

A stylized map of North America in shades of blue, with a grid of latitude and longitude lines. A black dot marks the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

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Denver International Airport Disability Compliance Review

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Documents submitted prior to Site Visit

- Organizational Chart
- Emergency Evacuation Plan
- Self-Evaluation
- Non-Discrimination Notice
- Air Carriers
- Concessions
- Contractors
- Ground Transportation
- Disability Community Advisory Group
- Parking Structure



Documents for Site Visit

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- System for Periodical Review of ADA
- Contracts and Leases Service Providers
- Contracts and Leases with Carriers
- Carrier Boarding Devices Agreements
- Complaints of Non-compliance



Interviewees for Compliance Review

- Airport Manager/ CEO
- ADA Coordinator
- Airport Architect/
Planner/Engineer
- Information Center Staff
- Air Carriers
Representatives
- Concessionaires
- Airline Service Providers
- Ground Transportation
Providers
- Disability Community
Representatives



Elements to be Reviewed

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- Airport Circulation and Flow
- Accessibility Symbols
- Ticketing
- Baggage Check-In
- Baggage Retrieval
- Telephones
- Telecommunication
- Loading/Unloading
- Parking
- Waiting Areas
- Terminal Information
- Public Services
- Passenger Services
- Pet Relief Areas



Day One

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- Introductions
- Opening Conference
- Panel Interviews
- Individual Interviews



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Day Two

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- Review of Documents
- Tour of Facilities



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Day Three

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- Tour of Facilities (Post Security)
- Tour of Facilities (Pre and Post Security)



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Day Four

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- Staff Training



Day Five

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- Debrief with Preliminary Findings



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Best Practices

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- Accessible Loading/Unloading Zones
- Visual Paging System
- Jet Bridge Ownership/Maintenance
- Shuttle Buses
- Airport Ambassadors/Customer Service
- ASL for Ambassadors/Customer Service
- Wheelchair Recharge Stations
- Family Restrooms



Findings

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