U.S. Department
of Transportation
Federal Aviation
Administration

# InFO
Information for Operators

InFO 24011
DATE: 10/09/24
Revised: 06/25/26

Flight Standards Service
Washington, DC

**http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info/all_infos**

*An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements, with relatively low urgency or impact on safety. This is a guidance document. Its content is not legally binding in its own right and will not be relied upon by the Department as a separate basis for affirmative enforcement action or other administrative penalty. Conformity with the guidance document is voluntary only. Nonconformity will not affect rights and obligations under existing statutes and regulations.*

**Subject:** Methods for Determining Weights of Mobility Devices Carried on Aircraft.

**Purpose:** This InFO serves to inform all Title 14 of the Code of Federal Regulations (14 CFR) certificate holders and operators, about the available methods for determining the weight of mobility devices carried on aircraft.

**Background:** The Federal Aviation Administration (FAA) has received numerous inquiries about the available methods an operator may use to determine the weights of mobility devices.

**Discussion:** In accordance with Operation Specifications (OpSpec) paragraphs A097-A099, certificate holders and operators are required to use actual weights for cargo, including mobility devices. This is intended to provide certificate holders and operators examples of acceptable methods to determine weights of mobility devices. Certificate holders and operators can utilize:

1. **Actual Weight**. The actual weight of the mobility device,
2. **Manufacturer Data**. Use of a legible data plate, owner's manual, or manufacturer-published specifications.
3. **Passenger-Supplied Weight Information**. Certificate holders may accept passenger-provided weight information for mobility devices when they are able to determine the accuracy of the passenger-provided weight.

   Examples of how certificate holders and operators may verify the accuracy of passenger provided weight include:

   **a.** Comparison to manufacturer information, or

   **b.** Documentation from a source acceptable to the certificate holder or operator (e.g. medical facility or commercial scale).

Certificate holders and operators who choose to use passenger-supplied weight information should implement procedures to ensure the data is credible and suitable for operational use. These procedures should include establishing acceptable tolerance criteria to account for minor variations, as long as these variations do not materially impact the safety of flight. Additionally, certificate holders and operators should require further verification or employ an alternate approved method, such as actual weighing,

when the reported weight appears inconsistent, incomplete, or unreliable. The degree and method of validation can be tailored to their specific operations, provided that the procedures are documented in the operator's manuals or policies. Certificate holders and operators should submit the procedures to the Certificate Management Office (CMO) or Certificate Management Team (CMT) for acceptance/approval.

**Recommended Action:** Certificate holders and operators should familiarize themselves with the information contained in this InFO, then review and revise their weight and balance program, manuals, or procedures, as applicable, to ensure the weight of mobility devices are accounted for with the acceptable methods recommended and described in this InFO. Certificate holders and operators seeking to utilize other methods not described in this InFO should coordinate with their CMT.

**Contact:** Questions or comments regarding this InFO should be directed to the Air Transportation Division's Operations Group at (202) 267-8166 or 9-AFS-200-Correspondence@FAA.Gov.