

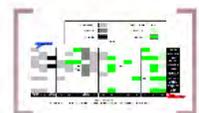
THANK YOU

ADA Best Practices  
PHX GYR DVT

Martina Franko  
Valerie Churchwell  
City of Phoenix Aviation Department



PHX GYR DVT  
PHX GYR DVT



PHX GYR DVT  
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PHX GYR DVT

BEST PRACTICE PROJECTS

City of Phoenix Aviation Department  
ADA Compliance  
ADA Compliance Manager  
ADA Compliance Manager  
ADA Compliance Manager

When our customers talk,  
WE HEAR THEM!



PHX GYR DVT  
PHX GYR DVT



RAISED CROSSWALKS

PHX GYR DVT  
PHX GYR DVT

PHX GYR DVT  
PHX GYR DVT



BUILDING DIRECTORIES

PHX GYR DVT  
PHX GYR DVT

3rd Annual FAA National Civil Rights Training Conference for Airports

# ADA Best Practices

PHX GYR DVT

August 28, 2012

Marchelle Franklin

Valerie Churchwell

City of Phoenix Aviation Department



# CITY OF PHOENIX AVIATION DEPARTMENT MISSION, VISION, AND VALUES

OUR MISSION is to provide a world class airport experience.  
Every customer. Every day.

## OUR VISION

1. We will always focus on safety, security and customer service as our top priorities.
2. We will use innovative, friendly approaches to deliver world class service while keeping costs competitive.
3. We will always value our employees, our customers, and our partners.



## WE VALUE

EXCELLENCE, TEAMWORK, LEADERSHIP, and  
CUSTOMER FOCUS

EXCELLENCE: *We are committed to an attitude of excellence in all we do.*

TEAMWORK: *We never work alone.*

LEADERSHIP: *We are all leaders.*

CUSTOMER FOCUS: *We provide a safe, secure and welcoming environment.*

## EXCELLENCE THROUGH “TLC”

Phoenix Sky Harbor,  
Phoenix Goodyear,  
and Phoenix Deer Valley airports

# ACCESSIBILITY at PHOENIX SKY HARBOR INTERNATIONAL AIRPORT (PSHIA)

# Ever Changing Environment



- Improved wheelchair and assistive technology
- Rapidly aging population
- Funding/budgets available for ADA improvements

Brings challenges and opportunities  
for any organization

## TWO (2) APPROACHES TO ADA COMPLIANCE AT THE AVIATION DEPARTMENT:

### 1. PROACTIVE - to prevent issues

Input from:

- Public (via passenger comment cards, website)
- Executive and management team
- Mayor's Commission on Disability Issues
- Fire Department
- Police Department
- Risk Management Division
- Equal Opportunity Department
- Public Relations
- Facilities Maintenance
- Operations

The Design and Construction Services (DCS) division works with all of these groups to prioritize and incorporate these concepts into the projects.

## 2nd APPROACH

REACTIVE: Corrects existing situations and helps prioritize and direct

- future new construction and alterations
- Maintenance of accessible features

## PSHIA ADA TRANSITION - PRIORITIZATION BY LOCATION AND ITEMIZATION

Updated: August 24, 2012

**HIGH PRIORITY**

|                        | T4                 | T3       | T2       | EEL      | WEL      | RCC | OPS      | F&S             | PB              | FORMER CNRP | WAC      | DVT             | GYR             | MOHAVE PRKG     | AIRLANE         | CUTTER / CAP / G&F |
|------------------------|--------------------|----------|----------|----------|----------|-----|----------|-----------------|-----------------|-------------|----------|-----------------|-----------------|-----------------|-----------------|--------------------|
| RAMPS / SIDEWALKS      | COMPLETE           | COMPLETE |          |          |          |     | COMPLETE |                 |                 |             |          |                 |                 |                 | TO BE SCHEDULED | TO BE SCHEDULED    |
| WALL PROTRUSIONS       | UNDER CONSTRUCTION |          |          |          |          |     |          |                 |                 |             |          |                 |                 |                 |                 |                    |
| HEADROOM ISSUES        | UNDER CONSTRUCTION |          |          |          |          |     |          |                 |                 |             |          |                 |                 |                 |                 |                    |
| SAFETY RAILS           | COMPLETE           | COMPLETE | N/A      | COMPLETE |          |     |          |                 |                 |             |          |                 |                 | TO BE SCHEDULED | TO BE SCHEDULED | TO BE SCHEDULED    |
| ENTRANCE / CLEARANCES  |                    |          |          |          |          |     |          | TO BE SCHEDULED |                 | BY OTHERS   |          |                 |                 |                 |                 |                    |
| PUBLIC COUNTERS        |                    | COMPLETE |          |          |          |     | COMPLETE |                 | BY OTHERS       | BY OTHERS   | N/A      | TO BE SCHEDULED |                 |                 | TO BE SCHEDULED |                    |
| PLUMBING / ACCESSORIES | UNDER CONSTRUCTION | COMPLETE |          |          |          | N/A | COMPLETE |                 |                 | BY OTHERS   | N/A      |                 | TO BE SCHEDULED | NOT IN USE      |                 |                    |
| PARKING & STRIPING     |                    |          |          |          | COMPLETE |     |          |                 | TO BE SCHEDULED |             | COMPLETE | COMPLETE        | TO BE SCHEDULED | NOT IN USE      |                 |                    |
| SIGNAGE                | UNDER CONSTRUCTION | COMPLETE | COMPLETE |          |          |     | COMPLETE | TO BE SCHEDULED |                 | BY OTHERS   |          |                 |                 | NOT IN USE      |                 |                    |
| ACCESSORIES            | UNDER CONSTRUCTION |          |          |          |          |     |          | TO BE SCHEDULED | TO BE SCHEDULED | BY OTHERS   |          | TO BE SCHEDULED |                 |                 | TO BE SCHEDULED |                    |
| HARDWARE               |                    |          | COMPLETE |          |          |     |          |                 |                 | BY OTHERS   | COMPLETE |                 |                 |                 |                 | TO BE SCHEDULED    |

**LOW PRIORITY**

| LEGEND                                                                              |                    |                                                                                       |                 |
|-------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|-----------------|
|  | COMPLETE           |  | NOT IN USE      |
|  | UNDER CONSTRUCTION |  | BY OTHERS       |
|  | NOT APPLICABLE     |  | TO BE SCHEDULED |

For PHX, GYR, and DVT  
the proactive approach **IS A MUST!!!**

Accessibility work at the Department's 34 facilities provides a combination of safety, customer service, and legal protection, that benefits our airports and the communities we serve.

# BEST PRACTICE PROJECTS

# RAISED CROSSWALKS



Raised sidewalks were incorporated at PSHIA for the some of following reasons:

- Decrease sidewalk crowding;
- Increase visible sitting height of a person in wheelchair;
- Reduce jaywalking and vehicle speeding\* ;

\*most common causes of accidents landside



# BUILDING DIRECTORIES

- Ergonomically designed for wheelchairs
- ADA wheelchair counter clearance compliant
- Universal design
- Not a protrusion
- Way-Finding tools for ALL passengers

# AREAS of RESCUE ASSISTANCE



- Need to provide "safe waiting" for those who cannot exit using stairs
- Installed at or near stairwells or balconies adjacent to stairwells
- Two-way communication system (visible and audible signals); braille for visually impaired

# SERVICE ANIMALS RELIEF AREAS (SARA)



The BONE YARD (Terminal 4)

- DOT requirement (2009)
- PHX built its first SARA in 2003
  - BONE YARD (2003)
  - Paw Pad (2005)
  - Pet Patch (2009)
- Outdoor
- Landslide
- Open for comfort animals as well
- Airside SARAs (future)

# ELECTRONIC CHARGING STATIONS under escalators

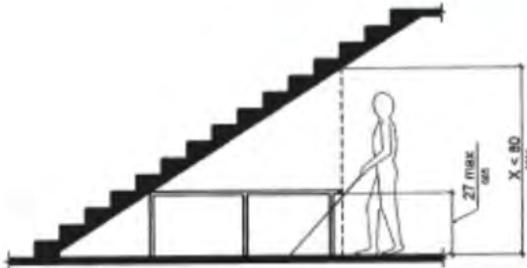


Figure 307.4  
Vertical Clearance



- Addresses minimum head-clearance requirement
- Meets a growing demand for "power"
- Electrical and USB charging ports
- ADA compliant

When our customers talk,  
WE HEAR THEM!

PHOENIX SKY HARBOR INTERNATIONAL AIRPORT

Information Centers



*Facilities*

DATE July 22nd TIME 10:30 am pm STAFF NAME \_\_\_\_\_ TERMINAL T2

**COMMENTS** we are traveling with a person in a wheelchair and are in desperate need for a bench to lay him down on for personal needs.

**SERVICES AVAILABLE** ▲ Phone Cards ▲ Faxes ▲ Copies ▲ Stamps ▲ Envelopes ▲ Affidavits Notarized

**OTHER NEEDS** Just a room with a bench for disabled individuals!! bathrooms are not geared for He handicapped

**THANK YOU FOR YOUR COMMENTS** Please print the following information (optional)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_



Answers & Apples Inc.

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FAX: 602-267-0102  
www.phxskyharbor.com

*RPX  
9-15-02  
JRM*

Received 2003



# City of Phoenix Aviation Department

## ADA Contacts

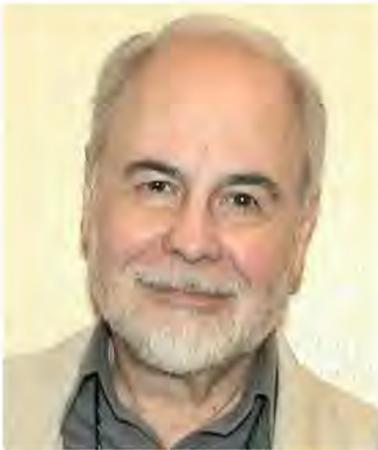


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# THANK YOU

CITY OF PHOENIX AVIATION DEPARTMENT

***PHX DVT GYR***

PHOENIX SKY HARBOR INTERNATIONAL AIRPORT - PHOENIX DEER VALLEY AIRPORT - PHOENIX GOODYEAR AIRPORT