

**ERIE REGIONAL AIRPORT AUTHORITY**  
**AMERICANS WITH DISABILITIES ACT**  
**REASONABLE ACCOMMODATION/MODIFICATION REQUEST PROCESS AND**  
**GRIEVANCE PROCEDURE**

**Introduction**

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Erie Regional Airport Authority (“ERAA”) to provide access to all services, programs and activities associated with its operation of Erie International Airport (“ERI”) to all qualified persons with disabilities.

**ERAA's Americans with Disabilities Act (ADA) Coordinator**

The ERAA's ADA Coordinator is Kimberlie Scharrer, Director of Administration, who may be reached by email [kscharrer@erieairport.org](mailto:kscharrer@erieairport.org), by phone at 814-833-4258 or by mail at Erie Regional Airport Authority, Erie International Airport, Attn: ADA Coordinator, 4411 West 12<sup>th</sup> Street, Erie, PA 16505.

The ERAA's ADA Coordinator is responsible for administering the ERAA's overall ADA compliance program. The ADA Coordinator is designated to coordinate the ERAA's efforts to comply with and carry out its responsibilities under the ADA, including processing requests from qualified persons with individuals for reasonable accommodations to ERI programs or activities, and investigation of any complaint communicated to the ERAA alleging the denial of access to any ERAA service, program or activity based on disability. Please contact the ADA Coordinator for any questions, requests for reasonable accommodations or to file an ADA grievance.

The ERAA's ADA Coordinator is familiar with federal, state and local government regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities. The ADA Coordinator has knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate and participate in programs, activities and services available at ERI. The ADA Coordinator has the authority and ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups and has the skills and training necessary to negotiate and mediate with qualified persons with a disability who submit an ADA grievance or request for reasonable accommodation.

**Requests for Reasonable Accommodation**

If an individual with a disability believes they need a reasonable accommodation in order to access ERAA/ERI's programs, activities or services (“Requestor”), the Requestor should complete the attached ADA Request for Reasonable Accommodation/Grievance Form (“Accommodation Request Form”) and forward it to the ADA Coordinator at the contact information provided on the Accommodation Request Form.

The completed Accommodation Request Form must contain the name, address, e-mail address, and phone number of the Requestor. The Accommodation Request Form should include as much information as possible regarding the Requestor's need for the requested accommodation. ERAA will not make unnecessary inquiries into the existence of the Requestor's disability but it must

receive enough information to allow the ADA Coordinator to determine what reasonable accommodations are needed to provide the Requestor access to ERAA/ERA programs, services and activities. The ADA Coordinator may reach out to the Requestor to obtain additional information in order to process and respond to the Accommodation Request Form. *Click here to download the ERAA ADA – Request for Reasonable Accommodation/Grievance Form.*

## **Grievance Procedure**

To file a grievance alleging denial of access to an ERAA/ERI program, service or activity on the basis of disability, an individual with a disability (“Grievant”) should complete the attached ADA Grievance Form (“Grievance Form”) and forward it to the ADA Coordinator at the contact information provided on the Form. The completed Form must contain the name, address, e-mail address, and phone number of the Grievant. The Form should include as much information as possible regarding the alleged denial of access to ERAA/ERI program, service or activity, including date, time, location, and a clear description of the denial of access. The grievance must be received by the ADA Coordinator no later than 30 days following the alleged denial of access. The Grievance Form must be completed and signed by the Grievant or her/his authorized representative. If the grievance is being filed via telephone call, the ADA Coordinator will fill out the Grievance Form on behalf of the Grievant. Upon receipt of a grievance, the ADA Coordinator will review the completed Grievance Form within ten (10) business days. If additional information is required, the ADA Coordinator will contact the Grievant and return the Grievance Form for completion.

Once the completed Grievance Form has been received, the ADA Coordinator will work with the ERAA (and its tenants, contractors and concessionaires, if necessary) to identify and implement a mutually agreed upon resolution within 15 business days of receipt of the completed Grievance Form. If further investigation is necessary beyond 15 business days, the ADA Coordinator will issue a "Notice of Continued Investigation" not later than 15 business days after receiving the completed Grievance Form.

It is the ERAA's policy to encourage an informal resolution of all grievances. If a mutually agreed upon informal resolution cannot be achieved, the ADA Coordinator will issue a written decision within 60 business days of the receipt of the completed Grievance Form.

Not later than 30 days from receipt of the ADA Coordinator's decision, the Grievant or authorized representative may appeal that decision in writing to Derek Martin, Executive Director, Erie Regional Airport Authority, Erie International Airport, 4411 West 12<sup>th</sup> Street, Erie, PA 16506. Within 30 days of receipt of this appeal, the Executive Director will meet with the Grievant to discuss the grievance and possible resolution and, within 30 days of that meeting, will submit the ERAA's final decision to the grievant.

All written and/or recorded communications will be retained by the ERAA for a period of three years from the date of the ADA Coordinator's decision or the date of the Executive Director's appeal decision, whichever is later.

*Click here to download the ERAA ADA – Request for Reasonable Accommodation/Grievance Form.*