

Accessible Travel at Austin-Bergstrom International Airport



Austin-Bergstrom
International Airport

Presented to the Austin City Council Mobility Committee



October 7, 2021



Applicable legislation

- Americans with Disabilities Act (ADA)
 - Prohibits denial of any services generally available to the public on the basis of disability, including all government buildings.
 - Specifies complaint process and requirement for a point of contact.
- Section 504 of the Rehabilitation Act of 1973
 - Formalizes equal access for both physical and mental disabilities.
- Air Carrier Access Act
 - The Department of Transportation has a rule defining the rights of passengers and the obligations of airlines under this law. This rule applies to all flights of U.S. airlines, and to flights to or from the United States by foreign airlines.
 - Department of Transportation's has overall oversight of airlines' disability training programs and compliance



Administrative obligations

Requirement	Title VI	ADA/504
Airport-appointed coordinator for compliance issues and complaints	Suggested	<u>Required</u>
Airport retains records of complaints for at least 5 years	Suggested	<u>Required</u>
Adopt airport procedures incorporating due process standards for prompt and equitable resolution of complaints	Suggested	<u>Required</u>
Airport process for transmitting complaints received to FAA	<u>Required</u>	-
Conspicuously display nondiscrimination poster	<u>Required</u>	<u>Required</u>
Onsite Materials –applicable regulations are publicly available	<u>Required</u>	-
Airport process to receive and address accommodations/modification requests	Suggested	<u>Required</u>
Conduct periodic self-evaluations of programs and activities	Suggested	<u>Required</u>



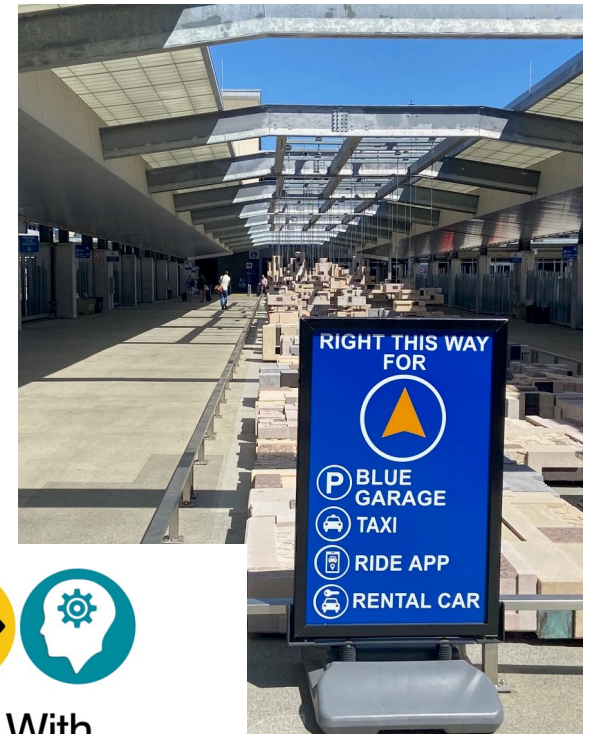
ADA Compliance Overview

- Aviation works with airline and tenant partners to ensure compliance with Airline Access Act requirements
- Airlines contract with third-party wheelchair service providers at no cost to passengers
- Step-free access throughout the terminal and facilities
- Designated ADA Coordinator (Aviation Department employee) to handle issues and complaints



Accessible travel at AUS

- ADA compliant shuttle busses throughout the campus
- Pet relief areas for service animals both before and after TSA checkpoint
- Guest Services staff throughout the terminal
- Signage with braille
- Visual Paging screens
- Paging system
- Wheelchair service providers
- Language translations services
- Tram services in garage
- Accessible restroom facilities, water fountains, elevators, and designated parking in all garages and lots



The City of Austin Department of Aviation is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable modifications and equal access to communications will be provided upon request.

Relay Texas: 711

Email: ADACompliance@austintexas.gov

Address: 3600 Presidential Blvd. Suite 411
Austin, Texas 78719



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Access to taxi, rideshare, and rental car facilities

- Approximately 900 feet distance (5-7 minutes) from baggage claim to ground transportation facilities via partially-covered walkway
- Multiple elevators and ramps provided on both sides of the walkway
- Step free access throughout the campus
- Arrival level Tram



Tram service to transit center

- Tram service available from baggage claim level to reduce transit distance
- Covered path for full distance
- Drop off at the taxi/rideshare level with elevators up to rental car desks
- Tram is ADA complaint and includes a wheelchair ramp and car
- Service is contracted to SP Plus and runs every few minutes from 9AM to midnight daily



Process for Wheelchair Services



- Outbound passengers
 - Upon booking, passengers would request special assistance.
 - At ticket counter, passenger checks in for their flight/ pre-booked wheelchair service or request the service at check-in time.
 - The passenger is directed to the wheelchair seating area for a wheelchair service provider.
 - Once the wheelchair service provider arrives, passengers are escorted through a TSA Checkpoint and then to the gate.
 - The wheelchair service provider will accommodate a restroom or concessions request before reaching their gate.
 - Once boarding begins the airline representative will coordinate with Service Provider jet way procedures.
- Inbound passengers
 - Upon booking, passengers would request special assistance on the return leg
 - The airline representatives notify the wheelchair service providers of the number of passengers using wheelchairs on the plane prior to landing.
 - The wheelchair service providers meet passengers at the gate when the plane arrives.
 - The wheelchair service provider will escort the passenger to:
 - Curb side
 - Baggage claim
 - Connecting flight gates
 - Rideshare service is coordinated via a Ground Transportation Controller to dispatch rideshare or taxi to the lower level for pick up.

New initiatives to improve accessibility

- ADA coordinator – Completed - 2 months
- Improved AUS website information center – Completed
- Single point-of-contact email address for feedback and assistance – Completed (AUS.ADA@austintexas.gov)
- Web-based ADA feedback form - Completed
- PA systems announcements – Completed
- Improved visual paging system – In progress
- Dedicated training to Aviation staff – In progress
- Digital curbside signage
 - Wheelchair service request process
 - Info and directions about Tram services



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Thank you!

Questions & Discussion



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