

Synopsis of Recent DOT Airport Rule Changes

The recent rule change touches on 3 areas: 1) Service Animal Relief Areas; 2) Passenger Information/Closed Captioning; and 3) Boarding Lifts.

As a whole, these new requirements somewhat parallel existing requirements

- 1) **Service Animal Relief Areas** – We are required to have 1 per terminal. The relief area must be in a “sterile” area. However, there are two exceptions to placement. A) TSA prohibits this in a particular airport based on security reasons. B) An airport may place relief area in another location IF a service animal training organization, the airport, and airport carriers all agree it would be better placed in a non-sterile area and this decision is documented and record retained.
 - Duty to escort passengers upon request to service animal relief areas (already 282)
 - No duty for signage either in airport, maps or web.
 - Aug 4th, 2016 is compliance deadline
- 2) **Passenger Information** – 1) We must enable captioning at all times on all televisions and other visual displays capable of displaying captions in any gate area, ticketing area, first-class or other passenger lounge or any other common area where passengers have access. (closely parallels existing requirements in 282) and 2) We must ensure by contract or other means that a shop/business does the same through contract/lease of other means.
 - Any equipment purchased after October 5th, 2015 must have high contrast captioning capabilities
- 3) **Boarding Lifts** – Requires foreign carriers to meet existing US Carrier obligations. Essentially an airport must ensure all carriers must have lifts, ramps, or other devices used for boarding and deplaning where entry level boarding is not available.