



**Federal Aviation
Administration**

Disability and Accessibility: Complying with Regulations at an Airport

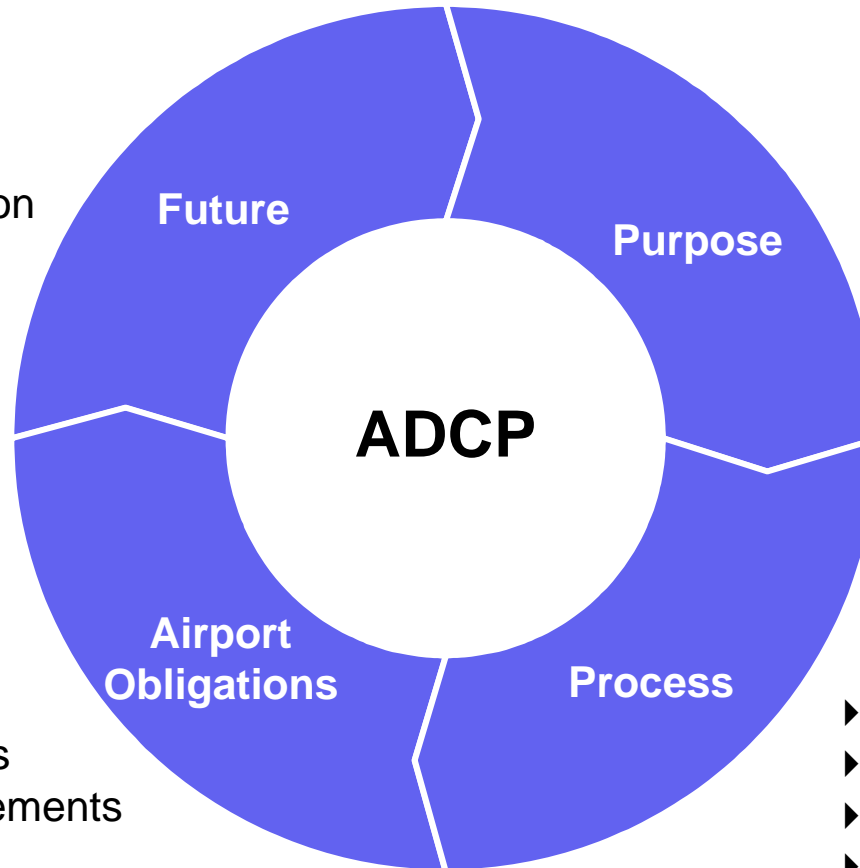
Presented to: ACI-NA and FBA Webinar Attendees

By: FAA – Office of Civil Rights

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

Airport's Obligations

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



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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