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



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We will be testing sound quality periodically

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www.AccessibilityOnline.org

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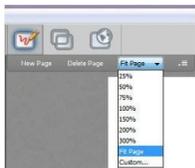
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Customize Your View *continued*



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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



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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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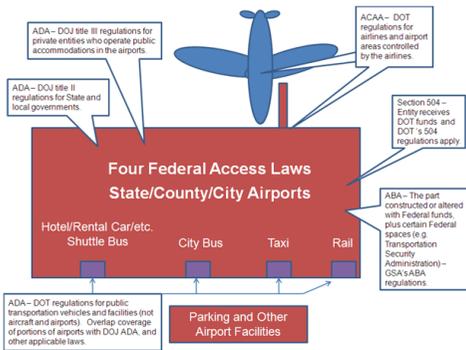
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Four Federal Laws



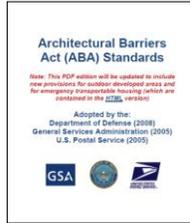
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Architectural Barriers Act (ABA) enforced by the US Access Board

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

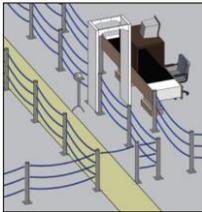


ABAAS: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/aba-standards>

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Security Check Points (F206.8)

Security screening devices cannot obstruct AR.

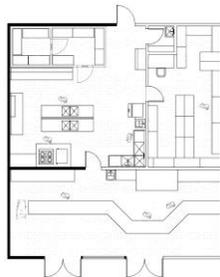


AR can bypass metal detectors and other devices that cannot comply - equivalent level of visual contact with personal items required

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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



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ADA/504 Topics

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

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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).

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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.

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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/notice_disc_pr/



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.



Facility Issues - Elements Reviewed (cont.)

- Service animal policies.



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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Facility Issues - Elements Reviewed (cont.)

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



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Facility Issues - Elements Reviewed (cont.)

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



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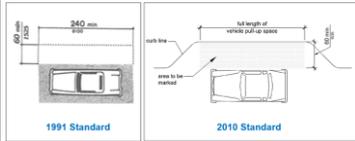
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Facility Issues - Common Review Findings

- Accessible curbside loading zones.



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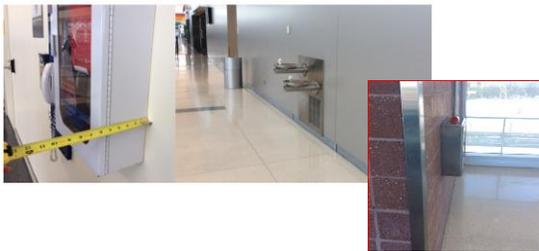


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Facility Issues - Common Review Findings (cont.)

- Protruding objects.



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Facility Issues - Common Review Findings (cont.)

- Private ground transportation.



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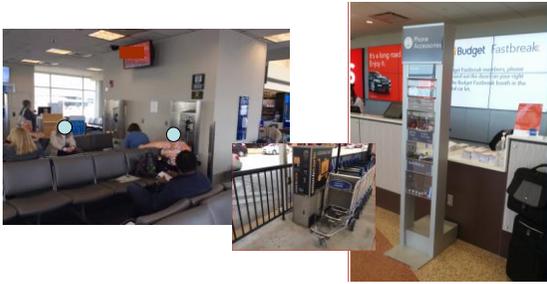
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Facility Issues - Common Review Findings (cont.)



Facility Issues - Common Review Findings (cont.)

- Airport and tenant emergency evacuation plans.



Facility Issues - Common Review Findings (cont.)

- Accessible airport emergency communication system.



Facility Issues - Common Review Findings (cont.)

- Service animal relief areas.



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ADA/504 Topics

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

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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.



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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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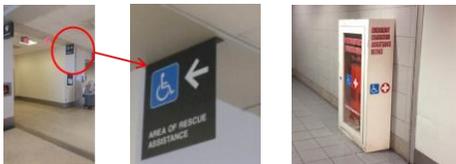


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Best Practices - Emergency Planning

- 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





U.S. Department
of Transportation
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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

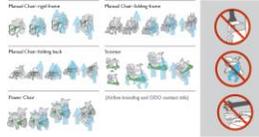
- The goal of the Committee is to reach consensus in good-faith on proposed amendments to the Department's disability regulation on three issues:
- (a) whether to require **accessible in-flight entertainment (IFE)** and strengthen accessibility requirements for other in-flight communications;
- (b) whether 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



RESNA
Promoting technology solutions for people with disabilities
www.resna.org



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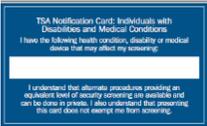


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•you do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process.

•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-profit organization
- AWU is the ONLY organization in the world crash testing wheelchair for commercial flight



@allwheelsup

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?

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Course Title: Accessible Airport Terminals

AIA Course Number: GL20180607

Date: June 7, 2018

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Next session:



Transportation Facilities

July 12, 2018

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