

DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

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October 9, 2006

Richard H. Bernstein, Esq.
Law Offices of Sam Bernstein
31100 Northwestern Highway
Farmington Hills, Michigan 48334

Re: Wayne County Airport Authority

Dear Mr. Bernstein:

On behalf of the Wayne County Airport Authority ("Airport Authority"), I would like to follow up with you regarding the issues raised when we last met related to Detroit Metropolitan Wayne County Airport ("Airport") and accessibility of the Airport for those passengers traveling with special needs. While you raised a number of items to consider during our meeting that may require some planning on the part of the Airport Authority, the Airport Authority has undertaken a number of immediate steps in response to concerns voiced by you and your clients.

I believe there was some confusion when we met when the question was posed to the Airport Authority as to whether or not the Airport Authority has an ADA coordinator, which may have left you with the impression that the Airport Authority does not have an employee serving in this capacity. In fact, the Airport Authority has designated two employees who split the responsibilities of ADA coordination. Ms. Cindy Singer serves as the Airport Authority's ADA Coordinator to address customer/passenger inquiries. Mr. Wayne Sieloff serves as the ADA Coordinator for construction and facility related reviews. All employee and employment ADA specific issues are addressed by the Airport Authority's Human Resources Division with assistance, as needed, from Wayne Sieloff.

During our meeting, you and your clients pointed out the need for the Airport Authority to have some type of web-based ADA information related to the Airport which would be readily accessible to all of the Airport's passengers and customers. The Airport Authority took immediate action on this suggestion and has since developed and implemented an information link on the Airport Authority's website entitled "Travelers with Special Needs." This can be accessed through www.metroairport.com.

Another request made during our meeting was that the Airport Authority consider the formation of an independent ADA Advisory Committee which would consider Airport Authority ADA-related

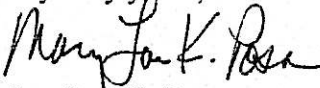
policies, procedures and plans. This request has been discussed with the Airport Authority's Chief Executive Officer and is under consideration.

You also suggested that the Airport Authority undertake an ADA audit. This recommendation also was discussed with the Airport Authority's Chief Executive Officer who has determined that such an audit will be performed. The Airport Authority presently is determining the appropriate regulatory agency to undertake such an audit for an operating airport the size of Detroit Metro.

The Airport Authority continues to evaluate other issues you raised during our meeting such as the security processing of passengers by the Transportation Security Administration and assistance of passengers by the airlines serving the Airport and the role of the Airport Authority with assisting these other entities in accommodating all passengers with special needs.

The Airport Authority appreciates your interest and input in this area. Please do not hesitate to contact me with any questions.

Very truly yours,



Mary Lou K. Posa
Vice President & Associate General Counsel

cc: Lester W. Robinson
Emily K. Neuberger
Cindy Singer
Wayne Sieloff



Board Explores Aspects of Airport Accessibility at Recent Meeting

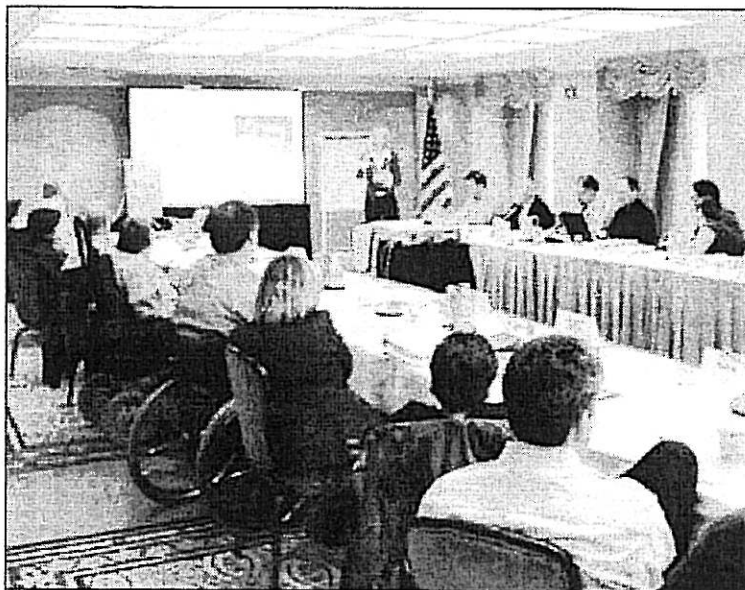
December 12, 2007

Over 80% of travelers with disabilities report access barriers at airports according to a consumer survey. The Board is examining airport terminal accessibility as part of an ongoing program to explore access issues in depth in order to improve compliance and to promote effective design. At its November meeting, the Board conducted a full-day session on the topic as a first step in this initiative. Invited speakers briefed members on a range of topics, including ticketing kiosks, telecommunications, security screening, boarding bridges, research, and consumer surveys. The Open Doors Organization, a nonprofit entity focused on promoting accessible consumer services, presented findings from its survey of consumers and results from outreach efforts with the airline industry.

Increasingly, self-service kiosks are becoming the norm in airports and transit stations, stores, and other venues. These devices feature various interface technologies, such as touch screens, that by themselves are not accessible to all users, particularly those with vision impairments. Representatives from the U.S. Postal Service and Amtrak gave a presentation on system-wide installations of accessible self-service kiosks in post offices and train stations across the country. The meeting also covered telecommunications access for people who are deaf or hard of hearing, a common compliance issue at airports. Communication Services for the Deaf demonstrated new technologies, including a video phone enabling sign language communication that has been piloted at Chicago's O'Hare airport.

Airport security checkpoints and screening procedures have raised important considerations for passengers with disabilities, including those who use mobility devices, wear prostheses, travel with oxygen or other medical equipment, or have a sensory impairment. A representative from the Department of Homeland Security gave a presentation on emerging screening technologies, such as retina scanning, and programs and efforts to ensure access for all travelers. Also on the agenda was discussion of aircraft boarding, and a jetway manufacturer briefed members on key requisites and parameters governing the design of boarding bridges.

The session also included presentations on research sponsored by the Transportation Research Board through its Airport Cooperative Research Program and by the National Center on Accessible



Session Speakers

- Brandi Rarus, Communication Services for the Deaf
- William Peterson, Department of Homeland Security
- Larry Goldstein, Transportation Research Board
- Katharine Hunter-Zaworski, National Center on Accessible Transportation
- Michael Adam, U.S. Postal Service
- Matthew Hardison, Amtrak
- Eric Lipp, Open Doors Organization
- J. Garrett Macfarlane, FMC Technologies Jetway

Transportation. Representatives from these organizations briefed members on projects studying airport signage and wayfinding information, boarding chair transfer, boarding technologies, aircraft lavatories, airport surveys, and real-time communication systems.

The Board plans to examine other access issues at airports, including parking, passenger drop-offs, ticket areas and counters, and baggage claim areas. For further information, contact Bill Botten at botten@access-board.gov, (202) 272-0014 (v), or (202) 272-0082 (TTY).

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