



KETCHIKAN GATEWAY BOROUGH

Ketchikan International Airport
1000 Terminal Way, Ketchikan, Alaska 99901
• Telephone: (907) 228-6689

Americans with Disabilities Act Reporting Policy

The purpose of this policy is to ensure all tenants of the Ketchikan International Airport understand the proper reporting policy for complaints regarding the Americans with Disabilities Act (ADA).

The ADA protects the rights of all passengers traveling through the Ketchikan International Airport. Occasionally our or your facilities may not properly support a passenger's needs. If a passenger comes to you and feels their needs have not been properly met, please record their information and a summary of their complaint and contact Robespierre Howard, Title VI Specialist & ADA Program Coordinator at (907)-269-0852 within 48 hours of the complaint.

The Ketchikan International Airport takes ADA claims seriously and will do everything we can to accommodate all passengers. The Ketchikan International Airport has (10) days to report ADA complaints, formal or informal to the State of Alaska ADA Coordinator. If you have any questions about this policy or ADA, please contact Kodie Moss at (907)-228-6689.