



**U.S. DEPARTMENT OF TRANSPORTATION**  
FEDERAL AVIATION ADMINISTRATION

**ORDER**  
**1400.9B**

National Policy

Effective Date:  
09/16/2021

**SUBJ:** Standards and Procedures Essential for Ensuring Access to Airport Facilities  
by Persons with Disabilities

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This Federal Aviation Administration (FAA) Order describes the FAA's implementation of the Americans with Disabilities Act (ADA) of 1990, (Public Law (Pub. L.) 110-325, codified at Title 42 *United States Code* (U.S.C.) §§ 12101-12213).

The Order also describes the FAA's implementation of Section 504 of the Rehabilitation Act of 1973, Pub. L. 93-112, (Section 504), as amended and codified at 29 U.S.C. § 794, as it applies to the Airport Improvement Program (AIP) airport grant program.

This Order also explains the procedures for filing complaints covered under Titles I and III of the ADA, and provides information concerning the Department of Transportation (DOT) jurisdiction over the Air Carrier Access Act (ACAA) of 1986, as amended and codified at 49 U.S.C. § 41705, and its implementing regulation, 14 *Code of Federal Regulations* (CFR) part 382.

Finally, this Order addresses the FAA's responsibility to ensure that airport operators, airport grant sponsors, and public entities comply with Section 504 and Title II of the ADA in public-use airports in the United States, as applicable.

A handwritten signature in black ink that reads "Steve Dickson".

Steve Dickson  
Administrator

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## Chapter 1. General Information

- 1. Purpose of this Order.** This Order describes how the FAA acts to ensure that airport sponsors over which the agency has jurisdiction, including those that receive Airport Improvement Program (AIP) grants, meet their federal accessibility obligations. The Order provides the policies, standards, and procedures by which to implement the Americans with Disabilities Act of 1990 (ADA), as amended, codified at 42 U.S.C. 12101-12213, and Section 504 of the Rehabilitation Act of 1973 (Section 504) Pub. L. 93-112, as amended, codified at 29 U.S.C. § 794, applicable to the airport grant program. This Order helps ensure standardization and uniformity in the application of these requirements so that travelers with disabilities have access to services, activities and programs that are provided to all travelers at an airport.
- 2. Audience.** All FAA employees involved in implementing Section 504 of the Rehabilitation Act and Title II of the ADA.
- 3. Where Can I Find this Order.** You can find this Order on the MyFAA Employee Web site: [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/). This Order is available to the public at [http://www.faa.gov/regulations\\_policies/orders\\_notices/](http://www.faa.gov/regulations_policies/orders_notices/).
- 4. Cancellation.** The FAA Order 1400.9A, “Standards and Procedures Essential for Ensuring Access to Airport Facilities by Persons with Disabilities,” dated August 27, 2013.
- 5. Explanation of Policy Changes.** This Order contains the following principal changes: organizational changes, including changes in the Office of Civil Rights; an updated compliance review program and complaint process administration; identification of responsibilities for the FAA implementation of ADA and Section 504; and program developments and regulatory updates since 2013.
- 6. Distribution.** This Order is intended for: (1) Assistant and Associate Administrators, and heads of offices and services that have responsibility for any FAA grant or other FAA-assisted program; (2) the division levels in the Offices of the Chief Counsel, Civil Rights, Airports, and (3) the Acquisition, Materiel, and Grants Division under the Air Traffic Organization, UAS Integration Office and the Center of Excellence Program Office under the Office of NextGen, Office of Sustainability, and the Office of Commercial Space.
- 7. Authority to Change This Order.** Unless specifically reserved by the Administrator, the Assistant Administrator for Civil Rights may approve changes to this Order, except those affecting policy, delegation of authority, and assignment of responsibilities.
- 8. Scope of Order.** This Order addresses the FAA’s responsibilities in monitoring airport grant sponsors for compliance with Section 504 and Title II of the ADA. This Order does not have the force and effect of law and is not legally binding on airport sponsors in its own right. Mandatory terms such as “must” in this Order describe established statutory or regulatory requirements.
- 9. Policy.** The FAA is committed to compliance with all nondiscrimination laws, regulations and policies. There is zero tolerance for discrimination in the workplace on the basis of race,

color, religion, sex (including pregnancy, sexual orientation and gender identity), genetic information, national origin, age, disability (mental or physical), or reprisal for participating in a protected Equal Employment Opportunity (EEO) activity. It is also the FAA's policy to actively ensure that all recipients (and sub-recipients) of federal financial assistance from the FAA do not discriminate on the basis of race, color, national origin, sex, creed, age, or disability, and that all FAA recipients comply, as applicable, with Title II of the ADA of 1990 (42 U.S.C. 12101–12213), and Section 504 (29 U.S.C. 794), and other nondiscrimination requirements as a condition of receiving federal financial assistance.

## Chapter 2. Responsibilities

**1. Introduction.** This chapter identifies the lines of business, offices and agencies with ADA and Section 504 responsibilities under this Order. Should their functions or names change, this Order applies to the successor entities.

**2. Office of Civil Rights (ACR).** The Office of Civil Rights develops and enforces policies and procedures to ensure that the Agency and airport sponsors comply with Section 504 and ADA requirements, as applicable.

**a. Assistant Administrator for Civil Rights (ACR-1).** The Assistant Administrator for Civil Rights is the FAA's principal advisor on matters concerning the agency's responsibilities under the ADA and Section 504. In this capacity, ACR-1 assists the FAA Administrator in carrying out the provisions of statutory and regulatory authorities described in this Order. ACR-1 is delegated the authority to act for, represent, and speak for the Administrator on civil rights issues.

**b. Airport Disability Compliance Program (ACR-4B).** The Airport Disability Compliance Program (ADCP) is responsible for investigating complaints of discrimination filed under the ADA and Section 504, and conducts periodic compliance reviews of airports. The ADCP provides technical assistance to airport operators, sponsors, public entities, and organizations as needed to facilitate compliance with program requirements. ADCP also provides appropriate assistance to members of the public who need additional information on compliance requirements, including applicable regulations and information on filing a complaint of discrimination, or reporting a violation of the regulations.

**c. Airport Civil Rights Policy and Compliance (ACR-4C).** ACR-4C is responsible for developing Section 504 and ADA policies, guidelines, standards and operating procedures for FAA offices, compliance guidance for airport recipients, and coordinating with ADCP and AGC-610 to address complex operational and policy issues.

**3. Office of the Chief Counsel, Airport Law Branch (AGC-610).** This office is responsible for developing and recommending policies and procedures to ensure the agency's actions comply with the requirements of the law. As necessary, AGC or the designated field attorney will act as legal counsel for the agency and its officers in the determination of an airport sponsor's or other entity's compliance with the applicable statutes and regulatory provisions.

**4. Headquarters Airports Organizations.** The Associate Administrator for Airports, Offices of Airport Planning and Programming (APP), Airport Safety and Standards (AAS), and Airport Compliance and Management Analysis (ACO) are responsible for planning and developing a safe and efficient national airport system. The Office of Airports (ARP) will provide assistance to ACR to the extent possible to help ACR in the implementation of this Order, and will notify ACR if it becomes aware of any ADA Title II or Section 504 issues at the nation's airports.

**5. Regional Airports Divisions and Airports District Offices.** Regional Airports Divisions and Airports District Offices are responsible for implementing the Airport Improvement Program

(AIP) and Passenger Facility Charge (PFC) program. They are also responsible for all airport program matters pertaining to airport safety and certification, airport design and planning. The Regional Airports Divisions and Airports District Offices will provide assistance to ACR to the extent possible to help ACR in the implementation of this Order, and will notify ACR if they become aware of any ADA or Section 504 issues or if they carry out any grant-related sanctions via [9-AGL-ADA-504@FAA.GOV](mailto:9-AGL-ADA-504@FAA.GOV).

**6. Departmental Office of Civil Rights (DOCR).** The DOCR is responsible for providing leadership, direction, and guidance in carrying out DOT's civil rights programs. Specific functions include:

- a. Establishing Departmental policy concerning the implementation of DOT regulations;
- b. Providing appropriate training to the Operating Administrations (OAs);
- c. Providing guidance and technical assistance;
- d. Periodically reviewing and evaluating the programs of the OAs; and
- e. Tracking the status of all DOT complaints.

**7. DOT Office of Aviation Consumer Protection.** Under its delegated authority from the Secretary, the DOT Office of Aviation Consumer Protection is responsible for enforcing the Air Carrier Access Act (ACAA) of 1986, as amended, and its implementing regulations at 14 CFR part 382.

### Chapter 3. Basic Regulatory Requirements of the ADA, Section 504, and the ACAA

**1. Overview.** This chapter identifies the regulatory requirements that apply to airport sponsors under the ADA and Section 504, and indirectly under the ACAA. This chapter also identifies and distinguishes the requirements overseen by the ADCP from those overseen by other federal offices.<sup>1</sup>

**b.** General requirements that apply to airport sponsors subject to Section 504 and that are overseen by ADCP include:

- (1) All applicable requirements of the ADA, as amended, (42 U.S.C. 12101-12213);
- (2) DOT's ADA regulations (49 CFR parts 37 and 38);
- (3) Department of Justice (DOJ) regulations implementing Title II of the ADA (28 CFR part 35); and
- (4) DOT's Sec. 504 regulations, which require airport sponsors receiving federal financial assistance to ensure that their facilities, services, and programs, including terminal facilities and services, are readily accessible to and usable by individuals with disabilities, including individuals using wheelchairs. See 49 CFR part 27, § 27.72).<sup>2</sup>

**2. Employment.** To prevent duplicative efforts of federal agencies, the DOJ and the EEOC established procedures for coordinating and investigating employment-related disability complaints at 29 CFR part 1640 and 28 CFR part 37.

**3. Aircraft Accessibility.** Although aircraft and other air carrier facility accessibility is mainly regulated by the ACAA and enforced by the DOT Office of Aviation Consumer Protection, Section 504 does place some responsibility for access to aircraft on the airport sponsor, primarily concerning aircraft boarding. See 49 CFR § 27.72. Consequently, ADCP is responsible for overseeing airport sponsor compliance with related obligations for aircraft boarding.

#### 4. Enforcement.

**a. Referral.** See 28 CFR § 35.174.

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<sup>1</sup> 49 CFR § 27.19 "Compliance with Americans with Disabilities Act requirements and FTA policy. (a) Recipients subject to this part (whether public or private entities as defined in 49 CFR part 37) shall comply with all applicable requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101-12213) including the Department's ADA regulations (49 CFR parts 37 and 38), the regulations of the Department of Justice implementing Titles II and III of the ADA (28 CFR parts 35 and 36), and the regulations of the Equal Employment Opportunity Commission (EEOC) implementing Title I of the ADA (29 CFR part 1630)."

<sup>2</sup> A sponsor is considered to comply with this obligation if it meets requirements applying to state and local government programs or activities and facilities under DOJ's Title II Rule, 28 CFR part 35 (49 CFR § 27.71(b)). The DOJ rule also incorporates provisions of Titles I and III of the ADA that are consistent with Section 504 regulations.



**b. Administrative Enforcement.** See 49 § 37.11

**c. DOJ investigations and compliance reviews of places of public accommodation and commercial facilities.** See 28 CFR § 36.502.

**d. Enforcement under 49 CFR part 27 for federal recipients.** See 49 § 27.121-129 and DOT Order 1000.18, External Civil Rights Complaint Processing Manual.

(1) ADCP staff may recommend suspension or termination of grants or other appropriate steps. ACR has determined that 180 days is a reasonable period of time to resolve issues informally. ADCP will advise ARP of recommendation. AGC-610 or designated regional counsel will coordinate with the DOT Office of the General Counsel, as appropriate, when carrying out the provisions of 49 CFR § 27.125. ACR must notify DOCR of the referral to AGC-610. Whenever the DOT Office of the General Counsel completes the enforcement proceedings set forth in 49 CFR §§ 27.125, 27.127, and 27.129, ACR-1 must notify ARP-1 and request assistance implementing appropriate grant-related sanctions.

## Chapter 4. Americans with Disabilities Act/Section 504 Complaints

### 1. Overview.

a. This chapter provides the FAA offices that oversee federal financial assistance programs with basic information on the processing of ADA and Section 504 complaints. This information is intended to assist the FAA offices in responding to initial inquiries on complaint matters from airports and others.

b. Any person, or his or her representative, who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation based on their disability may file a complaint with the DOT or the FAA. These complaints are considered to be ADA or Section 504 complaints.

c. The overall complaint investigation process requirements are established by DOT Order 1000.18, External Civil Rights Complaint Processing Manual (available at: <https://www.transportation.gov/civil-rights/civil-rights-library/external-civil-rights-processing-manual>).

d. The FAA complaint investigation process procedures, implementing DOT Order 1000.18 and other requirements, are discussed in the National External Operations and Policy Programs (NEOPP) Standard Operating Procedure (SOP) ACR-4 Complaints-SOP, which is available through the internal FAA website, and incorporated herein by reference.

### 2. Filing Formal Complaints.

a. **Timeframes.** Complaints must be filed within 180 days of the alleged violation or discriminatory act unless the timeframe is extended by ACR. See 49 CFR § 27.123(b), 28 CFR § 35.170(b).

b. **Complaints against Air Carriers and other non-Airport Entities.** If the complaint is related to the ACAA, ADCP will forward the complaint (or relevant portion thereof) to the following office responsible for processing:

Office of Aviation Consumer Protection, C-70  
U.S. Department of Transportation  
1200 New Jersey Ave., S.E.  
Washington, DC 20590

Allegations that fall under the jurisdiction of the Department of Homeland Security are referred, as appropriate, to:

CBP Information Center, MS-1345  
U.S. Customs and Border Protection  
1300 Pennsylvania Ave NW, Washington DC, 20229

Transportation Security Administration  
601 S. 12 St.  
Arlington, VA, 22202

**c. Transportation Service Provider Complaints.**

(1) Complaints against transportation providers owned and operated by a private entity will be forwarded to the DOJ where they do not allege violations by the airport sponsor.

(2) Complaints against transportation providers owned and operated by an airport operator or under contract, or other arrangement (including, but not limited to, a grant, subgrant, or cooperative agreement) may be investigated by ADCP.

**3. Acceptance of Complaints.** ACR-1 has the vested authority to accept or reject complaints of discrimination against airport operators. Except in unusual cases, ADCP has the delegated authority to accept or reject complaints. ADCP will coordinate decisions for the acceptance or rejection of complaint issues for unusual, highly complex, highly sensitive or novel complaints.

**4. Informal Resolution.** The FAA's ultimate responsibility is to ensure nondiscrimination in the programs to which it provides financial assistance. After the FAA accepts the complaint, ADCP may attempt to resolve a complaint informally. ADCP may request information on acceptable relief and settlement options from the complainant and airport sponsor as early as possible. Title 49 CFR § 27.123(d) requires that compliance matters be resolved by informal means whenever possible. Informal means of resolution include all methods to obtain voluntary compliance by the airport operator prior to enforcement proceedings.

**5. Closure Letter.** ADCP closes the complaint by sending notification to the airport operator and the complainant in a closure letter with a specific stated reason. Consistent with SOPs and Orders, ADCP issues different types of letters depending on the findings of an investigation or how the case is resolved. ADCP may issue a corrected letter addressing errors in a prior version of the closure letter.

**6. Request for Reconsideration.**

**a.** The FAA has adopted an informal review process called "Request for Reconsideration". This applies to any party in a complaint proceeding who has received a no violation letter of findings (LOF) or a violation LOF. The request for reconsideration may be filed by either party in a complaint proceeding.

**b.** Request for reconsideration must identify: (1) the specific finding to be reconsidered, and (2) the basis for the request, including facts or evidence to support the request.

(1) Requests for reconsideration based solely on general disagreements with the investigative findings or remedies negotiated to bring the airport sponsor into compliance with the law will not be accepted.

(2) See DOT Order 1000.18, for listed reasons for reconsidering a decision.

## Chapter 5. Compliance Reviews

### 1. Overview.

**a.** Under 49 CFR § 27.123(a), the FAA is responsible for periodically reviewing the practices of airport sponsors to determine their compliance with regulatory requirements.

**b.** The compliance review process is discussed in the NEOPP SOP ACR-4 Compliance Review- SOP, which is available through the internal FAA website, and incorporated herein by reference.

**c.** ADCP is responsible for planning and conducting compliance reviews of airports, and for assisting airports to comply with their obligations under Section 504 and the ADA. To the extent possible, ADCP should develop a multi-year plan for conducting reviews, and may use a variety of methods for conducting reviews, including desk reviews, online assessments, and comprehensive on-site reviews, or a combination of methods.

### 2. Scope of Review. The scope of a compliance review primarily covers the following:

**a.** Applicable administrative provisions/requirements: a designated ADA/504 Coordinator, a notice of nondiscrimination on the basis of an individual's disability, complaints or grievance procedure, and a self-evaluation of current services, policies and practices.

**b.** Program and facility design standard accessibility requirements, including for persons with hearing and vision disabilities and mobility impairments. See list below:

- (1) Airport circulation and flow;
- (2) Use of international symbol of accessibility;
- (3) Ticketing areas;
- (4) Baggage check-in and retrieval;
- (5) Public telephones;
- (6) Telecommunication Devices for the Deaf (TDD);
- (7) Passenger loading and unloading zones;
- (8) Parking areas;
- (9) Waiting areas, public spaces, and restrooms;
- (10) Airport terminal information (wayfinding and signage, public address/paging system);

- (11) Public services/rules and restrictions;
- (12) Passenger services; and
- (13) Policies and accommodations for service animals.

c. Accessibility of the airport's system of inter-terminal transportation, including, but not limited to, shuttle vehicles and people movers, per 49 CFR § 27.71(d).

d. The review of contracts or leases between U.S. and foreign air carriers and the airport operator on the respective parties' responsibilities with regard to the provision of accessible facilities and services to individuals with disabilities, per 49 CFR § 27.71(f) and 27.72.

e. Review of contracts, leases, and licensing agreements between air operator and third parties, including concessionaires and ground transportation operators for inclusion of assurances, per FAA contract provisions or 28 CFR part 35 or 49 CFR parts 27 or 37, as applicable.

### **3. Conducting the Compliance Review.**

a. **Desk Review or Online Assessment.** ADCP may conduct a desk review or online assessment. This is a limited review via a request to the airport sponsor to submit written responses to a list of questions, and supporting documents. At a minimum, the review covers the administrative requirements and the program accessibility requirements outlined in Chapter 3 of this Order, to the extent possible while not on-site. A more in-depth comprehensive on-site review may occur after the initial desk review or online assessment.

b. **On-site Review.** The purpose of the on-site review is to provide ADCP staff the opportunity to (1) review the airport sponsor's compliance with ADA and Section 504 requirements; (2) review original airport documents such as airport leases and contracts; (3) make observations and take measurements to determine compliance with accessibility requirements; and (4) identify issues and confirm findings through interviews with all pertinent parties. Coupled with an initial review of documents requested in advance, the on-site review presents the best opportunity to conduct a comprehensive and in-depth analysis. There are two types of compliance reviews that may be conducted, a limited scope compliance review, (mini-review) and a full scope comprehensive review.

c. **Review Team.** The review team consists of ADCP staff and may include regional FAA staff from the Office of Airports to review the airport's compliance with accessibility requirements. Other components of ACR-4 staff or other associated LOB/SO staff members may also participate in the review.

### **4. Compliance Determinations.**

a. An airport sponsor is in compliance with disability regulatory requirements when it correctly and fully implements the provision specified in the requirement. An airport sponsor has not achieved compliance if it has not implemented the regulatory disability provision; if it

incorrectly applied the requirement; or if it applied correctly some aspects of the requirement, but needs to make additional effort or changes to achieve full compliance.

**b.** The goal of the compliance review is to ensure that airport sponsors are complying with the applicable obligations and regulations, and to assist airport sponsors in achieving compliance through technical assistance and training, if full compliance has not been achieved.

**5. Compliance Report.** ADCP will typically produce a formal written report of its compliance findings within 90 days of the preliminary findings and initial draft report, unless extenuating circumstances are present. The formal written report addresses each area or issue reviewed, the applicable regulatory reference and requirement, the finding and compliance determination, and recommended action. The report should include a summary table of each finding and recommended action, and columns for the airport sponsor to respond with a voluntary compliance action and response date. Alternatively, ADCP should provide a detailed list of identified compliance issues to the airport sponsor, along with applicable requirements and suggested follow-up actions with sufficient specificity for the airport sponsor to take necessary corrective actions.

**6. Voluntary Compliance.** The goal of the compliance review, where non-compliance is found, is to achieve voluntary compliance by the airport sponsor. ADCP will make all efforts to assist the airport sponsor in achieving voluntary compliance, including providing technical assistance and training.

## Chapter 6. Technical Assistance

**1. Overview.** ADCP will seek opportunities to provide technical assistance to airport sponsors, the public, and other agency employees with disability regulation implementation responsibilities. Some of these opportunities include participation at:

- a. ADCP events;
- b. Airport management events;
- c. Aviation industry educational events;
- d. Seminars and conferences sponsored by regional Airport Divisions;
- e. National Civil Rights Training Conference for Airports; and
- f. Other seminars, forums, and conferences offered on ADA and other disability-related regulations in the field of travel.

**2. Technical Assistance.** The following is an abbreviated list of resources available at the time of publication of this Order. ADCP staff will supplement this list with additional and updated materials as they become available.

**a. Accessibility Standards.** Accessibility standards are available at [www.access-board.gov](http://www.access-board.gov) and [www.ada.gov](http://www.ada.gov). Accessibility specifications for transportation vehicles under 49 CFR part 38 are available at [www.ecfr.gov](http://www.ecfr.gov).

**b. FTA Circulars.** A detailed discussion of ground transportation requirements is included in FTA Circular 4710.1, posted at: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/americans-disabilities-act-guidance-pdf>.

**c. Office of Aviation Consumer Protection.** This website provides information about the rights and protections afforded to air travelers with disabilities under the ACAA and 14 CFR part 382 at: [www.dot.gov/airconsumer](http://www.dot.gov/airconsumer).

**d. Airport Cooperative Research Program (ACRP).** The ACRP carries out applied research on problems that are shared by airport sponsors. The program is funded by the FAA and administered by the Transportation Research Board (TRB) of the National Academies. A complete listing of all ACRP research projects and research results is available free of charge on the ACRP website at: [www.trb.org/ACRP](http://www.trb.org/ACRP).

**e. Disability/Accessibility Organizations.** Numerous sites, such as those listed below assist in identifying priorities of the disability community, their interpretation of legislation, and the issues they advocate for. These organizations have information about the latest technological innovations that will improve accessibility.

- (1) American Association of People with Disabilities ([www.aapd.com](http://www.aapd.com))

- (2) American Council of the Blind ([www.acb.org](http://www.acb.org))
- (3) ADA Watch ([www.adawatchdog.com](http://www.adawatchdog.com))
- (4) American Foundation for the Blind ([www.afb.org](http://www.afb.org))
- (5) Disability and Business Technical Assistance Centers ([adata.org](http://adata.org))
- (6) Disability Rights Education and Defense Fund ([www.dredf.org](http://www.dredf.org))
- (7) Disability Statistics Center ([www.disabilitystatistics.org](http://www.disabilitystatistics.org))
- (8) Gallaudet University ([www.gallaudet.edu](http://www.gallaudet.edu))
- (9) Independent Living Research Utilization ([www.ilru.org](http://www.ilru.org))
- (10) Job Accommodation Network ([www.askjan.org](http://www.askjan.org))
- (11) Little People of America ([www.lpaonline.org](http://www.lpaonline.org))
- (12) Mobility International USA ([www.miusa.org](http://www.miusa.org))
- (13) National Association of the Deaf ([www.nad.org](http://www.nad.org))
- (14) National Council on Independent Living ([www.ncil.org](http://www.ncil.org))
- (15) National Federation of the Blind ([www.nfb.org](http://www.nfb.org))
- (16) National Organization on Disability ([www.nod.org](http://www.nod.org))
- (17) Online Resource for People with Disabilities ([www.disabilityinfo.org](http://www.disabilityinfo.org))
- (18) Open Doors Organization ([opendoorsnfp.org](http://opendoorsnfp.org))
- (19) Paralyzed Veterans of America ([www.pva.org](http://www.pva.org))
- (20) RERC on Accessible Public Transportation ([www.rrcapt.org](http://www.rrcapt.org))
- (21) The Center for Universal Design ([design.ncsu.edu](http://design.ncsu.edu))
- (22) United Spinal Association ([www.unitedspinal.org](http://www.unitedspinal.org))
- (23) United States Access Board ([www.access-board.gov](http://www.access-board.gov))
- (24) World Institute on Disability ([www.wid.org](http://www.wid.org))



**Appendix A. Acronyms**

<u>Acronym</u>	<u>Description</u>
AAS	Office of Airport Safety and Standards
ACAA	Air Carrier Access Act
ACO	Office of Airport Compliance and Management and Analysis
ACR	Office of Civil Rights
ACR-1	Assistant Administrator for Civil Rights
ACR-4	National External Operations Program
ACR-4B	Airport Disability Compliance Program
ACR-4C	National Airports Civil Rights Policy and Compliance
ADA	Americans with Disabilities Act
ADCP	Airport Disability Compliance Program
AGC	Office of the Chief Counsel
AGC-610	Office of the Chief Counsel Airport Law Branch
AIP	Airport Improvement Program
APP	Office of Airport Planning and Programming
ARP	Office of Airports
ARP-1	Associate Administrator for Airports
CFR	Code of Federal Regulations
DOCR	DOT Departmental Office of Civil Rights
DOJ	Department of Justice
EEOC	Equal Employment Opportunity Commission
FAA	Federal Aviation Administration
LOF	Letter of Findings
NEOPP	National External Operations and Policy Programs
OA	Operating Administration
Pub. L.	Public Law
PFC	Passenger Facility Charge
TDD	Telecommunications Device for the Deaf
TRB	Transportation Research Board
U.S.C.	United States Code

**Appendix B. Directive Feedback Information**

**FAA Form 1320-19, Directive Feedback Information**

Please submit any written comment or recommendation for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: FAA Order 1400.9B

To: Directives Management Officer at whatever address or email address you want to use.

*(Please mark all appropriate line items.)*

An error (procedural or typographical) has been noted in paragraph [Click here to enter text.](#) on page [Click here to enter text.](#)

Recommend paragraph [Click here to enter text.](#) on page [Click here to enter text.](#) be changed as follows:  
*(Attach a separate sheet if necessary.)*

[Click here to enter text.](#)

In a future change to this Order, please cover the following subject:  
*(Briefly describe what you want added.)*

[Click here to enter text.](#)

Other comments:

[Click here to enter text.](#)

I would like to discuss the above. Please contact me.

Submitted by: \_\_\_\_\_

Date: \_\_\_\_\_