



**The City of**  
**OKLAHOMA CITY**  
DEPARTMENT OF AIRPORTS

**DEPARTMENTAL POLICY NO. 18 - 02**

**TO:** Department of Airports Employees

**FROM:** Mark Kranenburg  
Director of Airports *Mark*

**DATE:** January 25, 2018

**SUBJECT:** American with Disabilities Act / Rehabilitation Act Self-Evaluation Practices

This Departmental Policy provides general guidance for use by Department of Airports personnel and other designated staff in periodically and comprehensively re-evaluating programs, services, activities, and facilities to comply with Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, as required by the Federal Aviation Administration (FAA).

The Oklahoma City Airport Trust (OCAT) is committed to providing accessible programs, services, activities, and facilities to all of its visitors and passengers. To assist OCAT in its commitments to comply with the ADA and the Rehabilitation Act, Department of Airports personnel and other designated staff will continue to re-evaluate the accessibility of programs, services, activities, and facilities of the airports or airport tenants at least once every three (3) years or as situations may dictate for compliance with applicable regulations and take any necessary interim remedial actions. This re-evaluation will include the following and will be the responsibility of the ADA Coordinator along with the respective division heads within the Department of Airports:

1. Review of current programs, services, activities, and facilities of each airport:
  - a. Determine if new programs, services, activities, or facilities are being offered to the public since the last evaluation.
  - b. Determine if existing policies and practices serve current programs, services, activities, and facilities in a non-discriminatory manner.
  - c. For both new and existing programs, services, activities, and facilities, determine if they are compliant with the ADA and the Rehabilitation Act.
    - i. Consult with appropriate staff regarding policies and practices.
    - ii. Consult and incorporate feedback from the ADA community.
  - d. Ensure that, as new facilities are open and available to the public, access to programs, services, and activities offered in the new facilities are provided in a non-discriminatory manner.

- e. Ensure airport employees are properly and periodically training employees on recognizing ADA issues and how to properly address ADA related issues and requests for accommodation.
2. Review of accessibility-related complaints will be ongoing as complaints are received, but these complaints will also be reviewed every three (3) years in order to ensure resolution of complaints and to determine patterns of noncompliance and areas for improvement.
3. Modification or creation of policies and practices to remove any effects of discrimination resulting from policies and practices.
4. Review of practices of tenants, airlines, concessionaires, and ground transportation providers (collectively "stakeholders") as they relate to activities and services provided in and on OCAT airports.
  - a. Work with stakeholders to identify ADA issues and implement changes as necessary.
  - b. Ensure stakeholders are properly and periodically training employees on recognizing ADA issues and how to properly address ADA related issues and requests for accommodation.