



The City of
OKLAHOMA CITY
DEPARTMENT OF AIRPORTS

DEPARTMENT OF AIRPORTS POLICY FOR REASONABLE ACCOMMODATION

This Departmental Policy establishes general guidance for use by Department of Airports personnel and other designated individuals, including airlines, tenants, concessionaires, consultants, permittees, and contractors in addressing and resolving reasonable accommodation requests at airports owned and/or managed by the Oklahoma City Airport Trust (Trust) and the Department of Airports staff.

All aforementioned parties are required to comply with the Americans with Disabilities Act of 1990 (42 USC § 12101, *et seq*) and as implemented through the U.S. Department of Transportation regulations at 49 CFR parts 37 and 38 ("ADA"). The adoption of this Departmental Policy in no way negates past, present, or future compliance obligations with applicable ADA requirements.

I. Background

The ADA was enacted to ensure that individuals with disabilities are afforded the same rights and privileges as those without disabilities and to prohibit discrimination based on disability in state and local government services, public accommodations, and commercial facilities. Pursuant to Title II of the ADA, the Act applies to all programs, services, and activities administered by Trust, and those provided by airlines, tenants, concessionaires, consultants, permittees, or contractors (collectively "stakeholders") under contract with Trust at any of Trust's airports. The Trust is committed to providing equal access in full compliance with the provisions of the ADA. The Trust is also committed to ensuring that the stakeholders are fully informed of their responsibilities and obligations under the ADA, that individuals are aware of their rights, and that stakeholders maintain compliance with applicable ADA requirements.

Similarly, Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) (Rehabilitation Act) prohibits discrimination based on disability by any state or local government that receives federal financial assistance. As the Trust receives federal financial assistance, the activities, services, and programs administered by the Trust, all stakeholders under contract with the Trust must comply with Section 504.

II. REQUESTS FOR REASONABLE ACCOMMODATION

To ensure compliance with the ADA and the Rehabilitation Act, the Trust and its stakeholders providing services to the public are required to make reasonable modifications to policies, practices, and procedures to avoid discrimination based on disability, unless the modification would fundamentally alter the nature of the program, service, activity, or would cause an undue financial or administrative burden, or would pose a direct threat to the health and safety of others. The Trust has informed its stakeholders of their obligation to assist qualified individuals requesting accommodation and requires stakeholders to provide appropriate training to the stakeholder's employees regarding the handling of accommodation requests. This policy is intended to provide guidance to all stakeholders that respond to a reasonable accommodation request at the Trust's airports.

A reasonable modification or reasonable accommodation refers to a change or exception to a practice, policy, or procedure that enables individuals with disabilities to access programs, services, and activities. Requests for reasonable accommodation may be made submitted by the individual with a disability, or by another person acting on their behalf. Requests may be directed to the Trust's staff or to a stakeholder directly. Individuals requesting reasonable accommodation are not required to use specific terminology. For example, the term "reasonable accommodation" does not need to be included in the request. The individual requesting reasonable accommodation should describe what reasonable accommodation is needed to access the relevant program, service, or activity. All requests for reasonable accommodation should be processed promptly by stakeholders. The time required to process a request will vary depending upon the nature of the reasonable accommodation. Individuals are encouraged to submit requests in advance, directly to the applicable stakeholder providing the programs, services, or activities.

If Department of Airports staff or stakeholder representatives are unable to fulfil a request or believe the requested accommodation would result in a fundamental alteration, undue burden, or would pose a direct threat to the health and safety of others, then said staff or representative should promptly inform the Trust's Airports Federal Program Office. The Airports Federal Program Office should also advise why the request cannot be reasonably accommodated. The Airports Federal Program Office may review all denied requests and assist in identifying alternative reasonable accommodation, when appropriate.

Airports Federal Program Office
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Oklahoma City, OK 73159
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Airports-FederalProgram@okc.gov

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