

## **Auxiliary Aid and Services.**

In accordance with the requirements of Title VI of the American with Disabilities Act of 1990 (ADA), Milwaukee Mitchell International Airport (MKE) will provide effective communication to qualified individuals with disabilities who seek to participate in or benefit from the services, programs, or activities of the airport, except where MKE can show that providing effective communication would fundamentally alter the nature of the service, program, or activity in question or would result in an undue financial and administrative burden.

MKE will make appropriate auxiliary aids and services available to people with disabilities who request them and will give primary consideration to the choice expressed by the individual.

MKE's Planning Department along with Public Affairs and Marketing Department will coordinate accessibility services for people with disabilities. The airport will work to ensure that its programs, services, meetings, public hearings, and other activities are accessible. The Planning Department can be reached at (414) 747-3889 or [planning@mitchellairport.com](mailto:planning@mitchellairport.com).

Auxiliary Aids and Services: Auxiliary aids and services are items, equipment, or services that assist in effective communication between a person who has a hearing, vision, or speech disability and a person who does not. Examples include:

- i. Qualified interpreters on-site or through video remote interpreting (VRI) services; notetakers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing;
- ii. Qualified readers; taped texts; audio recordings; Brailled materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision.
- iii. Acquisition or modification of equipment or devices; and
- iv. Other similar services and actions.

Effective Communication: Whatever is written or spoken must be as clear and understandable to individuals with disabilities as it is to individuals without disabilities.

Primary Consideration: MKE must honor the choice of an individual with a disability unless it can demonstrate that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental alteration of the service, program, activity or in undue financial and administrative burdens.

Qualified Individual with a Disability: An individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by MKE.

Qualified Interpreter: An interpreter who, through a video remote interpreting (VRI) service or an on-site appearance, can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, but are not limited to, sign language interpreters, oral transliterators, and cued-language transliterators.

Procedure:

A. Requests for Auxiliary Aids and Services:

- i. Individuals with disabilities shall submit requests for auxiliary aid and services to MKE, via email: [info@mitchellairport.com](mailto:info@mitchellairport.com), or call and leave a detailed voice message: 414 747 3889. MKE employees shall not ask a participant to bring their own interpreter or rely on companions or family members as interpreters unless requested by the participant.
- ii. Requests for sign language interpreters shall be taken by MKE Planning department and then referred to the Public Affairs and Marketing Department for scheduling.
- iii. MKE's Planning Department shall provide auxiliary aid and/or service selected by the individual with a disability unless doing so would result in an undue financial or administrative burden. Questions regarding the selection of auxiliary aid and/or services should be directed to the Planning Department.

B. Sign Language Interpreters:

i. Overview:

a. Sign language interpreter needs shall be referred to the Planning Department for scheduling.

b. Sign language interpreters can also be accessed via the ARIA app [Aira | Video Remote Interpreting](#).

ii. Appointments (Meetings, Hearings, etc.):

- a. When a sign language interpreter is needed for a meeting, training, public meeting/hearing, etc. that department should notify the Planning Department as soon as the need is known.
- b. When scheduling appointments with individuals who need a sign language interpreter, departments should notify the Planning Department at least five (5) business days in advance of the meeting whenever possible.
- c. Interpreters can be requested by emailing [info@mitchellairport.com](mailto:info@mitchellairport.com). Or call and leave a detailed voice message: 414 747 3889.

C. Assistive Listening Devices:

- i. Passengers and guests may download the free AIRA app [Aira | Video Remote Interpreting](#) onto their mobile devices. The service connects deaf, hard of hearing, blind, visually impaired, users with trained agents who can provide assistance. The link is available on the airport's website to download or a volunteer at the information desk can assist individuals with downloading, setting up, and using the application.
- ii. The airport information desk has a Pocket Talker Ultra, which is a handheld voice amplifier. This device can be used while at the information desk. Passengers may use the device to converse with the Traveler's Aid personnel.

D. Alternate Format of Materials:

- i. Large Print, Electronic and Information Technology:
  - a. If an individual with a disability requests material that is provided by MKE to be in large print format, the department that produced the material is expected to generate that document/material with large print.
  - b. Large print documents should be at a font size of 18-point or higher, a font of Arial or Helvetica, left-justified, line spacing of 1.5, titles and headings at a larger font size than the body of the text, single-sided print on a matte or dull- finish paper, avoid color print (black ink is best), charts and graphs should be kept on individual pages, and should be as high contrast as possible. NOTE: The enlargement feature on a copy machine does NOT produce a large print document.
  - c. If an individual with a disability requests material that is provided by MKE to be in an electronic format, the department that produced the materials is expected to generate that document/material in an electronic format within their own operations. The document can be placed on a CD, flash drive, or other device for the person making the request or shared via email or other electronic distribution system.
- ii. Audio Recordings:
  - a. If an individual with a disability requests material that is provided by MKE. to be in audio format, or if a MKE department wants to make their material available in audio format and is unable to do the recording on their own, that material shall be delivered (mailed or emailed) to MKE's Public Affairs and Marketing Department at least two (2) to four (4) weeks before the audio file is needed for small projects (three pages and under).

iii. Braille Materials:

- a. If an individual with a disability requests material that is provided by MKE to be in Braille format, or if a MKE department wants to make their material available in Braille format, that material shall be emailed to MKE's Public Affairs and Marketing Department in Microsoft Word, at least seven (7) working days before the material is needed for small jobs (i.e. one (1) to two (2) pages), or at least 14 working days before the material is needed for large jobs (i.e. three (3) or more pages).

E. Accommodation Statements:

MKE's Planning Department shall use the following as examples of alternative format and accommodation statements and shall use the statements where applicable, including but not limited to newsletters and publications, meeting agendas, public meeting/hearing flyers, etc. - "This publication is available in an alternate format on request" and/or "ADA accommodation requests should be filed with the (Office name, phone number(s))- upon receipt of this notice."

F. Grievance:

A person with a disability who feels that he or she has been discriminated against with regards to the lack of effective communication within airport departments, divisions, offices, programs, services, etc., may file a grievance with Sameer Rana, Title VI Coordinator, available at (414) 747-3889 and [srana@mitchellairport.com](mailto:srana@mitchellairport.com).

[ADA-504 and Title VI - Complaint Form fillable 052025.pdf](#)

G. What we cannot do:

- i. We cannot provide in-person assistance for children under the age of 18 who are travelling alone.
- ii. We cannot duplicate services for people whose needs can be met through airline wheelchair/ mobility escort services required by the FAA Air Carrier Access Act.
- iii. We cannot provide personal care assistance, wheelchair transfers, prolonged supervision, or assistance with/storage of luggage.
- iv. We do not provide funds for travel.