

Airport Accessibility for People with Disabilities

Topic	Applicable Regulations	Yes/No
A. Administrative Requirements		
A1. Coordinator: Designated employee to coordinate requirements under ADA/Section 504	28 CFR Part 35.107 49 CFR Part 27.13	
A2. Complaints: Procedures adopted and published with name/contact information of ADA/Section 504 Coordinator. Complaints must be kept on file for 1 year. The actual complaint or a summary must be kept for 5 years.	28 CFR Part 35.107 49 CFR Part 27.13 49 CFR Part 27.121	
A3. Notice: All published public information (notifications, posters, brochures, website) include notice of nondiscrimination on the basis of disability	28 CFR Part 35.106 49 CFR Part 27.15	
A4. Poster: Unlawful Discrimination poster furnished by FAA posted at multiple locations in terminal(s)	49 CFR Part 21.9	
A5. Self-Assessment: Completed, modifications to be made noted and implemented along with ongoing monitoring	28 CFR Part 35.105 49 CFR Part 27.11	
A6. Contractual Agreements (all lessees): Include language addressing nondiscrimination on the basis of disability in provision of services	49 CFR Part 27.7 28 CFR Part 35.130	
A7. Contractual Agreements (air carriers): Include language addressing boarding and deplaning assistance and boarding equipment ownership and maintenance responsibilities	49 CFR Part 27.72 14 CFR Part 382.99	
B. Program and Structural Accessibility*		
B1. Communications: Furnish appropriate auxiliary aides and services to ensure effective communication (e.g. visual paging, large print, Braille, interpretative services, closed captioning)	28 CFR Part 35.160 28 CFR Part 36 49 CFR Part 27.71	
B2. Signage: Complies with height, symbols, finish, and location requirements	28 CFR Part 36	
B3. Parking: Adequate number of accessible parking spaces at each location and located closest to accessible entrance	28 CFR Part 36	
B4. Loading/Unloading Zones: Meet requirements regarding policy of use, location, access aisle, pull up space, curb ramps, etc.	28 CFR Part 36	
B5. Telephones: Meet requirements for text telephone, mounting height, clear floor space, volume control, etc.	28 CFR Part 36	
B6. Circulation Path: Accessible route coincides with the circulation path for the general public and meets requirements regarding protruding objects, slope, etc. If different, then directional signage complies with signage requirements.	28 CFR Part 36 49 CFR Part 27.71	
B7. Elevators: Meet requirements regarding hoistway Braille characters, raised call buttons, door protective/reopening device, car controls, car size, emergency communications, etc.	28 CFR Part 36	
B8. Ticketing Areas: Designed to allow people with disabilities to obtain tickets and check baggage	28 CFR Part 36	
B9. Boarding and Deplaning Assistance: Provide assistance, in cooperation with air carriers, to individuals with disabilities via lifts, ramps, jet-bridges or other devices	49 CFR Part 27.72 14 CFR Part 382	

B10. Baggage Retrieval: Route of travel is accessible	28 CFR Part 36	
B11. Interior Doors: Meet requirements regarding door pull force, clear space, hardware, etc.	28 CFR Part 36	
B12. Toilet Rooms: Meet requirements regarding wheelchair accessible stall, door operation, signage, grab bars, toilet seat height, mirror height, faucet operation, water supply and drain pipe insulation, maneuverable space, etc.	28 CFR Part 36	
B13. Drinking Fountains: Meet requirements regarding spout location, height, clear floor space, controls, etc.	28 CFR Part 36	
B14. Emergency Evacuation: Meet requirements regarding alarms - visual and audible, exits clearly marked with accessible symbols, floor plans clearly marked with accessible exits and refuge areas, etc.	28 CFR Part 36	
B15. Service Animal Relief Area(s): The Air Carrier Access Act regulations require carriers, in cooperation with the airport operator and in consultation with local service animal training organizations, to provide animal relief areas for service animals. At least one SARA should be located in the sterile (post-security) area of each terminal by Aug. 4, 2016.	49 CFR Part 27.71 14 CFR Part 382	
B.16. Transportation Services: If and when operated by airport they meet accessibility requirements for fixed and demand responsive	49 CFR Parts 37.5, 37.7, 37.23, 37.33, 37.129, 37.131, 37.163, 37.165, 37.167, 37.173	

Applicable Code of Federal Regulations (CFR) available at: www.gpo.gov/fdsys/

- **28 CFR Part 35:** Nondiscrimination on the Basis of Disability in State and Local Government Services (Americans with Disabilities Act - Title II)
- **49 CFR Part 27:** Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance (Section 504 of the Rehabilitation Act)
- **49 CFR Part 21:** Nondiscrimination in Federally-Assisted Programs of Department of Transportation
- **14 CFR Part 382:** Nondiscrimination on the Basis of Disability in Air Travel (Air Carrier Access Act)
- **28 CFR Part 36:** Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities (1991 and 2010 ADA Standards for Accessible Design)
- **49 CFR Part 37:** Transportation Services for Individuals with Disabilities (Americans with Disabilities Act Title II and Title III)

NOTE:

- *This document is a **starting point** to evaluate your facilities' compliance with applicable regulations concerning nondiscrimination on the basis of disability. All nondiscrimination related regulations are not included here – especially employment related regulations.*
- *Design standards for elements within your facility may be different based on the construction date of the specific area. These include the 1991 and 2010 Standards available at: www.ada.gov.*
- **This checklist is also not all inclusive, in that, it does not reference all structural elements at airports or differentiates requirements under **Uniform Federal Accessibility Standards (UFAS)** or requirements for new construction versus alterations. We recommend that you review the **1991 and 2010 ADA Standards for Accessible Design** and the **UFAS** to ensure that all applicable structural requirements are implemented and your airport is readily accessible to and usable by people with disabilities.*