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A collaborative program between the
ADA National Network and the
U.S. Access Board



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www.AccessibilityOnline.org

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Listening to the Webinar, *continued*

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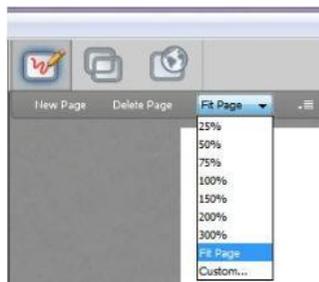
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Customize Your View *continued*

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 2. Email webinars@accessibilityonline.org ; or
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Accessible Title II Airport Terminals

(state and local government)

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Today's Presenters



Elisha Luyeho
Management Analyst
Fed. Aviation Admin.



Bill Botten
Accessibility Specialist
US Access Board



Paul Beatty
Accessibility Specialist
US Access Board

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Agenda

- Overview of “Four Laws”
- FAA - compliance and common errors
- Additional Topics
- Questions/Answers

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Four Federal Laws

- **Architectural Barriers Act.**
- **Rehabilitation Act, Section 504.**
 - DOT Regulations: 49 CFR Part 27.
 - Standards for Accessible Design (ADAAS).
- **Americans with Disabilities Act - Titles II and III.**
 - DOJ Regulations: 28 CFR Parts 35, 36.
 - DOT Regulations: 49 CFR Parts 37, 38.
 - ADAAS.
- **Air Carrier Access Act.**

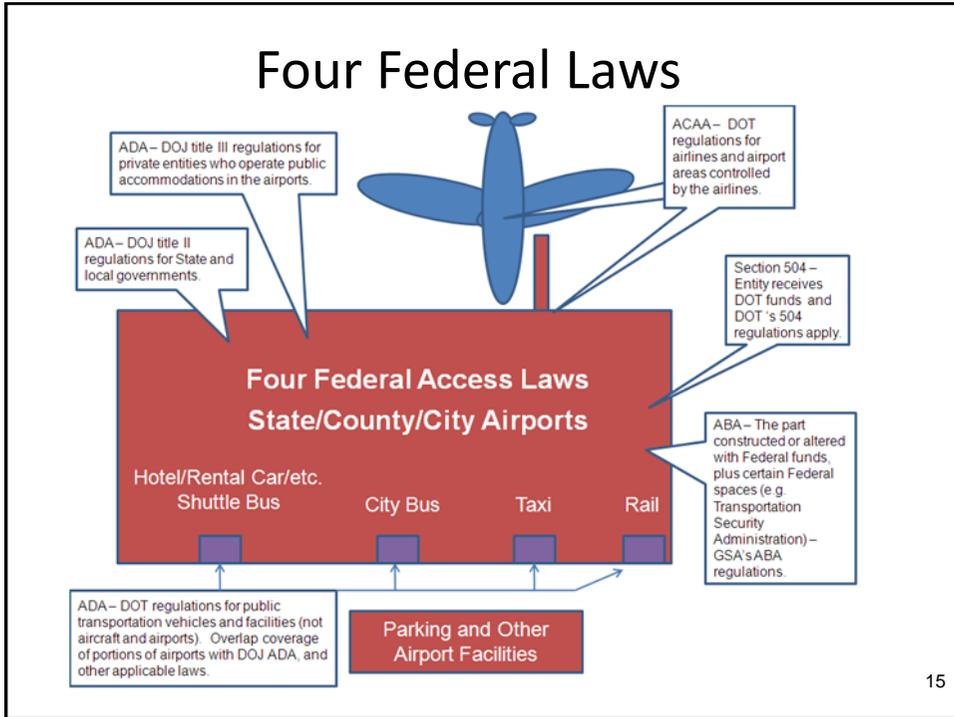
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Architectural Barriers Act (ABA) enforced by the US Access Board

The Law: <https://www.access-board.gov/the-board/laws/architectural-barriers-act-aba>

ABA Complaints: <https://www.access-board.gov/aba-enforcement/file-a-complaint>

- Since 1968, building or facility, designed, constructed, or altered:
 - by or on behalf of Fed agency, or
 - funded with certain Fed grants or loans, or
 - leased by Fed agency
- ABA Accessibility Standards (ABAAS - At least 95% same as 2010 ADA Standards)
 - USPS – Oct 2005
 - GSA – May 2006
 - DOD – Oct 2008

Architectural Barriers Act (ABA) Standards

Note: This PDF edition will be updated to include new provisions for outdoor developed areas and for emergency transportable housing (which are contained in the HTML version)

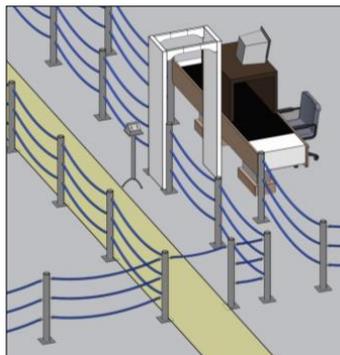
Adopted by the:
Department of Defense (2008)
General Services Administration (2005)
U.S. Postal Service (2005)

ABAAS: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/aba-standards>

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Security Check Points (F206.8)

Security screening devices cannot obstruct AR.

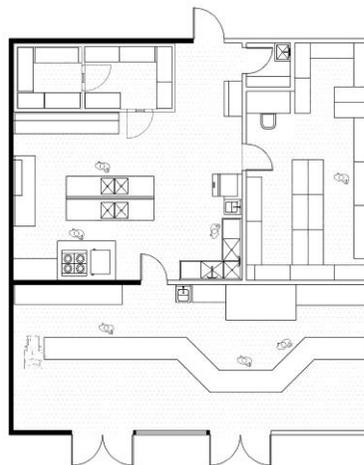


AR can bypass metal detectors and other devices that cannot comply - equivalent level of visual contact with personal items required

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ABAAS More - Work Areas

- ADA 203.9: Approach, enter, exit, circulate, egress, plus alarm wiring
- ABAAS: Treat as open to the public, except only need alarm wiring



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ABAAS More – Other Req

- Additions (F202.2)
- Federal Leasing (F202.6)
- Outdoor Developed Areas (F201.4)
- Emergency Transportable Housing

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ADA/504 Topics

- **FAA Program Introduction**
- **Airport Administrative Obligations**
- **Common Facility Issues**
- **Airport Best Practices**



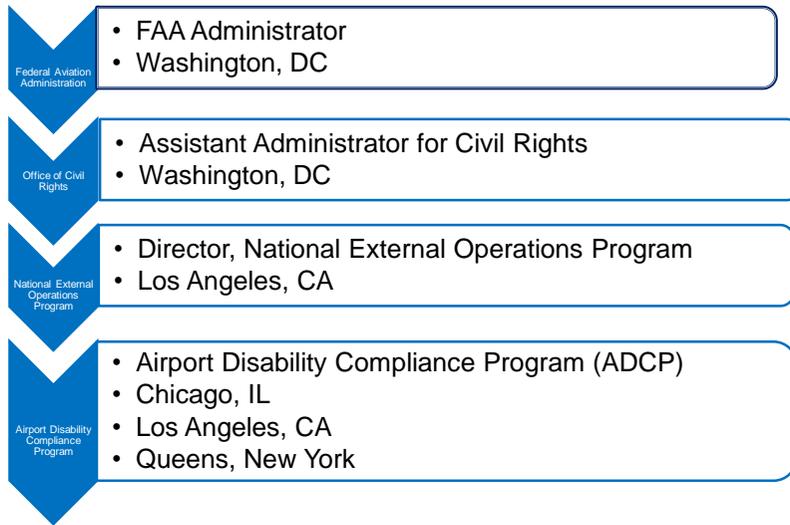
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FAA ADCP Service Delivery Model



Regulations and Authorities (cont.)

Airport Role	Requirements
State/Local government entity	• Subject to Title II (Subtitle A) of the ADA.
Recipient of Federal assistance	• Subject to meeting requirements under the Sec. 504.
Employer	• Subject to Title I of the ADA.
Landlord	• Ensure tenants meet Title III requirements under the ADA.
Transportation provider	• Subject to Title II (Subtitle B) of the ADA.
Air travel	• Subject to Air Carrier Access Act.

Guidance: Advisory Circulars

Federal Aviation Administration

FAA Home Jobs News About FAA A-Z Index FAA for You...

Search

Aircraft Airports Air Traffic Data & Research Licenses & Certificates Regulations & Policies Training & Testing

FAA Proposes Rulemaking to Further Enhance Airport Safety

July 12 – FAA proposes airports use risk-management principles in day-to-day operations.

Regulations and Guidelines

- Advisory Circulars
- Airworthiness Directives (AD) – Current Only
- Federal Aviation Regulations (FAR)
- Forms
- Orders & Notices
- Recent Rulemaking
- Temporary Flight Restrictions

<http://www.faa.gov/>

Advisory Circulars

1505360

Status: Current Search

4 Results Export to MS Excel

Number	Office	Title	Date
1505360-12F	AAS-100	Airport Signage and Graphics	09-26-2013

This AC provides guidance on airport terminal and landside wayfinding, signing, and graphics. It focuses on four areas of the airport: roadways, parking, curbside and ground transportation, and terminal. This version is a substantial rewrite and incorporates the recommendations and guidelines developed under Airport Cooperative Research Program (ACRP) Report 52, Wayfinding and Signage Guidelines for Airport Terminals and Landside, completed in 2011.

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Guidance: Advisory Circulars (cont.)

- AC 150/5220-21C, Aircraft Boarding Equipment.
 - Issued 6/29/2012.
 - Performance standards, specifications, and recommendations.

U.S. Department of Transportation
Federal Aviation Administration

Advisory Circular

Subject: Aircraft Boarding Equipment Date: 6/29/2012 AC No: 150/5220-21C
Initiated by: AAS-100 Change:

- PURPOSE.** This advisory circular (AC) contains the Federal Aviation Administration's (FAA's) performance standards, specifications, and recommendations for the design, manufacture, testing and maintenance of equipment used in the boarding of airline passengers.
- CANCELLATION.** This AC cancels AC 150/5220-21B, Guide Specification for Devices Used to Board Airline Passengers with Mobility Impairments, dated March 17, 2000.
- SCOPE.** This AC covers the four most common pieces of equipment used to board aircraft:
 - Passenger boarding bridges (PBBs) that are entered from the passenger terminal boarding area.
 - Ramps that are moved into place to allow boarding from the airport apron.
 - Lifts to vertically transport passengers from the airport apron to the door of the aircraft, and
 - Aircraft boarding chairs used to transfer passengers from their wheelchair or other apparatus to their seat in the aircraft cabin.

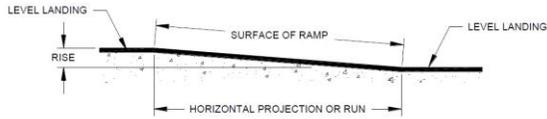
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Guidance: Advisory Circulars (cont.)



ELEVATION CHANGES GREATER THAN 0.50 in (13 mm) REQUIRE A SURFACE WITH A RECOMMENDED SLOPE OF 1:16 TO 1:20, BUT MUST NOT EXCEED THE FOLLOWING MAXIMUM SLOPES IN THE DIRECTION OF EXPECTED PASSENGER TRAFFIC:

UNASSISTED ACCESS - 1:12 (1 ft VERTICAL FOR 12 ft HORIZONTAL) OR 4.76°

UNASSISTED ACCESS FOR A DISTANCE OF 5 ft (1.52 m) OR LESS - 1:8 (1 ft VERTICAL FOR 8 ft HORIZONTAL) OR 7.13°

ASSISTED ACCESS - 1:4 (1 ft VERTICAL FOR 4 ft HORIZONTAL) OR 14°

Figure 6. Ramp Dimensions

AC 150/5220-21C: Boarding Bridges

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Guidance: Advisory Circulars (cont.)

- AC 150/5360-12F, Airport Signing and Graphics.
 - Issued 9/26/2013.
 - Guidance for typical airport terminal wayfinding measures.



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Advisory Circular

Subject: Airport Signing and Graphics **Date:** 09/26/13 **AC No:** 150/5360-12F
Initiated by: AAS-100 **Change:**

- Purpose.** This advisory circular (AC) provides guidance on airport terminal and landside wayfinding, signing, and graphics.
- Cancellation.** AC 150/5360-12E, Airport Signing and Graphics, dated September 18, 2008 is cancelled.
- Background.** This AC incorporates the recommendations and guidelines developed under Airport Cooperative Research Program (ACRP) Report 52, Wayfinding and Signing Guidelines for Airport Terminals and Landside, completed in 2011. This report is available at http://onlinepubs.trb.org/onlinepubs/acrp/acrp_rpt_052.pdf
- Application.** The Federal Aviation Administration (FAA) recommends the guidelines and specifications in this AC for implementation of airport terminal and landside wayfinding, signing, and graphics. This AC addresses systems typically installed by an airport operator and those typically installed by individual airlines. Note that signage guidelines throughout this AC which are required under other statutory and regulatory authorities are mandatory, not recommended. The legal authority for these requirements does not come from this AC, but comes from those external authorities.
- Principal Changes.** This is a substantial rewrite of this AC. Users should review the entire document. The AC focuses on four areas of the airport: roadways, parking, curbside and ground transportation, and terminal.

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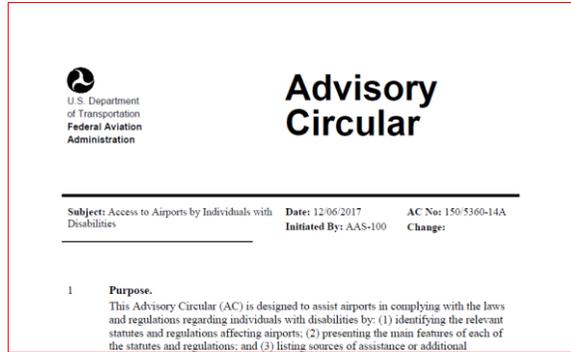


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Guidance: Advisory Circulars (cont.)

- AC 150/5360-14A, Access to Airports by Individuals with Disabilities
 - Updated 12/6/2017.
 - Assist airport in complying with current laws and regulations.
 - Service Animal Relief Area design considerations.



ADA/504 Topics

- **FAA Program Introduction**
- **Airport Administrative Obligations**
- **Common Facility Issues**
- **Airport Best Practices**



Airport Administrative Obligations

- **Designation of Coordinator.**
 - Applies if ≥ 50 employees (DOJ ADA regulations).
 - Applies if ≥ 15 employees (DOT Sec. 504 regulations).
- **Complaint Process.**
 - Publish grievance procedures (DOJ ADA regulations).
 - Incorporate due process standards (DOT Sec. 504 regulations).
 - Prompt and equitable resolution (DOT Sec. 504 regulations).

Airport Administrative Obligations (cont.)

- **Periodic self-evaluation.**
 - Procedures should require evaluations at least every 3 years.
 - Initial evaluation required by DOJ ADA regulations and DOT Sec. 504 regulations.
 - Periodic re-evaluations required by DOT Sec. 504 regulations.
 - Evaluate programs, services, and facilities.
 - Identify shortcomings.
 - Integrate required improvements into transition plan.

Airport Administrative Obligations (cont.)

- **Notice of Nondiscrimination.**
 - Provide notice (DOJ ADA regulations).
 - Notice includes coordinator information (DOT Sec. 504 & Title VI regulations).
 - www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/

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:
Phone:
Address:

Discriminación Legal

Se prohíbe a los operadores de aeropuertos y a sus amandatos, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, matrimonio 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 legal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

Coordinator:
Teléfono:
Dirección:

U.S. Department of Transportation
Federal Aviation Administration

Airport Administrative Obligations (cont.)

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: [Full Name]
Phone:
Address:

Airport Administrative Obligations (cont.)

- **Reasonable modifications are required, except if:**
 - Undue burden.
 - Fundamental alteration.
 - Direct threat.
- **Important considerations:**
 - How to receive reasonable modification requests.
 - How to respond to reasonable modification requests.
 - FAA requires modification processes, not particular outcomes.



ADA/504 Topics

- **FAA Program Introduction**
- **Airport Administrative Obligations**
- **Common Facility Issues**
- **Airport Best Practices**



Facility Issues - Elements Reviewed

- Parking.
- Airport-Provided Transportation services.
- Passenger loading and unloading areas.



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Facility Issues - Elements Reviewed (cont.)

- Service animal policies.



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Guidelines For Service Animal Relief Areas (SARA) 49 CFR 27.71 (h)



- Each airport with **10,000 or more annual enplanements** shall provide wheelchair-accessible (SARAs) for service animals that accompany passengers departing, connecting, or arriving at airports.
- At **least one** SARA must be located in each public sterile area of each terminal.
- Additional optional SARAs are recommended based on the size or configuration of the sterile area (s) in a given terminal.

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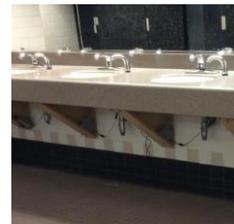
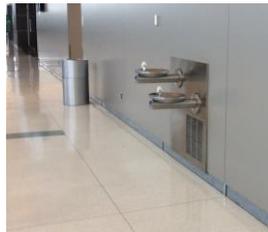
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Facility Issues - Elements Reviewed (cont.)

- Airport circulation and flow.
- Ticketing.
- Baggage retrieval.
- Vertical movement.
- Waiting areas.
- Concessions.
- Restrooms.
- Water fountains.



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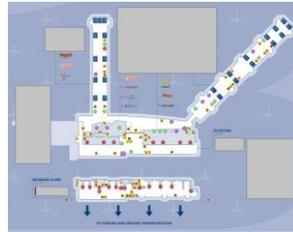
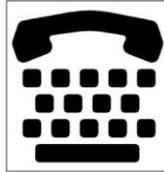


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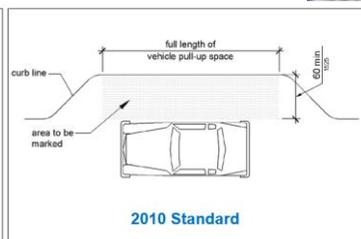
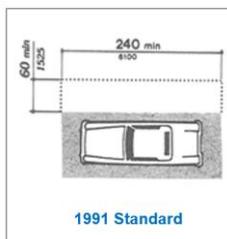
Facility Issues - Elements Reviewed (cont.)

- TDD/TTY.
- Terminal information systems.
- Signage.
- Website.



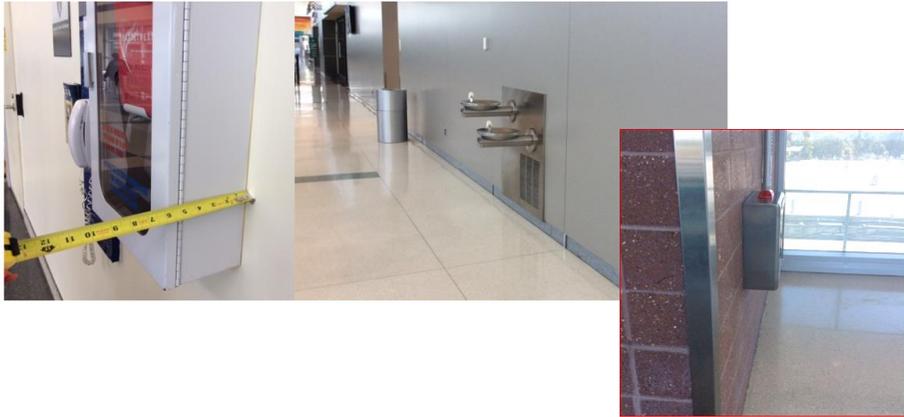
Facility Issues - Common Review Findings

- Accessible curbside loading zones.



Facility Issues - Common Review Findings (cont.)

- Protruding objects.



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Facility Issues - Common Review Findings (cont.)

- Private ground transportation.



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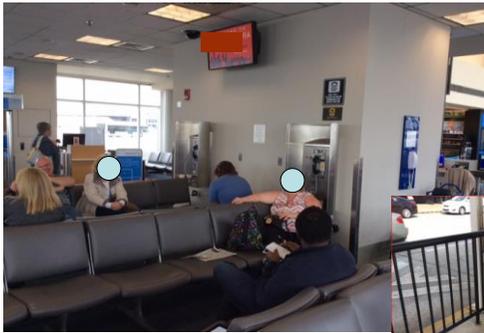
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Facility Issues - Common Review Findings (cont.)



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Facility Issues - Common Review Findings (cont.)

- Airport and tenant emergency evacuation plans.



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Facility Issues - Common Review Findings (cont.)

- Accessible airport emergency communication system.



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Facility Issues - Common Review Findings (cont.)

- Service animal relief areas.



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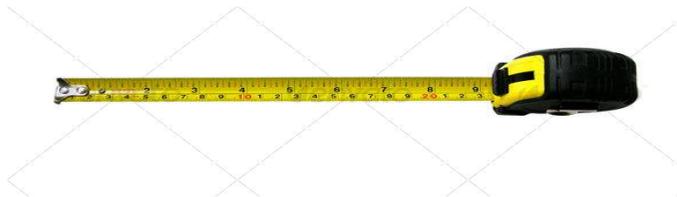
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ADA/504 Topics

- **FAA Program Introduction**
- **Airport Administrative Obligations**
- **Common Facility Issues**
- **Airport Best Practices**

Best Practices - Self-Evaluation

- Secret shopper program.
- ADA Committee airport inspection.
- Include PWD organizations in periodic self-evaluation process.
- Recurrent guest experience training and tests.



Best Practices - Loading Zones

- Elevated roadway at crosswalks.
- Multiple accessible loading/unloading zones.
- Process for allowing extra time in loading/unloading zones.



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Best Practices - Ground Transportation

- Parking space availability information system.
- Bus drop-off / pick-up at terminal door.
- Complementary paratransit suggested pick-up locations.
- Automated stop and route announcement systems on buses.
- Check lifts and ramps daily at bus pull-out.



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Best Practices - Terminal Entrance

- Level path of travel from terminal entrance to parking garage.
- Use of covered outdoor moving walkways.
- No revolving doors.
- Skycap services.



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Best Practices - Restrooms

- Family/Unisex restrooms (pre and post security).
- Frequent checks of door push/pull force using tool.
- Check for under-sink pipe covering as part of regular janitorial service.



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Best Practices - Telephones, Communication

- TTY phones at Information Centers
- Interactive tourism display unit with TTY capabilities.
- Airline TTY phone numbers at each phone bank.
- On-demand visual paging.



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Best Practices - Emergency Planning

- Periodic emergency response drills with people with disabilities.
- Security staff trained to provide wayfinding assistance.
- Include wheelchair service provider in meetings.
- Refuge areas for natural disasters.
- Evacuation chairs.



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Best Practices - Passenger Boarding

- Mobile stairs with integrated flat platform for wheelchair users.
- Airport-wide agreements / requirements for wheelchair service provider to preclude gap in service.
- Maintain clear and level jet bridge areas for wheelchair transfer.



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Additional Topics

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Play Areas (Kidports)



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Exercise Equipment and Machines

- 30 in x 48 in clear space
- Positioned for transfer or for use by a person using a wheelchair
- Clear floor space or ground space for more than one piece of equipment permitted to overlap



Variable Messaging

- ICC A117.1 - 2017
- Chapter 7 – Communication Elements and Features
- 703.7 Variable message signs (VMS)
- High Resolution Characters– 703.2 and 703.7.12 – 703.7.14
- Low resolution – 703.7



viewing distance
character height
height above the floor
brightness
rate of change



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Family or Assisted-Use Toilet Rooms

- 2015 IBC - 1109.2.1
- Based on occupancy load/fixture count
- Required on both sides of security
- Only one water closet and only one lavatory



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Adult Changing Tables



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Air Carrier Access Act (ACAA)

- Final Rule – 1986, amended in 2009 to include foreign carriers
- Prohibition of Discriminatory Practices
- Airlines may not refuse transportation to people on the basis of disability.
- Airlines may not require advance notice that a person with a disability is traveling.
- Airlines may not limit the number of persons with disabilities on a flight.
- Airlines may not require a person with a disability to travel with another person,

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ACAA (cont.) Accessibility of Facilities

- New aircraft with **30 or more seats** must have movable aisle armrests on half the aisle seats in the aircraft.
- New twin-aisle aircraft must have accessible lavatories.
- New aircraft with **100 or more seats** must have priority space for storing a passenger's folding wheelchair in the cabin.
- Aircraft with **more than 60 seats** and an accessible lavatory must have an on-board wheelchair, regardless of when the aircraft was ordered or delivered.

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Air Carrier Complaint Resolution Official (CRO)

- 14 CFR§ 382.65 Compliance procedures.
- (a) Each carrier providing scheduled service shall establish and implement a complaint resolution mechanism, including designating one or more complaints resolution official(s) (CRO) to be available at each airport which the carrier serves.

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ACAA Technical Assistance

Office of Aviation Enforcement and Proceedings
Aviation Consumer Protection Division
Office of Aviation Enforcement and Proceedings contact info:
1200 New Jersey Ave, SE
Washington, DC 20590.

Phone: (202) 366-2220

TTY/Assistive Device: (202) 366-0511

Business Hours:

8:30am-5:00pm ET, M-F

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Accessible Air Transportation (Access) Advisory Committee

May 2016

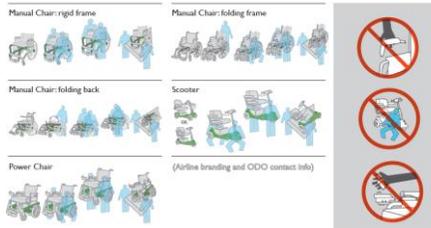
- The goal of the Committee is to reach consensus in good-faith on proposed amendments to the Department's disability regulation on three issues:
- (a) whether to require **accessible in-flight entertainment (IFE)** and strengthen accessibility requirements for other in-flight communications;
- (b) whether to require an **accessible lavatory** on new single-aisle aircraft over a certain size;
- and (c) whether to amend the **definition of "service animals"** that may accompany passengers with a disability on a flight.

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RESNA Standards Committee on Air Travel



Wheelchair and Scooter Handling



Promoting technology solutions for people with disabilities

www.resna.org



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Transportation Security Administration

TSA Notification Card: Individuals with Disabilities and Medical Conditions

I have the following health condition, disability or medical device that may affect my screening:

I understand that alternate procedures providing an equivalent level of security screening are available and can be done in private. I also understand that presenting this card does not exempt me from screening.

Information • Assistance Requests • Compliments • Complaints

TSA Cares

1-855-787-2227 (Federal Relay 711)
Weekdays: 8 a.m. to 11 p.m. ET
TSA-ContactCenter@tsa.dhs.gov
Weekends/Holidays: 9 a.m. to 8 p.m. ET

Hablamos Español
Automated information offered in 12 languages

Call 72 hours prior to traveling to request the assistance of a Passenger Support Specialist (PSS) at the checkpoint. If a PSS is not available, you may ask for a Supervisory TSA Officer at the checkpoint.

TSA Pre✓®

- you do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process.

- You are required to undergo screening at the checkpoint by technology or a pat-down.

- Also, TSA officers may swab your hands, mobility aids, equipment and other external medical devices to test for explosives using explosives trace detection technology.

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- AWU is a 501 (c)(3) non-for-profit organization
- AWU is the ONLY organization in the world crash testing wheelchair for commercial flight



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 All Wheels Up

www.allwheelsup.org

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FAA Contact Information

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Where to direct questions



U.S. Department of Justice

- Implementing regulation and additional requirements
- Requirements for existing facilities – title II & III

(800) 514-0301 (voice)
(800) 514-0383 (TTY)
www.ada.gov



U.S. Access Board

- 2010 Accessibility Standards for new construction and alterations

(800) 872-2253 (voice)
(800) 993-2822 (TTY)
(202) 272-0081 (FAX)
ta@access-board.gov
www.access-board.gov

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Questions?

**You may type and submit questions in the
Chat Area Text Box or press Control-M
and enter text in the Chat Area**

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Continuing Education



AIA Provider Number: I017

Course Title: Accessible Airport Terminals

AIA Course Number: GL20180607

Date: June 7, 2018

Credits earned on completion of this course will be reported to **AIA CES** for AIA members. Certificates of Completion are available upon request.

This course is registered with **AIA**, for continuing professional education. As such, it does not include content that may be deemed or construed to be an approval or endorsement by the professional organizations of any material of construction or any method or manner of handling, using, distributing, or dealing in any material or product.

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Thank you for participating in today's webinar



Next session:



Transportation Facilities

July 12, 2018

www.accessibilityonline.org

(877) 232-1990 (v/TTY)

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