

# Accessibility of Web Sites and Automated Airport Kiosks

U.S. Department of Transportation  
Office of Aviation Enforcement and Proceedings



# Final Rule on Accessibility of Airline Web Sites and Automated Airport Kiosks

- Final rule amends three regulations:
- 14 CFR Part 382 covers Web site and kiosk accessibility requirements applicable to airlines.
- 14 CFR Part 399 covers equivalent service requirements applicable to ticket agents
- 49 CFR Part 27 covers kiosk accessibility requirements applicable to airports.

# 14 CFR Part 382

## **WEB SITE ACCESSIBILITY**

# 14 CFR Part 382 – Web Site Accessibility Outline

- What does the rule require (general overview)?
- What airlines are covered?
- What technical accessibility standard applies?
- When must Web sites be accessible?

# 14 CFR Part 382 – Web Site Accessibility Overview - what the rule requires

In a nutshell:

- Airline web sites that market air transportation to consumers in the U.S. must be accessible.
- Airlines must provide equivalent service at no charge to passengers with a disability who cannot use their Web sites due to a disability.

# 14 CFR Part 382 – Web Site Accessibility

## What airlines are covered?

- U.S. and foreign air carriers that:
  - operate at least one aircraft having a seating capacity of more than 60 passengers
  - own or control a primary Web site that markets air transportation to consumers in the United States.

# 14 CFR Part 382 – Web Site Accessibility

## What is the technical accessibility standard?

- All public-facing content on the Web site must conform to the Website Content Accessibility Guidelines (WCAG) 2.0 standard and meet the Level AA success criteria.



# 14 CFR Part 382 – Web Site Accessibility

## When must Web sites be accessible?

- Phase 1 – Within two years after the rule's effective date, Web pages associated with the following functions must be accessible:
  - Booking or changing a reservation, including all flight amenities
  - Checking in for a flight
  - Accessing a personal travel itinerary
  - Accessing the status of a flight
  - Accessing a personal frequent flyer account
  - Accessing flight schedules
  - Accessing carrier contact information

# 14 CFR Part 382 – Web Site Accessibility

## When must Web sites be accessible?

- Phase 2 – Within three years after the rule's effective date, all remaining public-facing Web pages on the Web site must be accessible.



# Consumer Rule 14 CFR 399.80

## Unfair and Deceptive Practices of Ticket Agents

- 14 CFR 399.80 requires ticket agents to:
  - Disclose and offer Web-based fares to passengers who contact them and indicate they cannot use their Web sites due to a disability.
- NOTE: ADA title III requirements prohibit ticket agents from charging a fee for making a reservation over the phone as a disability accommodation.

14 CFR Part 382 and 14 CFR Part 399  
Web Site Accessibility and Ticket Agents

**Questions  
and  
Answers**

14 CFR Part 382  
49 CFR Part 27

**AUTOMATED AIRPORT KIOSK  
ACCESSIBILITY**

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility Outline

- What do the rules require (general overview)?
- What entities are covered?
- What kiosks are covered and when?
- What technical accessibility standard applies?

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

## Overview – What the rules require?

- Airlines and airports must make their proprietary and shared-use airport kiosks accessible.
- Airlines and airports share responsibility for ensuring compliance and maintenance of accessible shared-use kiosks.
- Airlines must provide equivalent service to passengers who cannot use an airport kiosk due to a disability.

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

## What entities are covered?

- 14 CFR 382.57 – Airlines that own, lease, or control kiosks at a U.S. airport with 10,000 or more enplanements per year.
- 49 CFR 27.71 – U.S. airports with 10,000 or more enplanements per year that own, lease, or control shared-use kiosks.

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

## What kiosks are covered and when?

All airport kiosks (proprietary and shared-use) installed on or after December 12, 2016, must be accessible until 25 percent of kiosks provided in each location at the airport are accessible.

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

What technical accessibility standard applies?

Technical standard is based primarily on requirements in appendices B and D to 36 CFR part 1191 and in 28 CFR 35.151 (U.S. Department of Justice 2010 ADA Standards) as applied to ATMs and fare machines. Also based on Section 508 standard for self contained closed products (see 36 CFR 1194.25).

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

## Technical standards cover:

- Operability without assistive technologies other than personal headset or audio loop
- Clear floor space
- Operable parts
- Privacy
- Outputs
- Inputs
- Display screen
- Braille instructions
- Biometrics

# 14 CFR Part 382 and 49 CFR Part 27 Automated Airport Kiosk Accessibility

## **Questions and Answers**