) grouped into?**

- A. 5**
- B. 7**
- C. 9**
- D. 11**

Dangerous Goods Hazardous Materials (DGHM) are classified into nine distinct classes according to the United Nations Model Regulations on the Transport of Dangerous Goods. Each class corresponds to a specific type of hazard associated with the materials being transported, ensuring that they are handled and transported with the appropriate safety measures in place. Class 1, for example, relates to explosives, while Class 2 is designated for gases. This classification system aids in the identification and management of risks during transport, making it crucial for compliance with aviation safety regulations. Therefore, the total of nine classes is essential for organizing and regulating the transportation of hazardous materials effectively, which justifies the selection of this answer as the correct one.

**3. How is the effective communication of accessibility services critical for airlines?**

- A. Helps reduce customer inquiries**
- B. Ensures passengers understand their rights and options**
- C. It is not particularly important**
- D. Minimizes operational costs**

Effective communication of accessibility services is vital for airlines because it ensures that passengers with disabilities clearly understand their rights and available options. This knowledge empowers individuals to make informed decisions regarding their travel, enhances their overall experience, and promotes a sense of confidence and security while flying. By providing precise and accessible information, airlines can foster a more inclusive environment, encourage passengers to utilize necessary services, and ensure compliance with legal obligations under the Air Carrier Access Act. This proactive approach minimizes the chances of misunderstandings or disputes that may arise from a lack of clarity about services, ultimately fostering positive relationships between the airline and its customers. Furthermore, when passengers are well-informed about their options, they are more likely to utilize the services intended for their guidance, which can enhance the operational efficiency of the airline as well.

**4. Is Frontier Airlines allowed to accept consumer commodities marked with an ORM-D label?**

- A. Yes, with restrictions**
- B. Yes, without restrictions**
- C. No, it is prohibited**
- D. True**

Frontier Airlines, like all air carriers, must adhere to regulations regarding the transportation of hazardous materials, including those marked with an ORM-D (Other Regulated Materials for Domestic Transport) label. ORM-D labels indicate that the item is a consumer commodity meeting specific criteria for safe transportation. The correct choice emphasizes that yes, Frontier Airlines can accept these commodities for transport, but it should be noted that such acceptance comes with certain restrictions. These restrictions are typically related to the size, quantity, and nature of the items being transported. The ORM-D label is designed to ensure that the airline and other entities involved in the transport are aware of the material's specific handling requirements and safety implications. In general, understanding the ORM-D designation is crucial for consumers and shippers, as it reflects the balance between allowing the transport of useful consumer goods while still prioritizing safety and compliance with transport regulations.

## 5. What is the Frontier Automated Support Tool (FAST)?

- A. A mobile app for customers
- B. An online tool for customer service agents**
- C. A support hotline
- D. A database of customer information

The Frontier Automated Support Tool (FAST) is designed primarily as an online tool for customer service agents. This platform enables agents to efficiently assist customers by providing quick access to important information, resources, and troubleshooting guidance. By streamlining the customer service process, FAST helps to improve service efficiency and enhances the customer experience. This tool acts as a resource for agents, giving them the capabilities to respond to inquiries and resolve issues more effectively. In contrast, the other options do not accurately represent the nature of FAST; it is not a mobile app intended for customer use, a support hotline, or merely a database of customer information. Instead, it functions as a comprehensive support system that empowers agents in their customer interactions.

## 6. What is an essential aspect of the ACAA regarding the treatment of passengers with disabilities?

- A. Implementation of relaxation policies
- B. Prohibition of all service animals
- C. Provision of accessible travel options**
- D. Limiting services to only first-class passengers

The essence of the Air Carrier Access Act (ACAA) is to ensure that passengers with disabilities have the same opportunities and access to air transportation as those without disabilities. This is reflected in the provision of accessible travel options, which requires airlines to make reasonable accommodations for passengers with disabilities. This includes ensuring that the aircraft is accessible, providing assistance during boarding and disembarking, and allowing for the use of mobility devices. Accessible travel options encompass a range of services, including wheelchair assistance, accessible seating arrangements, and the transportation of necessary medical equipment. By mandating these measures, the ACAA aims to eliminate barriers that might prevent individuals with disabilities from traveling by air, thus promoting inclusivity in air travel. The other choices do not align with the fundamental goals of the ACAA. Relaxation policies are not a necessary component for assisting passengers with disabilities and might even run contrary to the Act's principles. Prohibiting all service animals would severely limit the support options available for passengers with disabilities who rely on these animals for assistance. Lastly, limiting services to only first-class passengers would completely contradict the Act's purpose of ensuring equal access for all individuals regardless of their travel class. Thus, accessible travel options are indeed the vital aspect of the ACAA concerning the treatment

**7. As a passenger of Frontier, what should one typically expect regarding baggage?**

- A. Baggage fees are included in the ticket price**
- B. Baggage allowance is generous and free of charge**
- C. Additional fees for checked baggage**
- D. All baggage must be carried on board**

The correct expectation regarding baggage when flying with Frontier Airlines is that additional fees for checked baggage are applicable. Frontier operates as an ultra-low-cost carrier, which means they offer lower base fares but charge for a variety of services that are often included in ticket prices of traditional carriers. This includes checked baggage, which generally incurs extra fees depending on the weight and the timing of the purchase (e.g., fees can be higher if paid at the airport rather than online during booking). Frontier typically presents its ticket prices without including the cost of checked baggage to keep base fares attractive to budget travelers. Therefore, passengers should anticipate having to pay separately for checked baggage, which aligns with the airline's business model. In contrast, the other options do not accurately reflect Frontier's policies. There are no inclusive baggage fees in the ticket price, and the baggage allowance is generally not classified as generous, as checked baggage incurs a charge rather than being free of charge. Furthermore, all baggage does not need to be carried on board, as passengers do have the option to check bags for a fee.

**8. What type of training should airline staff receive regarding ACAA compliance?**

- A. Safety protocol training**
- B. Customer service training**
- C. Specific training related to disability awareness and ACAA regulations**
- D. Basic first aid training**

Airline staff should receive specific training related to disability awareness and ACAA regulations to ensure compliance with the Air Carrier Access Act (ACAA). This type of training is essential because it equips staff with the knowledge and skills required to assist passengers with disabilities effectively. Understanding the ACAA regulations helps personnel recognize the rights of these passengers, the necessary accommodations, and how to address their needs during air travel. This training fosters an inclusive environment and assures that airline staff can provide the appropriate support in various situations, whether at the ticket counter, boarding gate, or in-flight. It ensures that all employees are aware of their responsibilities, thus enhancing the overall travel experience for individuals with disabilities while promoting compliance with federal regulations. While safety protocol training, customer service training, and basic first aid training are important components of an airline's overall staff training program, they do not specifically address the unique needs and rights of passengers with disabilities as mandated by the ACAA. Therefore, focusing on disability awareness and ACAA regulations is crucial for ensuring that staff can provide effective and appropriate assistance to all passengers.

**9. Are airlines required to make pre-flight announcements accessible under the ACAA?**

- A. No, they can use any format they choose
- B. Only if they have the budget for it
- C. Yes, they must ensure accessibility for passengers with hearing impairments**
- D. Only for long-haul flights

Airlines are required under the Air Carrier Access Act (ACAA) to ensure that pre-flight announcements are accessible to all passengers, including those with hearing impairments. This requirement is rooted in the commitment to non-discrimination and providing equal access to air travel for individuals with disabilities. The ACAA mandates that airlines must take appropriate steps to accommodate passengers with hearing impairments by making vital information available to them in a format that they can understand. Accessibility in this context can involve various methods, such as providing written texts of announcements or employing visual signage to communicate important safety information and other announcements clearly. This commitment is essential for providing a safe and equitable travel experience for all passengers, regardless of their disabilities. Ensuring that people with hearing impairments can access pre-flight announcements aligns with the broader intent of the ACAA to facilitate travel for individuals with varying needs.

**10. What role does staff training play in the ACAA implementation for airlines?**

- A. It is irrelevant to passenger service
- B. It ensures passengers with disabilities are treated with dignity**
- C. It primarily focuses on ticket sales
- D. It aids in isolating passengers with special needs

Staff training is a crucial component in the implementation of the Air Carrier Access Act (ACAA) as it directly impacts how passengers with disabilities are treated throughout their travel experience. The goal of such training is to ensure that airline personnel understand the rights and needs of passengers with disabilities, allowing them to provide appropriate assistance and service. By focusing on treating passengers with dignity, training helps staff to recognize and respond to the unique challenges that these individuals may face while traveling. This includes understanding how to communicate effectively, providing the necessary assistance during boarding and deplaning, and ensuring that any special requests are met respectfully. This emphasis on dignity and respect is fundamental to fostering an inclusive environment, as it aligns with the overarching mandate of the ACAA to ensure that individuals with disabilities are given equal access to air travel and are treated with the same courtesy and respect as all other passengers. In contrast, notions of the training focusing on ticket sales or isolating passengers do not align with the spirit of the ACAA, which prioritizes accessibility and respectful treatment.