

# Best Practices for ADA Compliance

## The Port Authority of New York and New Jersey

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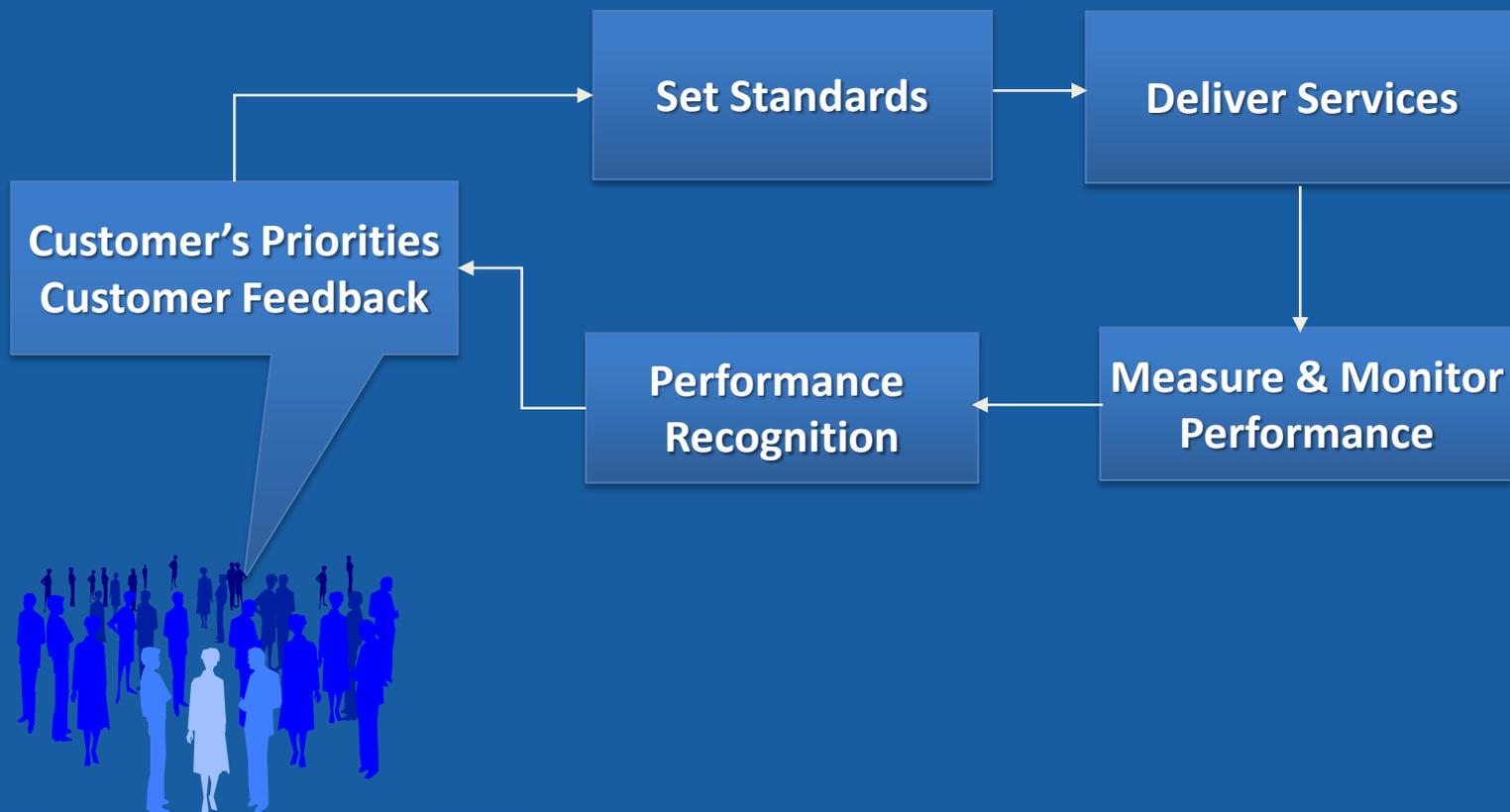


# JFK EWR LGA SWF - Operating Environment

- 106 million air passengers annually
- Served across 15 terminals
- More than 100 airlines
- 250 contractors/service providers
- Federal Security mandates
- Customer perception of “one airport”
- Critical management need to have service delivery model



# Customer Care Program



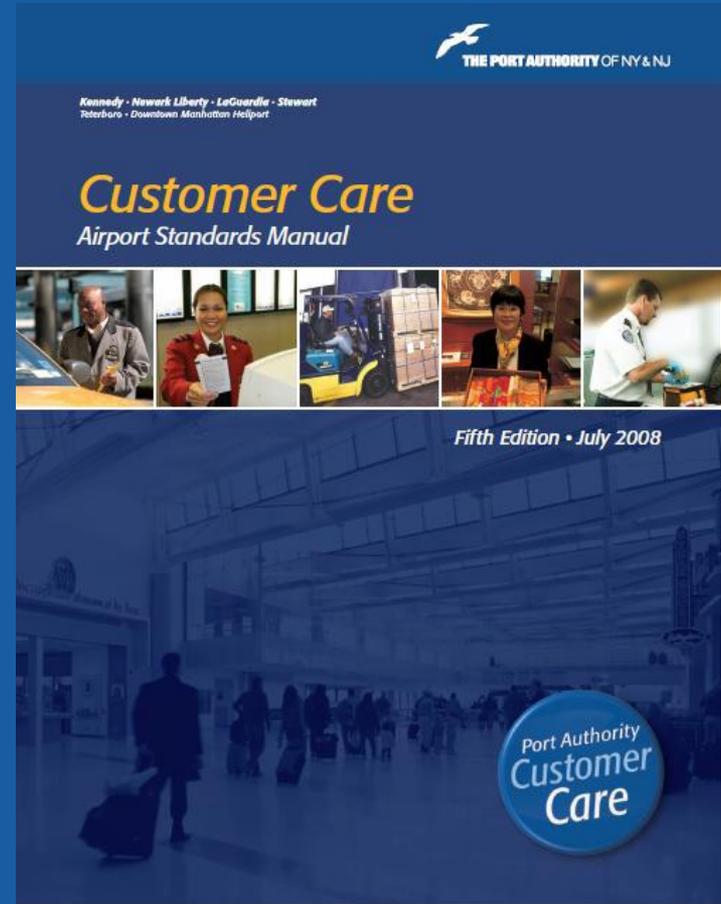
# Setting Standards

- Clear standards promote consistent and uniform Customer Care at all Port Authority facilities.
- All personnel are responsible for upholding the standards.
- Incorporate standards into lease agreements and Tenant Alteration Applications (TAA's).



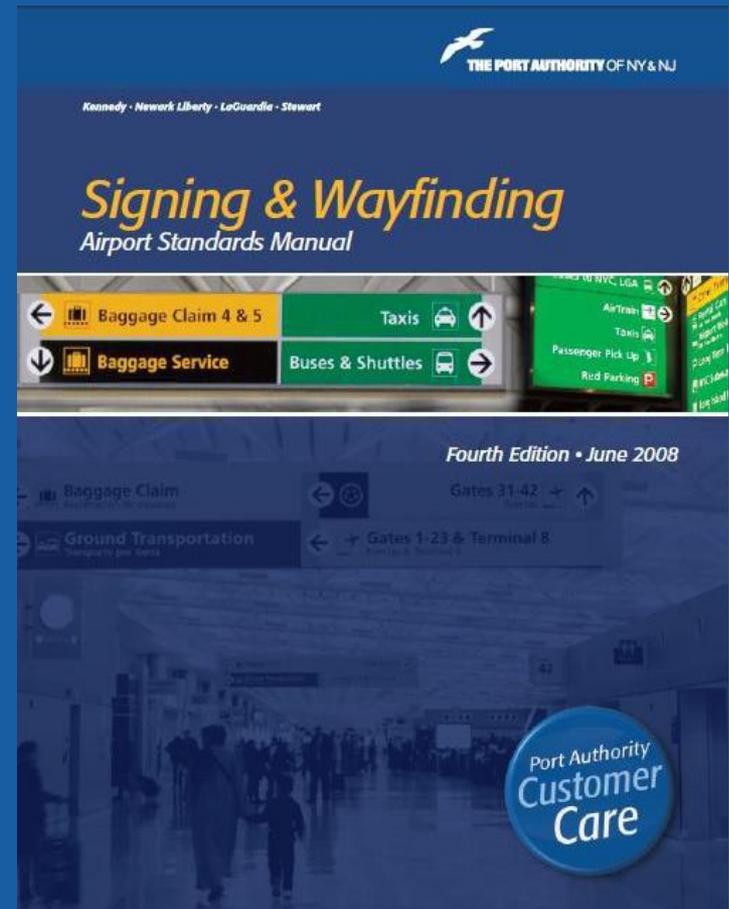
# Customer Care Standards

- Partner buy in
- Performance Management
- Passengers with Reduced Mobility



# Signing & Wayfinding

- Color Coded
- International Pictograms
- 4 C's
  - Comprehensive
  - Consistent
  - Clear
  - Conspicuous



# Delivery of Services

- Partnership with Terminal Operators and Airline Contractors.
- Focus on Attitude, Appearance, Awareness and Knowledge for direct customer contact employees.
- Customer Care Training Program presents the Port Authority's commitment to service to all customers.



# Measure & Monitor Performance

## We Measure what we Manage

- Customer Satisfaction Surveys – performed annually to gain customers' evaluation of service and the facilities.
- Mystery Shopping – Monthly evaluation of adherence to standards, particularly courtesy issues.
- Inspections – Annual facility inspection to identify areas not meeting condition, cleanliness and functionality standards.



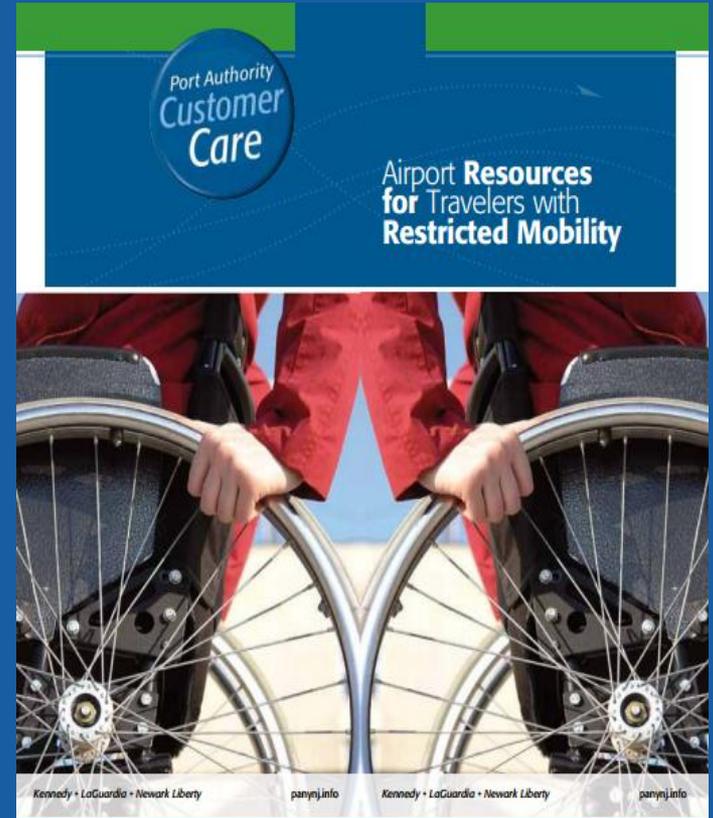
# Welcome Centers

- ADA Accessible
- Concierge services including ground transportation
- Staffed with contract employees who speak a variety of languages
- Touch Screen information



# Accessible Services

- Airport Council on Passengers with Reduced Mobility
- Pet Relief Areas
- Mobile Device Charging Stations
- Resources for travelers with restricted mobility



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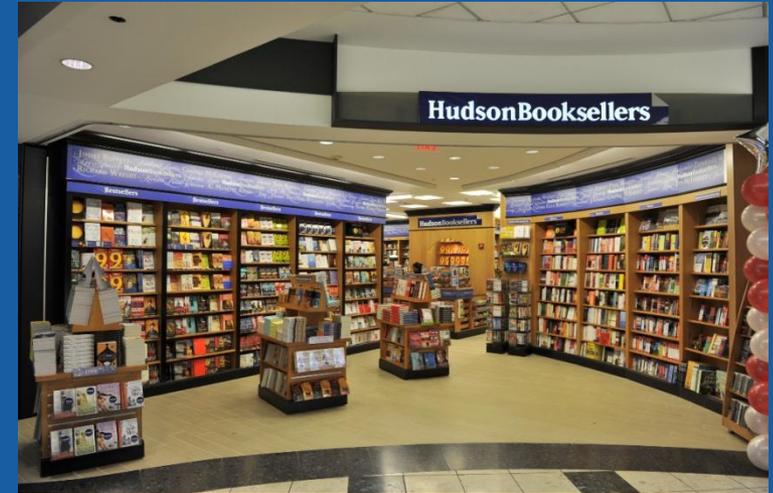
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# Concessions

- Food and Beverage and Retail
  - Low counter tops
  - Accessible seating
  - Wide Aisles



# Additional Best Practices

- Customer Care Representatives
- Smarte Carte user interface
- Emergency Evacuation drills
- Synchronized audio and visual announcements
- Protected access aisles for parking

# *Customer Care Training Program*

- All Airport employees required to attend
- Linked to the Airport Identification Process
- Customer Care tool box
- Input from Disability Community



# Questions?



# Thank you

