Baltimore/Washington International Thurgood Marshall Airport

- 26.4 million passengers in 2017
- 22nd busiest U.S. airport
- Average 70,000 passengers/day
- 330 daily departures
- 90 domestic and international destinations
BWI Marshall Best Practices

Valet Parking Service at BWI

FIDS with FAA Posting

TSA Cares at BWI

https://www.youtube.com/watch?v=mHo8BMAHx00
Open Doors Organization

- Hosted Project 01-31: Innovative Solutions to Facilitate Accessibility for Airport Travelers with Disabilities
- Lead Investigator: Laurel Van Horn, Open Doors
- The Airport Cooperative Research Program (ACRP) is an industry-driven, applied research program that develops practical solutions to problems faced by airport operators. Funding more than 20 projects a year.
Community Outreach

Wings for Autism – January 13th 2018

- Collaboration with The ARC of Baltimore, United Airlines, TSA and Fraport, USA (formerly AIRMALL)
- 151 participants and 30 volunteers
- TSA documented the event for the TSA Cares Program
- https://www.youtube.com/watch?v=YhIdTnJT4jE
BWI Marshall – Service Animal Committee

- Airport Operations
- Office of Fair Practices
- Office Custodial Services
- MDTA Police
- Legal Staff
- Airport Security
- Customer Service
Education

• The Committee feels it is important to help educate the general traveling public on the fact that there is a difference between the following:

  • **Services Animals**
    Protected by ADA Regulation

  • **Emotional Support and/or Therapy Animals**
    Not considered service animals and not included in the ADA Regulation
    Protected by Air Carrier Access Act
Service Animal vs Emotional Support Animals

**Service Animal**
- Protected under ADA
- Trained to perform a specific task for the owner
- Not consider a “pet” but rather a “working animal”
- Can walk on leash or guide bar while inside facilities to assist owner

**Emotional Support Animal**
- Not considered a “service animal” by ADA
- Does not have the same rights as service animals per ADA Regulation
- Must be inside a carrier when inside the terminal
- Cannot be walked on a leash inside the terminal

‘be better’
Communication Methods

The Committee feels it is important to consider the following methods and locations to communicate BWI Marshall Airport’s Animal policy.

- Special Posters
- Web page/Website
- Public Address Announcements
- Pamphlets
- Social Media
- MASD – PR Campaign
- Pet Hotel / Resort – Posting
- Buses / Parking garage – Postings
For safety and health reasons if you are traveling with an animal that is not a trained service animal, Maryland State law requires your animal to be transported in a carrier while inside the airport terminal building.

COMAR 11.03.01.08 – Personal Conduct. (J) Animals
Sample-2 Support Language Suggestion

- Animals in carriers

- Please keep all non-trained service animals in a carrier while in the Terminal Building. It is the State law.

*COMAR 11.03.01.08 – Personal Conduct. (J) Animals*
• Perq Soleil is a personal lifestyle service provider specializing in airport VIP concierge services.

• They arrange transportation services for arrivals and departures.

• Perq Soleil ensures that its limousine service meets or exceeds guests’ specific needs or requests.
• Senior Traveler Assistance - For seniors and others who need extra care, we handle all necessary arrangements and logistics so that travel is comfortable and worry-free.

• Family & Unaccompanied Minor Support - They minimize the stress to families and children journeying alone, allowing them to focus on the wonder of travel.
Questions & Answers
MDOT MAA Contact Information

Office of Fair Practices
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– (410) 859-7009
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– (410) 859-7242