



## **TUCSON AIRPORT AUTHORITY** **ADA COMPLIANCE POLICY** **and COMPLAINT RESOLUTION PROCEDURES**

### **Policy Statement**

It is the policy of the Tucson Airport Authority (“TAA”) to provide access to both Tucson International Airport (“TUS”) and Ryan Airfield (“Ryan”) to persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and other applicable laws and regulations. TAA has appointed an ADA Coordinator to oversee ADA compliance activities at TUS and Ryan, and all comments, complaints, or inquiries regarding accessibility or other ADA compliance issues at TUS or Ryan should be directed to

Ms. Lorraine Behr  
Tucson Airport Authority  
7250 South Tucson Boulevard  
Suite 300  
Tucson, Arizona 85756  
520-573-5137  
[lbeh@flytucson.com](mailto:lbeh@flytucson.com)

### **Complaint Resolution**

TAA has established the following complaint resolution procedures to be used by anyone alleging a violation of the ADA or discrimination on the basis of disability in the provision of services, activities or programs at TUS or Ryan. Individuals are not required to use this procedure, and may instead file complaints directly with the appropriate enforcement agency.

Step 1: The complaint should be documented in writing on an ADA Complaint Form. The form should contain the name, address and telephone number of the complainant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem. Alternative formats of the form will be provided upon request, and TAA will make available tape recorders, TDDs, Qualified Sign Language Interpreters or other reasonable accommodations as necessary for filing a complaint.

The form should be submitted as soon as possible, but no later than 180 calendar days after the alleged violation. All information provided will be kept confidential to the extent permitted by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the complaint. Please be advised that TAA complies with the Arizona Public Records Law and that information submitted to TAA may be subject to public disclosure. Providing the requested information is voluntary, except that the failure to provide

such information may result in delay or in our being unable to resolve your complaint fully.

Step 2: The ADA Coordinator will review the complaint promptly and will attempt to discuss the issues with the complainant and the concerned TAA department(s) in an effort to resolve the complaint informally. If the matter is not resolved following these discussions, or if TAA is unable to reach the complainant, the ADA Coordinator will provide a written response, including TAA's position and proposed resolution, to the complainant within forty-five (45) calendar days of receipt of the complaint form.

Step 3: If the ADA Coordinator's final response does not satisfactorily resolve the matter, the complainant or an authorized representative may appeal it to TAA's President/CEO, 7250 South Tucson Boulevard Suite 300, Tucson, Arizona, 85756. Complainant should file a written appeal, including a detailed description of its basis, within thirty (30) calendar days of the date of the ADA Coordinator's final response. Within thirty (30) calendar days after receiving an appeal, TAA's President/CEO, or her designee (the "Appeal Officer"), will attempt to meet with or otherwise contact the complainant to discuss the matter and possible resolutions. Within forty-five (45) calendar days after the filing of the appeal, the Appeal Officer will provide a final written resolution of the complaint.

### **Record-Keeping**

TAA's ADA Coordinator will maintain the following materials for a period of three

(3) years: (1) written complaints received by the ADA Coordinator; (2) final responses of the ADA Coordinator; (3) appeals to TAA's President / CEO; and (4) final resolutions by the Appeal Officer.

TAA's ADA Policy Statement and Complaint Procedure is available on TAA's website at [www.flytucson.com](http://www.flytucson.com) and is available in hard copy at the TAA Administration office located at 7250 South Tucson Boulevard Suite 300, Tucson, Arizona, 85756. Upon request, it may also be made available in alternative formats by contacting the ADA Coordinator as directed above.