

COMPLIANCE REVIEW

Yes, it is okay to panic.

COMPLIANCE REVIEW

Birmingham Airport Authority was alerted in January of a pending review.
We would be a pilot review.

We would have the following agencies arrive for a compliance review:

- * The Americans with Disabilities Act (ADA)
- * Title VI, Civil Rights Act of 1964 (Title VI)
- * Limited English Proficiency (LEP)
- * Disadvantaged Business Enterprise (DBE)
- * Airport Concession Disadvantaged Business (ACDBE)
- * Environmental Justice

COMPLIANCE REVIEW

- * Rolling Filing Cabinet



- * Label Everything for easy use and sorting



- * File Folder



COMPLIANCE REVIEW

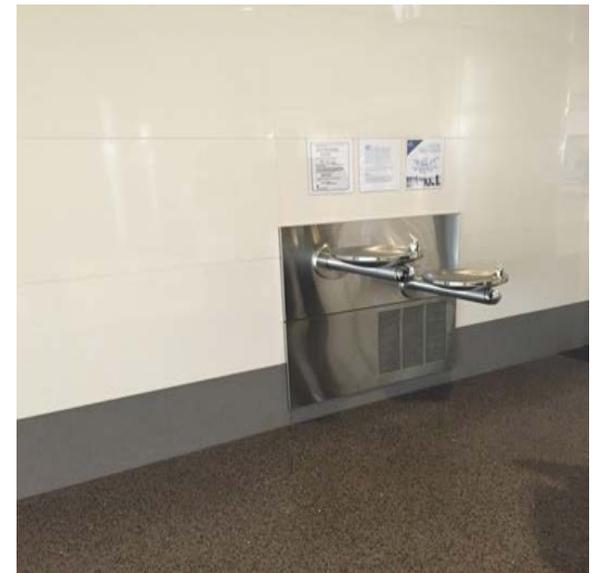
- * Work as a team with other departments
- * Collect the information requested
- * Remember to review the agreements



COMPLIANCE REVIEW

WALK THROUGH THE TERMINAL

- * Are the posters posted?
- * * Are they easy to find?
- * * Are they easy to read?



COMPLIANCE REVIEW



REVIEW THE WEBSITE

- * Are the programs posted?
- * Are the programs easy to find?

COMPLIANCE REVIEW

- * Walk through your review before the FAA agents arrive.
- * Discuss each program as though the person you are showing knows nothing about the program, but listen when that person has insight on what is needed.

DBE / ACDBE

DBE/ACBE PROGRAM

- * Check timelines set in the program against your contract language.
- * Verify that items match.

RETAINAGE

- * Review that the website items, such as your DBE program, are located where a typical passenger could find the information.

LIMITED ENGLISH PROFICIENCY PROGRAM

How will you take the barrier out of your airport for passengers and guests that do not speak English?

* ELSA device



TITLE VI

- * Very big push for the FAA
- * Review your program
- * Remember that you have to review your programs with the other concessionaires and airlines, etc. to ensure that everyone is not discriminating.

Unlawful Discrimination

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

Coordinator: Diane Gillam
Phone: 205-599-0522
Address: 5900 Messer Airport Highway
Birmingham, Alabama 35212

Discriminacion Ilegal

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administrador del Aeropuerto o a:

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

Coordinador: Diane Gillam
Teléfono: 205-599-0522
Dirección: 5900 Messer Airport Highway
Birmingham, Alabama 35212



U.S. Department of Transportation
Federal Aviation Administration

AMERICANS WITH DISABILITIES

Even though you may have just completed a terminal modernization, you can still miss items.

- * Check the bathrooms that the stalls have their coat hangars



CHECK THE WATER FOUNTAINS

Height an issue for someone with a cane?



Water pressure too high?



individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

The Birmingham Airport Authority Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **The Birmingham Airport Authority**. **The Birmingham Airport Authority's** Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Diane Gillam
ADA Program Manager
205-599-0522
dgillam@flybirmingham.com
5900 Messer Airport Highway
Birmingham, Alabama 35212

Within 15 calendar days after receipt of the complaint, **Diane Gillam** or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, **Diane Gillam** or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of **The Birmingham-Shuttlesworth International Airport** and offer options for substantive resolution of the complaint.

If the response by **Diane Gillam** or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Director of Administration** or other designee.

Within 15 calendar days after receipt of the appeal, the **Director of Administration** or other designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Director of Administration** or other designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by **Diane Gillam** or her designee, appeals to the **Director of Administration** or other designee, and responses from these two offices will be retained by the **Birmingham-Shuttlesworth International Airport** for at least three years.

COMPLIANCE REVIEW

- * IT WAS A POSITIVE EXPERIENCE!
- * They are here to help you.
- * Each FAA person that arrived provided amazing input on our programs and truly helped us to make our programs better.
- * Remember to present often at your Airport Manager's Meetings or however you communicate with your airport personnel – they may just ask them questions, and more than likely will ask them questions!

COMPLIANCE REVIEW

IF YOU HAVE ANY QUESTIONS FEEL FREE TO CONTACT

DIANE GILLAM

PROPERTIES AND SENIOR DBE MANAGER

205-599-0522

DGILLAM@FLYBIRMINGHAM.COM