



**Federal Aviation  
Administration**

# **Disability and Accessibility: Complying with Regulations at an Airport**

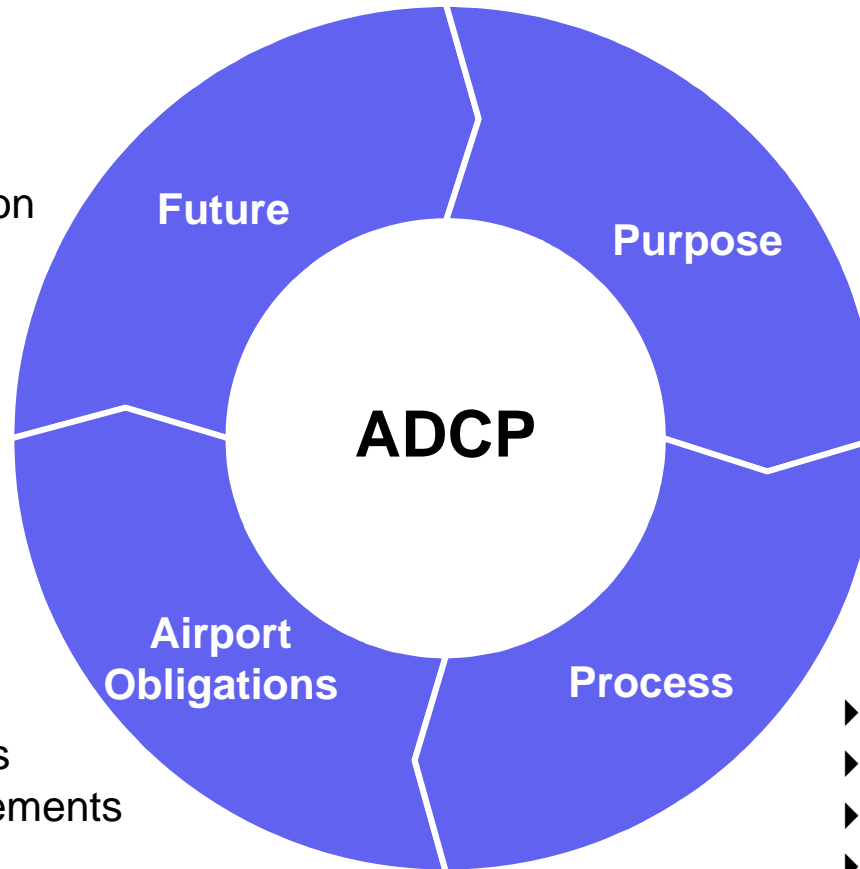
**Presented to: ACI-NA and FBA Webinar Attendees**

**By: FAA – Office of Civil Rights**

**Date: June 29, 2010**

# Airport Disability Compliance Program

- ▶ Increase visibility
- ▶ Enhance relationships
- ▶ Create resources
- ▶ Disseminate information



- ▶ Authority
- ▶ Mission and Vision
- ▶ Regulations

- ▶ Applicable Regulations
- ▶ Administrative Requirements
- ▶ Program Accessibility
- ▶ Structural Accessibility

- ▶ Compliance Reviews
- ▶ Complaint adjudication
- ▶ Technical assistance
- ▶ Training sessions
- ▶ Consultations

# A new structure for providing services

- Federal Aviation Administration
- Office of Civil Rights
- Airport Civil Rights Programs
- Great Lakes Regional Office
- Airport Disability Compliance Program (ADCP)



# Regulations and Authorities



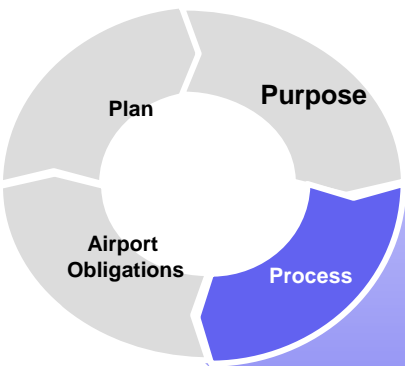
- Section 504 of the Rehabilitation Act (49 CFR § 27)
- Americans with Disabilities Act - Title II (28 CFR § 35)

# Mission and Vision



- Ensure airport operators/sponsors are meeting their obligations with regards to non-discrimination of people with disabilities)
- Goal is to be the “go to” resource on airport accessibility for people with disabilities

# Process



Method	Description
<b>Education</b>	<ul style="list-style-type: none"> <li>• Educating <b>airport operators/sponsors on their obligations</b></li> <li>• <b>Assisting airport operators/sponsors through consultations on accessibility issues</b></li> <li>• <b>Providing resources to other stakeholders in the industry</b></li> </ul>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>• Evaluating <b>performance through compliance reviews</b></li> <li>• Enforcing <b>regulations when non-discrimination complaints are lodged</b></li> </ul>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>• Enhancing <b>relationship by working in conjunction with relevant entities and stakeholders</b></li> </ul>

# Airport's Obligations

Role	Regulatory Requirements
<b>State/local Government entity</b>	<ul style="list-style-type: none"> <li>• Subject to Title II (Subtitle A) of the Americans with Disabilities Act (ADA)</li> </ul>
<b>Recipient of Federal Financial Assistance</b>	<ul style="list-style-type: none"> <li>• Subject to meeting requirements under the Section 504 of the Rehabilitation Act</li> </ul>
<b>Employer</b>	<ul style="list-style-type: none"> <li>• Subject to Title I of the Americans with Disabilities Act (ADA)</li> </ul>
<b>Purchaser of goods and services</b>	<ul style="list-style-type: none"> <li>• Subject to requirements of non-discrimination under ADA</li> </ul>
<b>Transportation Provider</b>	<ul style="list-style-type: none"> <li>• Subject to Title II (Subtitle B) of the Americans with Disabilities Act (ADA)</li> </ul>
<b>Landlord</b>	<ul style="list-style-type: none"> <li>• Ensure tenants meet Title III requirements under the ADA</li> </ul>
<b>Air Travel</b>	<ul style="list-style-type: none"> <li>• Air Carrier Access Act</li> </ul>



# Minimum Requirements

- Prohibit discrimination in provision of services
- Provide equally effective opportunity for participation
- Highest degree of access prevails
- All alterations must use same architectural access standards
- Maintain accessible features in working order



# Underlying themes of accessibility

- Disability not Handicap
- Services, activities, programs are Readily accessible and usable by people with disabilities
- Absence of users is not a reason for relief from ensuring accessibility
- Limitation - if alterations affect fundamental nature of program/activity or cause undue financial/administrative burden
- Have to find best alternative solution if limitations are present
- Does not require provision of personal services or individually prescribed devices
- Service provision in most integrated setting



# Elements at an airport

- **Parking**
- **Transportation services**
- **Airport Circulation and Flow**
- **Ticketing, Baggage check-in and Retrieval**
- **Elevators**
- **Telephones and TDD**
- **Passenger loading and unloading zones**
- **Terminal Information Systems**
- **Waiting Areas and Public Spaces**
- **Concessions (F&B and Retail)**
- **Restrooms**
- **Water fountains**
- **Wayfinding and Signage**
- **Service Animal Relief Areas**



# Reaching Us...

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