



**Federal Aviation
Administration**

Airport Disability Compliance Program (ADCP)

Office Of Civil Rights

*ACHIEVING SAFETY
THROUGH DIVERSITY*

Presented to: ACR National Airports Training
Conference

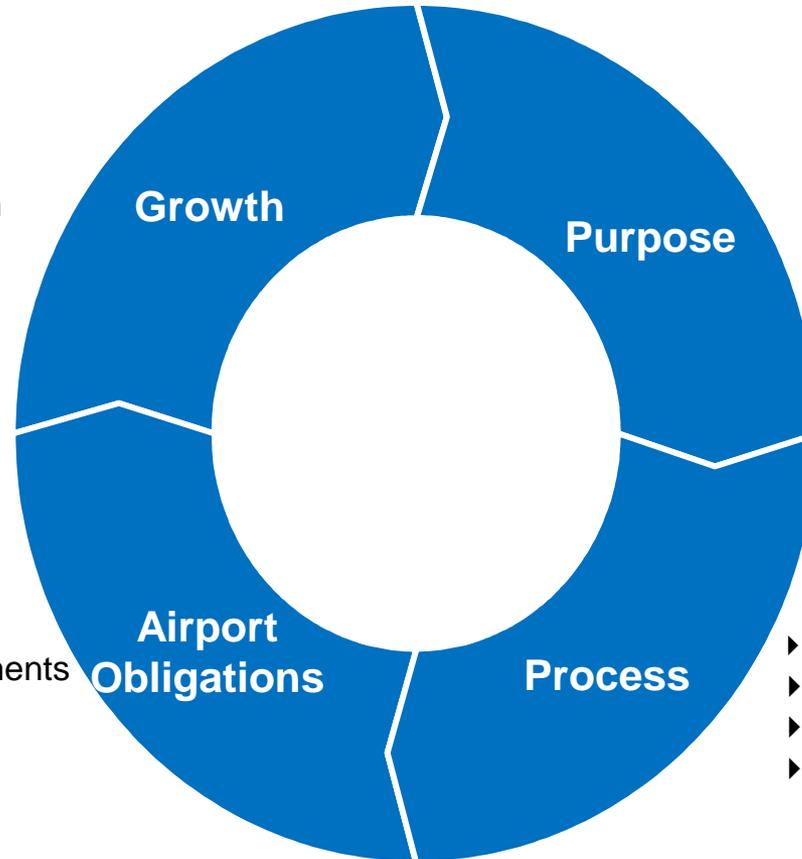
By: FAA Office of Civil Rights, NEOP

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Framework for the presentation

- ▶ Increase visibility
- ▶ Enhance relationships
- ▶ Create resources
- ▶ Disseminate information



- ▶ Regulations
- ▶ Authority
- ▶ Mission and Vision

- ▶ Applicable Regulations
- ▶ Administrative Requirements
- ▶ Program Accessibility
- ▶ Structural Accessibility

- ▶ Airport Consultations
- ▶ Airport Compliance Review
- ▶ Consumer Complaint adjudication
- ▶ Technical assistance

New Service Delivery Model...

Federal
Aviation
Administration

- Mode Administrator
- Washington, DC

Office of Civil
Rights (ACR)

- Assistant Administrator for Civil Rights
- Washington, DC

National
External
Operations
Team

- Director, FAA Civil Rights National External Operations Program
- Los Angeles, CA

Airport
Disability
Compliance
Program
(ADCP)

- Team Lead, ADCP
- Chicago, IL

Great Lakes
Regional Office

- 4-person ADCP Team
- Dispersed, nationwide

Purpose: Regulations and Authorities



- Section 504 of the Rehabilitation Act (49 CFR Part 27)
- Americans with Disabilities Act - Title II (28 CFR Part 35)

Purpose: the mission and vision for our program



- Ensure airport operators/sponsors are meeting their obligations with regards to non-discrimination of people with disabilities
- Goal is to be the “go to” resource on airport accessibility for people with disabilities

Process: methods employed to achieve objectives



Method	Description
Education	<ul style="list-style-type: none"> • Educating airport operators/sponsors on their obligations • Assisting airport operators/sponsors through consultations on accessibility issues • Providing resources to other stakeholders in the industry
Evaluation	<ul style="list-style-type: none"> • Evaluating performance through compliance reviews • Enforcing regulations when non-discrimination complaints are lodged
Exchange	<ul style="list-style-type: none"> • Enhancing relationship by working in conjunction with relevant entities and stakeholders

Compliance Reviews

What do we evaluate

- **Documentation**
 - Leases and Agreements
 - Grievance Procedure
 - FAA Notice of Nondiscrimination
 - Emergency Evacuation Plans
- **Structural Accessibility**
 - Landside operations inside and outside airport terminals
- **Perception (through interviews)**
 - Airport staff
 - Lessees and service providers
 - Disability community members

Airport Accessibility Complaint Processing

The process in a nutshell

- Processed in the Great Lakes Regional Office
- Notice of relevant parties after complaint accepted
- Investigation (data collection: documentation, on-site)
- Enforcement (informal to begin with)
- Resolution (informal)
- Closure letter when investigation is completed
- Follow-up monitoring (if needed)
- Recommend appropriate sanctions (if needed)

Airport Obligations:

Role	Regulatory Requirements
State/local Government entity	<ul style="list-style-type: none"> Subject to Title II (Subtitle A) of the Americans with Disabilities Act (ADA)
Recipient of Federal Financial Assistance	<ul style="list-style-type: none"> Subject to meeting requirements under the Section 504 of the Rehabilitation Act
Employer	<ul style="list-style-type: none"> Subject to Title I of the ADA
Purchaser of goods and services	<ul style="list-style-type: none"> Subject to requirements of general nondiscrimination under the ADA
Transportation Provider	<ul style="list-style-type: none"> Subject to Title II (Subtitle B) of the ADA
Landlord	<ul style="list-style-type: none"> Ensure tenants meet Title III requirements under the ADA
Air Travel	<ul style="list-style-type: none"> Air Carrier Access Act



Airport Obligations:

Requirements	Activities/Features
Administrative	<ul style="list-style-type: none"> • Designate ADA Coordinator • Provide Notice • Establish Grievance procedures • Conduct Self-Evaluations
Program Accessibility	<ul style="list-style-type: none"> • Review of Policies and Procedures • Program Access and Reasonable Accommodation
Structural Accessibility	<ul style="list-style-type: none"> • ADAAS (1991 and 2010 Standards) • UFAS/ABAAS • Local codes



Accessibility

Elements Evaluated

- Parking
- Passenger Loading and Unloading Zones
- Airport Circulation and Flow
- Ticketing, Baggage Check-in and Retrieval
- Elevators, Escalators and Stairs
- Telephones and TDD
- Terminal Information Systems and Website
- Waiting Areas and Public Spaces
- Restrooms and Water Fountains
- Wayfinding and Signage
- Service Animal Relief Areas

Guidance

FAA Advisory Circulars on Airport Accessibility

AC 150/5220-21C, Aircraft Boarding Equipment

- Issued 06/29/2012.

http://www.faa.gov/airports/resources/advisory_circulars/index.cfm/go/document.information/documentID/1020145

- Addresses FAA's performance standards, specifications, and recommendations for the design, manufacture, testing and maintenance.
- Scope: Equipment used in the boarding of airline passengers

AC 150/5360-12F, Airport Signing and Graphics

- Issued 09/26/2013.

http://www.faa.gov/airports/resources/advisory_circulars/index.cfm/go/document.information/documentID/1022248

- Addresses terminal and landside wayfinding, signing and graphics.
- Scope: roadways, parking, curbside and ground transportation, and terminal

Growth Opportunities

Topic	Plans
Education	Training Sessions (webinars, onsite, conferences) Technical Assistance Airport Accessibility Manual Airport Accessibility Worksheet
Evaluation	Complaint Resolution Compliance Reviews
Exchange	Web Presence Stakeholder Meetings



Contact Information

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