

MDOT MAA  
Office of Fair Practices (OFP)  
Leon Patterson, ADA Coordinator

UAIA Conference

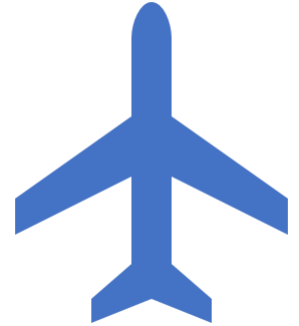
August 29, 2018

**MDOT** MARYLAND DEPARTMENT OF TRANSPORTATION

MARYLAND AVIATION ADMINISTRATION

# Baltimore/Washington International Thurgood Marshall Airport

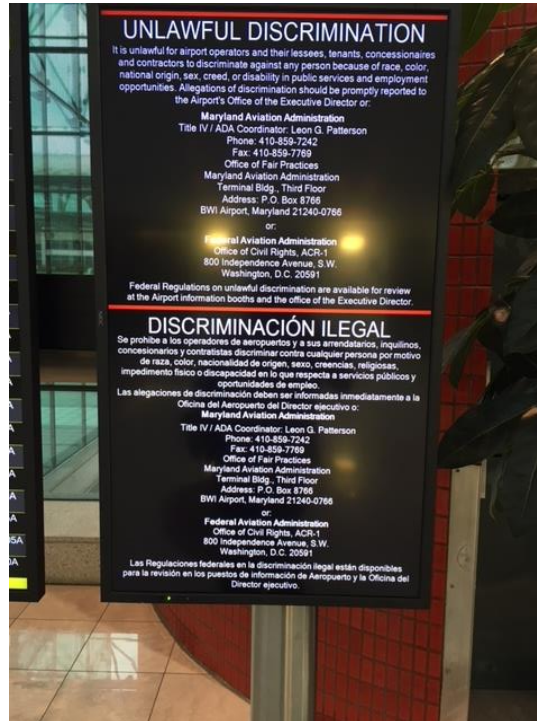
- 26.4 million passengers in 2017
- 22nd busiest U.S. airport
- Average 70,000 passengers/day
- 330 daily departures
- 90 domestic and international destinations



# 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



Open Doors Organization

Opening doors for people with disabilities in travel and tourism

- 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 13<sup>th</sup> 2018

- Collaboration with the 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>



'be better'

# 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



# 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

# Sample: Primary Language Suggestion



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 at BWI MARSHALL*

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Perq

Soleil





- 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

Perq  
Soleil

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BWI



- **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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