



SERVICE EMPLOYEES
INTERNATIONAL UNION
CTW, CLC

HÉCTOR J. FIGUEROA
President

LARRY ENGELSTEIN
Executive Vice President

KYLE BRAGG
Secretary Treasurer

LENORE FRIEDLAENDER
Assistant to the President

VICE PRESIDENTS

SHIRLEY ALDEBOL
JAIME CONTRERAS
ROB HILL
GABE MORGAN
JOHN THACKER

Capital Area District
Washington 202.387.3211
Baltimore 410.244.5970
Virginia 703.845.7760

Connecticut District
Hartford 860.560.8674
Stamford 203.602.6615

District 1201
215.923.5488

Florida District
305.672.7071

Hudson Valley District
914.637.7000

Mid-Atlantic District
215.226.3600

**National Conference of
Firemen and Oilers**
202.962.0981

New Jersey District
973.824.3225

Western Pennsylvania District
412.471.0690

September 1, 2016

Sheree Van Duyne
Manager of Policy and Protocols
Office of Secretary
The Port Authority of New York and New Jersey
4 World Trade Center
150 Greenwich Street
New York, NY 10007
Via Fax: 212-435-7555

Re: Freedom of Information Request

Dear Ms. Van Duyne:

Pursuant to the New York State Freedom of Information Law, Article 6 of the Public Officer Law, and the Port Authority of New York and New Jersey policy on Freedom of Information found on the Port Authority website (http://www.panynj.gov/AboutthePortAuthority/ContactInformation/foi_policy.html), I am requesting the following:

- any rules and regulations related to the operation of wheelchair services at the LaGuardia, Newark, or John F. Kennedy airports.
- any and all complaints filed with the Port Authority's Title VI/ADA Coordinator, (which is the Director of the Office of Business Diversity and Civil Rights) related to the discrimination of persons with disabilities including alleged violations of the ADA or ACAA.

Please provide this information electronically via email in Microsoft Excel format if possible, or via electronic CD.

Please contact me at SEIU 32BJ, 25 West 18th Street, New York, NY 10011 if you have any questions regarding this request. My office phone number is (212)-388-3047, fax (212)-539-2858 and email is nsamii@seiu32bj.org.

I ask that you contact me if service and duplication charges for this request exceed \$200.00 overall.

Thank you for your attention to this matter.

Sincerely,

Nicole Samii
Research Department

THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY PRA #17325
PUBLIC RECORD ACCESS FORM

Action by (print / type name):

William Shalewitz

, Freedom of Information Administrator

Signature:



Date:

10/27/2016

On behalf of the Secretary of the Port Authority, as Records Access Officer and Custodian of Government Records of the Port Authority.

The requested records are being made available.

Any responsive records that may exist are currently in storage or archived, and a diligent search is being conducted. The Port Authority will respond by:

A diligent search has been conducted, and no records responsive to your request have been located.

The requested records that have been located are not being made available, as they are exempt from disclosure for the following specific reasons:

Some requested records that have been located are being made available. The remainder are exempt from disclosure for the following specific reasons:

The request does not reasonably describe or identify specific records; therefore, the Port Authority is unable to search for and locate responsive records. Please consider submitting a new request that describes or identifies the specific records requested with particularity and detail.

Other:

Material responsive to your request can be found on the Port Authority's website at <http://corpinfo.panynj.gov/documents/17325-O/>. Paper copies of the available records are available upon request.

Exemptions applied for personal privacy.

This form is promulgated by the Port Authority pursuant to the Port Authority Public Records Access Policy and is intended to be construed consistent with the New York Freedom of Information Law and the New Jersey Open Public Records Act. It is intended to facilitate requests for Port Authority public records and does not constitute legal advice.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Office of Civil Rights
Great Lakes Region, AGL-9
2300 E. Devon Avenue, Suite 440
Des Plaines, Illinois 60018

June 20, 2011

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Jerry Spampanato
General Manager
John F. Kennedy International Airport
Building 14, 2nd Floor
Jamaica, NY 11430

Re: Complainant v. JFK International Airport
DOT #: 2011-0205
FAA Tracking #: 11-0523-56601-MHIL

Dear Mr. Spampanato:

This letter is to inform you of a complaint received by the FAA – Airport Disability Compliance Program alleging discrimination based on disability against John F. Kennedy International Airport (JFK) – Port Authority of New York and New Jersey (PANYNJ). Specifically, the complainant alleges multiple occasions of needing assistance of other passengers at the airport to open the doors to the accessible restrooms in Terminal 8 (American Airlines area) at JFK. These incidents occurred on March 17, 2011 and April 4, 2011.

The FAA – Airport Disability Compliance Program is responsible for investigating complaints that allege violations of regulations implementing Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (RA), as amended. Recipients of federal financial assistance are covered under 49 CFR § 27.71 (b) – the U.S. Department of Transportation rule implementing Section 504 of the RA. An airport owned by a public entity is also subject to requirements under 28 CFR § 35 – the U.S. Department of Justice rule implementing Title II of the ADA. The jurisdiction of FAA is limited to oversight of facilities and services under the control of the airport operator.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has taken action or participated in an action to secure rights protected by the Federal Regulation 49 CFR § 27.123(e). Any individual alleging such harassment or intimidation may file a complaint with the FAA. We would investigate such a complaint, if the situation warrants.

We would also like to inform you that under the Freedom of Information Act (5 U.S.C § 552) and the Privacy Act (5 U.S.C. § 55a), it may be necessary to release this

information, related correspondence, and records upon request. In the event that we receive such a request, we will seek to protect, to the extent provided by law, personal information which, if released, could constitute an unwarranted invasion of privacy.

In addition to investigating complaints against DOT's recipients, we are required to make findings of fact and conclusions of law, and attempt to negotiate voluntary compliance if a violation is found. In order to facilitate our investigation, we ask that you submit the following documentation/information to our office by **July 21, 2011**:

1. JFK Terminal 8 Airport layout map indicating location of accessible restrooms relative to other restrooms.
2. PANYNJ's self-evaluation standards/criteria checklist, indicating date of last self-evaluation and frequency of such disability accessibility evaluations;
3. Pertinent pages of PANYNJ's airport design/construction standards manual that outline design/construction requirements of restroom doors;
4. Copy of JFK airport accessibility-related complaints processing procedures including the name and contact information for the employee designated as the coordinator of requirements under the ADA and Section 504 of the RA

Please reference the DOT or FAA tracking number cited above in all future correspondence or contact with this office. We appreciate your prompt response in this matter. If you or your staff wishes to discuss this complaint, please feel free to contact Elisha Luyeho (Management Analyst) at 847-294-7238 or electronically at Elisha.Luyeho@faa.gov. You may also fax your response to 847-294-7265.

Sincerely,



Daryl A. Hart
Director, Office of Civil Rights
Great Lakes and Central Regions and
Airport Disability Compliance Program



U.S. Department
of Transportation
**Federal Aviation
Administration**

Office of Civil Rights
Great Lakes Region, AGL-9
2300 E. Devon Avenue, Suite 440
Des Plaines, Illinois 60018

October 27, 2011

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Susan M. Baer
Newark Liberty International Airport
Building #1, Conrad Road
Newark, NJ 07114

Re: Complainant v. Newark International Airport
DOT #: 2011-0276
FAA Tracking #: 11-0801-44984-MHIL

Dear Ms. Baer:

This is to inform you that the U.S. Department of Transportation (DOT), Federal Aviation Administration (FAA), has received a complaint against the Newark International Airport (EWR) alleging discrimination based on disability. The complainant alleges that Port Authority Police issued her a summons for parking her car in a handicapped disabled parking area at Terminal A on 5/17/2011.

The FAA Airport Disability Compliance Program is responsible for investigating complaints that allege violations of regulations implementing Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (RA), as amended. Recipients of federal financial assistance are covered under 49 CFR § 27.71 (b), the U.S. Department of Transportation rule implementing Section 504 of the RA. An airport owned by a public entity is also subject to requirements under 28 CFR § 35, the U.S. Department of Justice rule implementing Title II of the ADA. The jurisdiction of FAA is limited to oversight of facilities and services under the control of the airport operator.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has taken action or participated in an action to secure rights protected by Federal Regulation 49 CFR § 27.123(e). Any individual alleging such harassment or intimidation may file a complaint with the FAA. We would investigate such a complaint, if the situation warrants.

We would also like to inform you that under the Freedom of Information Act (5 U.S.C § 552) and the Privacy Act (5 U.S.C. § 55a), it may be necessary to release this information, related correspondence, and records upon request. In the event that we

Ms. Susan M. Baer
October 27, 2011

2

receive such a request, we will seek to protect, to the extent provided by law, personal information which, if released, could constitute an unwarranted invasion of privacy. In order to facilitate our investigation, we ask that you submit the following documentation/information to our office by **November 17, 2011**:

1. Airport's position statement responding to the allegation that Port Authority Police issued summons for parking in accessible parking area;
2. Airport's policy regarding parking on airport premises;
3. Signage at the accessible parking area by Terminal A;
4. Airport's policies and procedures for resolving complaints of discrimination based on disability, as required by 49 CFR § 27.13 (b); and
5. Airport's policy on disability related sensitivity training for Port Authority Police (including frequency of such training).

Please reference the DOT or FAA tracking number cited above in all future correspondence or contact with this office. We appreciate your prompt response in this matter. If you or your staff wishes to discuss this complaint, please feel free to contact Dr. Supriya Raman (Program Manager) at 847-294-7180.

Sincerely,



Daryl A. Hart
Director, Office of Civil Rights
Great Lakes and Central Regions and
Airport Disability Compliance Program

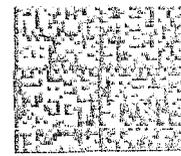
U.S. Department
of Transportation

**Federal Aviation
Administration**

Great Lakes Region
2300 East Devon Avenue
Des Plaines, Illinois 60018



7008 3230 0001 5843 1405



Hester

\$06.23

10/28/2011

Mailed From 60

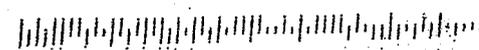
US POSTA

First Class Mail

RECEIVED - EWR
OCT 31 2011
GEN. MGR'S OFFICE

Official Business
Penalty for Private Use \$300

Ms. Susan M. Baer
Newark Liberty International Airport
Building #1, Conrad Road
Newark, NJ 07114





U.S. Department
of Transportation
**Federal Aviation
Administration**

Western-Pacific Region
Office of Civil Rights

P.O. Box 92007
Los Angeles, CA 90009-2007

July 12, 2016

Richard V. Heslin
Airport Manager
Newark Liberty International Airport
Building #1- Conrad Road
Newark, NJ 07114

Re: Complainant v. Newark Liberty International Airport
DOT #: 2016-0415

Dear Mr. Heslin:

The FAA Airport Disability Compliance Program (ADCP) has received a complaint concerning Newark Liberty International Airport (EWR). On May 25, 2016, the complainant alleges that the Port Authority discriminated on the basis of disability by blocking access to designated accessible parking spaces. The spaces were marked “No parking due to construction, vehicle will be towed.”

The FAA Airport Disability Compliance Program is responsible for investigating complaints that allege violations of regulations implementing Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended. Recipients of Federal financial assistance are covered under 49 CFR § 27.71 (b), the U.S. Department of Transportation rule implementing Section 504. An airport owned by a public entity is also subject to requirements under 28 CFR § 35, the U.S. Department of Justice rule implementing Title II of the ADA. The FAA’s jurisdiction is limited to oversight of facilities and services under the control of the airport operator/sponsor.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has taken action or participated in an action to secure rights protected by the Federal Regulation 49 CFR § 27.123(e). Any individual alleging such harassment or intimidation may file a complaint with the FAA. We would investigate such a complaint, if the situation warrants.

We would also like to inform you that under the Freedom of Information Act (5 USC § 552) and the Privacy Act (5 USC § 55(a)), it may be necessary to release this information, related correspondence, and records upon request. In the event that we receive such a request, we will seek to protect, to the extent provided by law, personal information which, if released, could constitute an unwarranted invasion of privacy.

To assist us in investigating and resolving the concerns mentioned in the complaint we ask that you send us the following information no later than the close of business on August 12, 2016:

1. EWR response to the complaint.
2. What procedure does EWR has in place for ensuring accessible parking for people with disabilities when the designated disabled parking areas are not available due to construction?

If you have any questions, please contact me. I can be reached at (310) 725-3935 or by electronic mail at jonathan.klein@faa.gov. You can also contact Sophia Soler, the lead investigator for this complaint. She can be reached at (718) 553-3443 or by electronic mail at sophia.soler@faa.gov. Please reference the DOT tracking number cited above in all future correspondence or contact with this office.

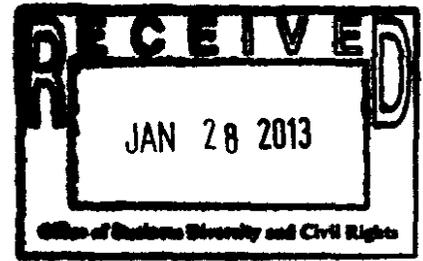
Sincerely,

Sophia Soler

For

Jonathan Klein
Team Lead
FAA National Airport Disability Compliance Program

cc: Jacqueline Grossgold, ADA / Sec. 504 Coordinator



Port Authority of NY & NJ
Title VI Complaint form

The Port Authority of NY & NJ is committed to ensuring that no person or persons are excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").

Please provide the following information needed to process your complaint. Assistance is available upon request. Complete this form and mail or email to the address at the bottom.

1. Complainant's Name: Mr. ANDRE BROWN

2. Address: [REDACTED]

3. City [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

4. Telephone No. (Home): [REDACTED] (Business): [REDACTED]

5. Person discriminated against (if other than complainant): Friend [REDACTED]

Name: N/A

Address: _____

City: _____ State: _____ Zip Code: _____

6. What do you believe the discrimination was based on?
Apparently the soldiers believe plaintiff ANDRE BROWN IS HIV POSITIVE OR HAVE AIDS. ALSO, THAT I AM A THREAT TO SOCIETY AND THEIR JOB IS TO PROTECT SOCIETY FROM ME. THIS HURTS!

7. Date of incident resulting in discrimination: 08/07/2012 8:15 PM

8. Please describe how you were discriminated against. Tell what happened and who was responsible. For additional space, attach additional sheets of paper or use the back of this form.

On 08/07/2012 I WAS AT LaGuardia Airport. Initially I was being followed by the Airport Police Department. Afterwards I was being harassed by soldiers with guns. They told the lady (Kimberly) of Angelina's I have AIDS and not to talk to me.

11. Sign the complaint and attach any documentation supporting your claim.

Choko Brown
Complainant's Signature

11/15/2013
Signature Date

The complaint may be mailed to the following address:

Title VI Manager
233 Park Avenue South
4th Floor
New York, New York 10003

Or sent via email to Title6@panynj.gov

Title6@panynj.gov

Port Authority of NY & NJ
Title VI Complaint form

The Port Authority of NY & NJ is committed to ensuring that no person or persons are excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").

Please provide the following information needed to process your complaint. Assistance is available upon request. Complete this form and mail or email to the address at the bottom.

1. Complainant's Name: Kathy Popolani_____

2. Address: _____

3. City : _____ State: _____ Zip Code: _____

4. Telephone No. (Home): _____ (Business): _____

5. Person discriminated against (if other than complainant):

Name: __Kathy
Popolani_____

Address: _____

City: _____ State: _____ Zip Code: _____

6. What do you believe the discrimination was based on?

_____ I have a disability walk I with a cane_____

7. Date of incident resulting in discrimination: June 9, 2011
8. Please describe how you were discriminated against. Tell what happened and who was responsible. For additional space, attach additional sheets of paper or use the back of this form.

 This morning bus driver E. Leach on Bus Route 114 (bus ID number 7774) dropped me off at a gate on top level instead of escalator dropoff. At gates there only steps and escalators coming up but none going down. When I complained he said "Too bad, this is the Port Authority". This is the second time he has done that this month. I have complained to the Port Authority but they never respond.

11. Sign the complaint and attach any documentation supporting your claim.

 Kathy Popolani
Complainant's Signature

 June 9, 2011
Signature Date

The complaint may be mailed to the following address:

Title VI Manager
225 Park Avenue South
15th Floor
New York, New York 10003

Or sent via email to Title6@panynj.gov.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Office of Civil Rights
Great Lakes Region, AGL-9
2300 E. Devon Avenue, Suite 440
Des Plaines, Illinois 60018

November 13, 2014

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Jerry Spampanato
General Manager
John F. Kennedy International Airport
Building 14, 2nd Floor
Jamaica, NY 11430

Re: Complainant v. John F. Kennedy International Airport
DOT #: 2015-0023

Dear Mr. Spampanato:

This letter is to inform you of a complaint received by the FAA – Airport Disability Compliance Program alleging discrimination based on disability against John F. Kennedy International Airport (JFK) – Port Authority of New York and New Jersey (PANYNJ). Specifically, the complainant alleges that on August 8, 2014, complainant required assistance of other passengers at the airport to lower complainant's mobility device from sidewalk to the roadway at the loading/unloading zone, after arriving on Delta Airlines Flight 2340.

The FAA – Airport Disability Compliance Program is responsible for investigating complaints that allege violations of regulations implementing Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (RA), as amended. Recipients of federal financial assistance are covered under 49 CFR § 27.71 (b) – the U.S. Department of Transportation rule implementing Section 504 of the RA. An airport owned by a public entity is also subject to requirements under 28 CFR § 35 – the U.S. Department of Justice rule implementing Title II of the ADA. The jurisdiction of FAA is limited to oversight of facilities and services under the control of the airport operator.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has taken action or participated in an action to secure rights protected by the Federal Regulation 49 CFR § 27.123(e). Any individual alleging such harassment or intimidation may file a complaint with the FAA. We would investigate such a complaint, if the situation warrants. We would also like to inform you that under the Freedom of Information Act (5 U.S.C § 552) and the Privacy Act (5 U.S.C. § 55a), it may be necessary to release this information, related correspondence, and records upon request. In the event that we

JFK | DOT 2015-0023

November 13, 2014

receive such a request, we will seek to protect, to the extent provided by law, personal information which, if released, could constitute an unwarranted invasion of privacy.

During an ADA and Section 504 of the Rehabilitation Act compliance review of JFK airport the week of July 9, 2012, similar noncompliance elements were identified at Terminal 1 and Terminal 8. At the exit meeting, as well as on page 9 of the compliance review report, PANYNJ was advised that if a concern at one area is identified, all other similar places should be checked and corrected if found to be noncompliant. A PANYNJ update to the voluntary compliance schedule dated January 31, 2013 states that at least one accessible loading/unloading zone in every 100 linear feet of loading zone space will be provided by March 2015. In order to facilitate our investigation, we ask that you submit the following documentation/information to our office by December 12, 2014:

1. An update regarding the JFK voluntary compliance schedule, particularly, item 4.
2. A description and photos of temporary solutions currently in place at the Delta Airlines terminal loading/unloading zone and all other similar zones at other terminals.

Please reference the DOT tracking number cited above in all future correspondence or contact with this office. We appreciate your prompt response in this matter. If you or your staff wishes to discuss this complaint, please feel free to contact Elisha Luyeho of my staff, at 847-294-7238 or electronically at Elisha.Luyeho@faa.gov. You may also fax your response to 847-294-7265.

Sincerely,



Nicholas Sun, JD
Team Lead, FAA Office of Civil Rights
Airport Disability Compliance Program



U.S. Department
of Transportation
**Federal Aviation
Administration**

Office of Civil Rights
Great Lakes Region, AGL-9
2300 E. Devon Avenue, Suite 440
Des Plaines, Illinois 60018

November 18, 2014

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Jerry Spampanato
General Manager
John F. Kennedy International Airport
Building 14, 2nd Floor
Jamaica, NY 11430

Re: Complainants v. John F. Kennedy International Airport
DOT #: 2015-0026

Dear Mr. Spampanato:

This letter is to inform you of a complaint received by the FAA – Airport Disability Compliance Program on November 6, 2014, alleging discrimination based on disability against John F. Kennedy International Airport (JFK) – Port Authority of New York and New Jersey (PANYNJ). Specifically, the complainant alleges that on November 27 2012, at about 6:30 PM Eastern Standard Time, complainant slipped and fell in an accessible restroom compartment (stall) due to a supposedly “exceedingly slippery (not wet)” floor with “inadequate” grab bars at the JFK Delta Airlines Sky Club. Subsequently, long term injury has been identified as a result of this incident.

The FAA – Airport Disability Compliance Program is responsible for investigating complaints that allege violations of regulations implementing Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (RA), as amended. Recipients of federal financial assistance are covered under 49 CFR § 27.71 (b) – the U.S. Department of Transportation rule implementing Section 504 of the RA. An airport owned by a public entity is also subject to requirements under 28 CFR § 35 – the U.S. Department of Justice rule implementing Title II of the ADA. The jurisdiction of FAA is limited to oversight of facilities and services under the control of the airport operator.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has taken action or participated in an action to secure rights protected by the Federal Regulation 49 CFR § 27.123(e). Any individual alleging such harassment or intimidation may file a complaint with the FAA. We would investigate such a complaint, if the situation warrants. We would also like to inform you that under the Freedom of Information Act (5 U.S.C § 552) and the Privacy Act (5 U.S.C. § 55a), it may be necessary to release this

JFK | DOT 2015-0026
November 18, 2014

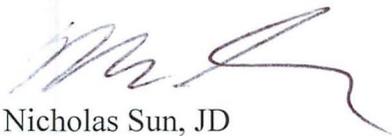
information, related correspondence, and records upon request. In the event that we receive such a request, we will seek to protect, to the extent provided by law, personal information which, if released, could constitute an unwarranted invasion of privacy.

To facilitate our investigation, we ask that you submit the following documentation/information to our office by December 19, 2014:

1. PANYNJ response to this complaint
2. A description of various elements incorporated into the current accessible compartment in the JFK Delta Airlines Sky Club, in particular:
 - a. Photograph indicating the location and number of grab bars in the accessible compartments.
 - b. The height above the floor of the grab bars, and the length of each respective grab bar.
 - c. The accessible compartment length and width, in inches.
3. A description of the slip-resistant features of the floor located in the JFK Delta Airlines Sky Club.

Please reference the DOT tracking number cited above in all future correspondence or contact with this office. We appreciate your prompt response in this matter. If you or your staff wishes to discuss this complaint, please feel free to contact Elisha Luyeho of my staff, at 847-294-7238 or electronically at Elisha.Luyeho@faa.gov. You may also fax your response to 847-294-7265.

Sincerely,



Nicholas Sun, JD
Team Lead, FAA Office of Civil Rights
Airport Disability Compliance Program