



**FAA**  
Office of Civil Rights

# Airport Disability Compliance Program

ACHIEVING SAFETY  
THROUGH DIVERSITY

# Our Mission

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The FAA Airport Disability Compliance Program (ADCP) is designed to ensure:

- Airport operators/sponsors meet their obligations with regard to regulatory requirements,
- Travelers with disabilities have access to the services, activities and programs that are provided to all travelers at an airport,
- Increased awareness of accessible air travel for people with disabilities.



## Need to know more?

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- Contact us to receive information about:
  - new and upcoming regulations
  - attending our free webinars on accessibility
  - attending our conferences



## What we do

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- On-site training on regulatory requirements and best practices
- Periodic compliance reviews of airports
- Resources for airport operators (manuals, information pamphlets, webinars, conferences)

# Have a complaint about accessibility at an airport?

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Contact the airport owner/operator and/or the airport ADA Coordinator first.

If your issue has not been resolved, contact FAA Airport Disability Compliance Program.

Our complaint investigations are designed to address accessibility requirements within the regulatory framework.

For complaints involving TSA security checkpoints, contact Transportation Security Administration at <http://tsa.gov>.

For complaints involving airline operators, contact Aviation Consumer Protection and Enforcement at <http://airconsumer.dot.gov>.





## Rules and Regulations

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- Section 504 of the Rehabilitation Act  
<http://www.access-board.gov/enforcement/rehab-act-text/title5.htm>
  - Non-discrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance (49 CFR Part 27)  
[http://www.access.gpo.gov/nara/cfr/waisidx\\_06/49cfr27\\_06.html](http://www.access.gpo.gov/nara/cfr/waisidx_06/49cfr27_06.html)
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- Americans with Disabilities Act  
<http://www.ada.gov>
  - Americans with Disabilities — Accessibility Standards
    - 1991 Standards  
<http://www.ada.gov/stdspdf.htm>
    - 2010 Standards  
[http://www.ada.gov/2010ADAstandards\\_index.htm](http://www.ada.gov/2010ADAstandards_index.htm)
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- Nondiscrimination on the Basis of Disability in Air Travel (14 CFR Part 382)  
<http://edocket.access.gpo.gov/2008/pdf/08-1228.pdf>



## Contact us

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