



*Open Doors  
Organization*

Great Lakes Region Airports Conference

# Inclusion today for those of tomorrow



# *Anatomy of an airport*

Air Carrier Access Act  
14 CFR part 382

49 CFR Transportation

Rehabilitation Act  
Section 501-504

Americans with Disabilities Act



# CFR 49 Transportation

27.72 Airports shall in cooperation with carriers serving the airports provide boarding assistance to individuals with disabilities using mechanical lifts ramps or other devices that do not require employees to lift or carry passengers up stairs.

Many different types of transportation to and from airport



## CFR 14 part 382

Air Carrier Access Act –amended in 2008

<http://airconsumer.ost.dot.gov/rules/382short.pdf>

New Horizons download PDF

Now covers foreign air carriers

# Rehabilitation Act of 1973

**Section 501, Employment of Individuals with Disabilities,** deals with developing affirmative action programs for employment .

**Section 502, Architectural and Transportation Barriers Compliance Board,** establishes within the Federal government a Board which will deal with architectural, transportation and attitudinal barriers.

**Section 503, Employment under Federal Contracts,** establishes an affirmative action program covering recruitment, hiring, transfer and promotion of workers with disabilities.

**Section 504, Nondiscrimination under Federal Grants,** covers organizations having Federal grants (as opposed to contracts) and requires the establishment of nondiscrimination programs regarding employment.

# Rehabilitation Act of 1973

Title II requires entities that employ 50 or more people to designate a coordinator (28 CFR Section 35.107(a)). The entity must make the name address and telephone number available to all interested individuals.

Section 504 requires airport sponsors that employ 15 or more persons to designate a coordinator (49 CFR Section 27.13(a)). The recipient must notify the RCRS and the public of the name address and telephone number of the individual(s) appointed

# Americans with Disabilities Act

Title I - Employment (all Title II employers and private employers with 15 or more employees)

Title II - Public Services (state and local government including public school districts and public transportation)

Title III - Public Accommodations and Services Operated by Private Entities

Title IV - Telecommunications

Title V - Miscellaneous Provisions

ADA Standards for Accessible Design

ADA Accessible Guidelines



Nearly a third of adults with disabilities (31%) have traveled by air in the past 2 years (or 9.6 million air travelers)

Air travelers typically take 2 trips every two years (or 19.2 million trips) and spend \$302 on air travel per trip.

So, total expenditures for the airline industry among travelers with disabilities equal....

More than \$5.8 billion for 2 years  
Approximately \$2.9 billion annually

*Going beyond the ADA*

# Airport Obstacles

Four out of five air travelers (82%) experience obstacles when they are at the airport. The most common obstacles overall are the long distances to or between gates, and the long lines:

## Physical (72%):

- Long distances to or between gates (63%)

- Inaccessible shuttle system within airport (16%)

## Service/Personnel Obstacles (69%):

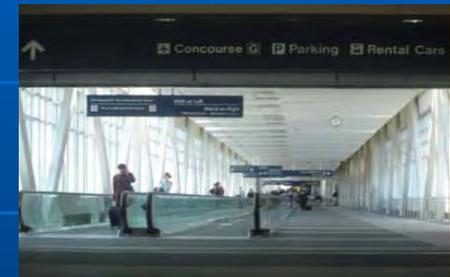
- Long lines at the airport (48%)

- Airport personnel's lack of awareness of services provided for travelers with disabilities (22%)

- Difficulties with the Transportation Security Administration (22%)

## Communication-related obstacles (27%):

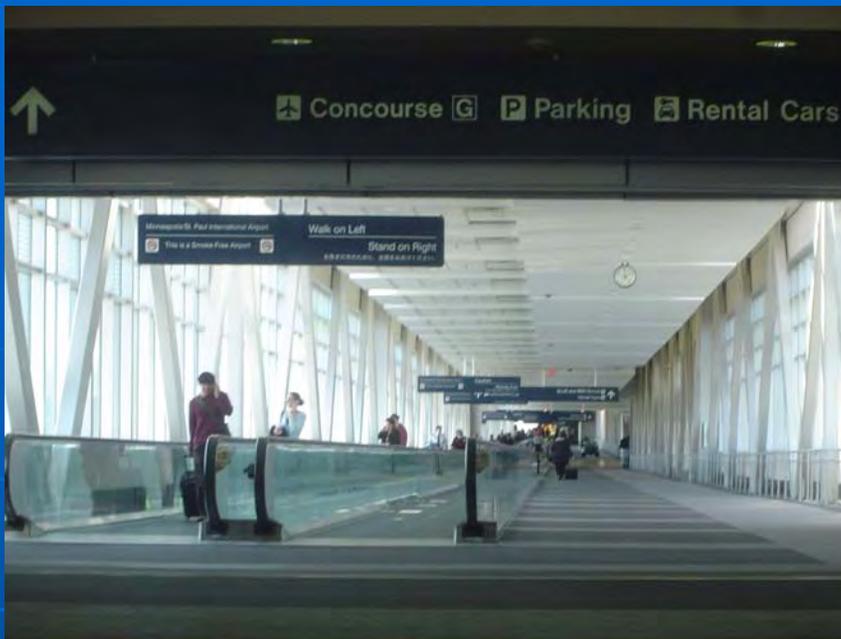
- Understanding which baggage carousel to go to (17%)



# Airport Expenditures



**Adults with disabilities who have traveled by air generally spent about \$300 on their last flight and \$10 at the airport.**



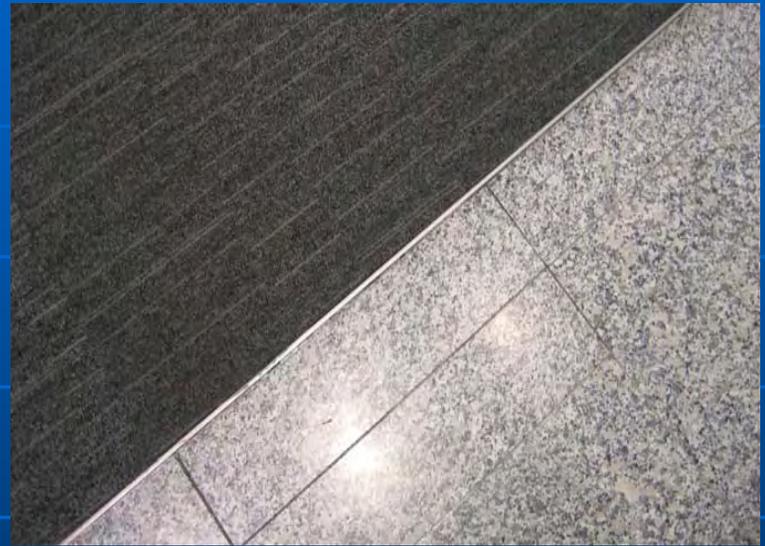
# MPLS-Minneapolis





**Pensacola  
and  
Midway**







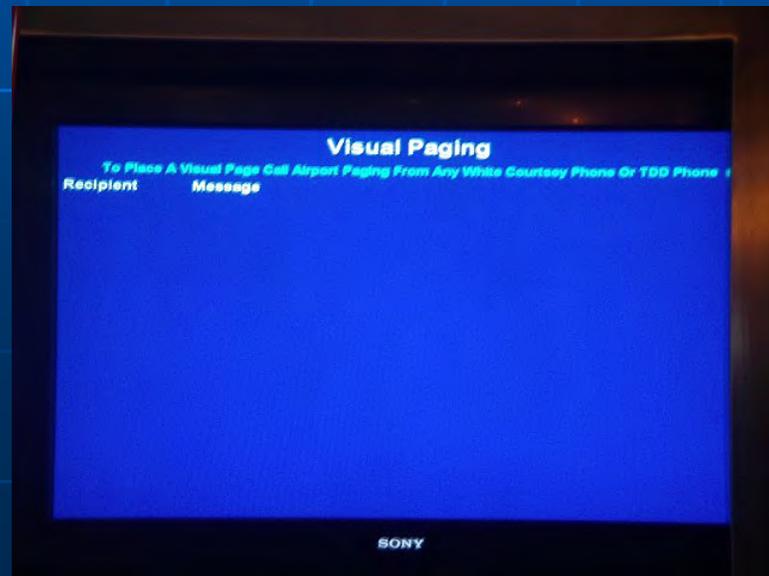
*Architect: Stantec Architecture in association with BBB Architects*





## DFW-Dallas-Ft Worth





# Best practices shared for the built environment

- Clear line-of-sight between approaching drivers and airport/parking facility with a master plan that protects the line of sight
- Signage that is clear, concise and easy to read
- Vertical movement accomplished through ramps
- Accessible routes providing alternatives to moving walkways, escalators and revolving doors
- Open design allowing one to see from Check-In to gates, facilitating way-finding; dynamic signs that cycle information in various languages
- Floor surfaces that are hard and slip resistant incorporating color and textures to assist in way-finding such as color/texture changes at the top of stairs or entrances to restrooms

- Soft walls and seating to control acoustics; phones for communication at counters and gates so volume can be controlled
- Private security screening area for people with disabilities
- Restrooms without entry doors and accessible stalls larger than codes require; family restrooms
- Oversized elevators, and elevators at holding areas to facilitate loading of wheelchairs
- Airside service animal relief areas
- Cueing that incorporates places to sit
- Communication systems producing both audible and visual information
- Video phones
- "Charging area" for cell phones and computers also used for electronic mobility devices

In life you only get  
what you give



[www.opendoorsnfp.org](http://www.opendoorsnfp.org)

