

## 10th Annual FAA National Civil Rights Training Conference

### Oversight of Private Entities at Airports

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## BGR: The who, what, how, etc.

Small staff, limited resources  
Being a smaller organization works to our advantage!  
Support culture of working together

## Ensuring Compliance:

Effective & constant communications  
Face-to-face; brief guidance memos  
Self evaluations: prior to our 'inspection season'  
Periodic tenant site visits  
    Passenger Service Agents (roaming)  
    Airline Service Agents (beyond the ticket counter)  
    Parking Enforcement (customer service role)



**Disability Advocacy Group  
involvement:**

Periodic site visits

Input during construction projects

Alpha One

Paws Down

Familiarization tours for individuals &  
groups

**Additional Best Practices:**

Allow service animals to train in  
terminals

Maine Troop Greeters – therapy dogs

BGR staff – wheelchair assistance  
group

BGR Continuous Improvement  
Committee

Airline meetings monthly

