



Commonwealth Ports Authority

Francisco C. Ada/Saipan International Airport
PO BOX 501055 • SAIPAN • MP • 96950
Phone: (670) 237-6500/01 Fax: (670) 234-5962
E-Mail Address: cpa.admin@pticom.com Website: <https://cnmiports.com>



Americans with Disabilities Act and Section 504 Policy

I. Policy Statement

Title II of the Americans with Disabilities Act (ADA) prohibits all state and local governmental agencies from discriminating against persons with disabilities and from excluding participation in or denying benefits of programs, services, or activities to persons with disabilities.

The Commonwealth Ports Authority (CPA) recognizes the importance of making its services and benefits available to the largest possible audience and has attempted to design and improve its ports such that all CPA ports are accessible by everyone. CPA remains committed to maintaining its compliance with the ADA and serving the widest possible audience for CPA's services and benefits.

II. ADA Coordinator Responsibilities and Duties

It is the responsibility of the ADA Coordinator to comply with and carry out the responsibilities and duties set forth within this Policy. The ADA Coordinator or his designee shall conduct any investigation of any complaint regarding noncompliance with this Policy.

ADA Coordinator: Joy Ann Tenorio
Francisco C. Ada/Saipan International Airport
PO BOX 501055
Saipan, MP 96950
Telephone Number: (670) 237-6500
Email Address: joy.tenorio@cnmiports.com

III. Self-Evaluation

The ADA Coordinator shall evaluate CPA's current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, CPA shall proceed to make the necessary modifications.

Persons interested in making comments regarding CPA's services, policies, and practices may submit such comments to the ADA Coordinator.

Following the completion of the self-evaluation, the ADA Coordinator shall maintain on file and make available for public inspections the following:

1. A list of the interested persons consulted;
2. A description of areas examined and any problems identified; and
3. A description of any modifications made.

The above records shall be kept and maintained by the ADA Coordinator for a period of at least three years following the completion of the self-evaluation.

IV. Notice

CPA makes available information included within this Policy to the public. Such information shall be obtainable upon request by contacting the CPA ADA Coordinator.

V. Complaint Procedure

To file a complaint alleging denial of access to a CPA service or benefit based on disability, a person should complete the ADA Complaint Procedure Form (Form) and forward it to the ADA Coordinator through CPA's website.

The Form may also be mailed to:

ATTN: ADA Coordinator
Francisco C. Ada/Saipan International Airport
PO BOX 501055
Saipan, MP 96950
Email Address: joy.tenorio@cnmports.com

The completed Form must contain the name, address, e-mail address, and phone number of the complainant. The Form should include as much information as possible regarding the alleged denial of access including date, time, location, and a clear description of the denial of access.

The complaint must be received by the ADA Coordinator no later than 30 days following the alleged incident.

Upon receipt of a complaint, the ADA Coordinator will review the completed Form within fifteen work days. If additional information is required, the ADA Coordinator will contact the complainant and ask that the additional information be provided in writing. No further action will be taken until the requested information is received by the ADA Coordinator.

Once the completed Form has been received, the ADA Coordinator will work with affected parties, if available, to identify and implement a mutually agreed upon resolution within 30 business days of receipt of the completed Form and any additional information.

If further investigation is necessary, the ADA Coordinator will issue a "Notice of Continued Investigation" not later than 30 work days after receiving the completed Form.

CPA encourages an informal resolution of all complaints and grievances. The ADA Coordinator will issue a written decision within 60 business days of the receipt of the completed Form.

Not later than 30 calendar days from receipt of the ADA Coordinator's decision, the complainant or authorized representative may appeal that decision in writing to either the CPA Airport Facilities Committee or the CPA Seaport Facilities Committee, depending on the location where the incident occurred.

Within 30 days of receipt of this appeal, the ADA Coordinator will contact the complainant to discuss the complaint and possible resolution and, within 30 days thereafter, will submit CPA's final decision to the complainant.

All written and/or recorded communications will be retained by CPA for a period of five years from the date of the ADA Coordinator's decision or the date of the director's decision, whichever is later.

The filing of a complaint does not prevent an individual from filing a complaint with the U.S. Department of Justice, ADA Enforcement Division or with the Federal Aviation Administration, Office of Civil Rights.

VI. Maintenance of Accessibility Features

CPA seeks to maintain in operable working condition all facilities and equipment such that those facilities may be accessed and used by persons with disabilities. Please follow the Complaint Procedure as outlined in Section V of this Policy to notify the ADA Coordinator that such facilities and equipment are not in working order.

VII. Prohibition against Retaliation and Coercion

It is against CPA policy to retaliate against any individual that notifies CPA of any act, policy, or condition of facilities that discriminates against persons with disabilities. If you are coerced, intimidated, threatened, or interfered with your right to use the benefits made available by CPA, please submit a complaint as outlined in Section V of this Policy.

VIII. Safety Exceptions

CPA may impose legitimate safety requirements necessary for the safe operation of its services and benefits. All CPA safety requirements are based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities.

IX. Service Animals

Service animals may be used on CPA property, unless the animal is out of control and the animal's handler does not take effective action to control it and/or the animal is not housebroken.

If a service animal is excluded for any of the above reasons, the individual with a disability is permitted to participate in the service or benefit without having the service animal on the premises.

At all times, handlers are required to keep their service animals under control. All service animals must have a harness, leash, or other tether with two exceptions: the handler is unable to use a harness, leash, or other tether due to a disability and/or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks. If either exception applies, the service animal may still be present on CPA premises only if the animal is under the handler's control (e.g., voice control, signals, or other effective means).

Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a public entity's facilities where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.

X. Mobility Devices

Members of the public may use of wheelchairs and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities, in any areas open to pedestrian use.

CPA staff are prohibited from asking questions about the nature and extent of the individual's disability. However, CPA staff may ask individuals using mobility devices to provide a credible assurance that such mobility device is required because of the person's disability.

“Credible assurances” include a valid, State/Territory-issued, disability parking placard or card, or other State/Territory-issued proof of disability that indicates the use of the power-driven mobility device is for the individual's mobility disability.

In lieu of a valid, State/Territory-issued disability parking placard or card, or State/Territory-issued proof of disability, CPA shall accept as a credible assurance a verbal representation, not contradicted by observable fact, that the other power-driven mobility device is being used for a mobility disability. A “valid” disability placard or card is one that is presented by the individual to whom it was issued and is otherwise in compliance with the State/Territory of issuance's requirements for disability placards or cards.

XI. Direct Threat

If an individual poses a direct threat to the health or safety of others, CPA may prohibit that individual from access to services and benefits made available by CPA.

XII. Training

The CPA will ensure that all employees are trained in the protections and responsibilities provided under this Policy.

XIII. Employee Responsibilities

All employees are expected to demonstrate conduct and attitude that reflects the spirit and letter of this policy in their day-to-day working relationships with the public and others encountered in the workplace. Employees also have a responsibility to advise management of potential obstacles to access to disabled individuals.

XIV. Supervisory Responsibilities

Managers and Supervisors are responsible for their department and ensuring that disabled individuals may avail of the services and benefits that CPA provides. Managers and supervisors who become aware of situations involving discrimination are responsible for immediately contacting the ADA Coordinator to determine the appropriate action to be taken.

XV. Policy Responsibilities

The Executive Director and the ADA Coordinator will periodically review this policy and amend it, as necessary, to remain in compliance with federal and local disability anti-discrimination laws and the spirit of this Policy's intent. They will also ensure that this policy is communicated to all employees and that CPA maintains an effective complaint and investigation process.

XVI. Records

The ADA Coordinator shall keep on file for one year all complaints of noncompliance received. Each year, the ADA Coordinator shall summarize such complaints, and such summary shall be kept for at least five years.

XVII. Prior Policies

This policy is meant to be read in conjunction with CPA's Equal Employment Opportunity Policy.

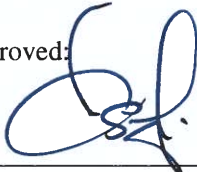
XVIII. Non-Compliance

Employees may be disciplined for non-compliance with the provisions contained in this policy. Failure to adhere to the terms and conditions of this policy may result in disciplinary action, up to and including termination.

XIX. Effectivity

This policy will be effective immediately upon approval.


Approved:



CHRISTOPHER S. TENORIO
Executive Director

Date:

07/28/22



KIMBERLYN KING-HINDS
Chairwoman
CPA Board of Directors



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Complaint Procedure Form

Complainant Information

Please provide your contact information.

Name: _____

Phone Number: _____

Mailing Address: _____

Email Address: _____

Incident

Please provide the following information.

Describe the incident you experienced or witnessed that caused a barrier to the services or benefits provided by CPA:

Time:

Date of Incident:

Location:

Complaint Issue:

- | | |
|--|--|
| <input type="checkbox"/> Denial of service or CPA benefits | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Interpreter/Assistive Listening | <input type="checkbox"/> Physical Access |
| <input type="checkbox"/> Reasonable Accommodation | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Service Animal | |
| <input type="checkbox"/> Other: | |

Primary ADA Qualified Disability:

Signature/Date:

Transmit your completed form to:

Joy Ann Tenorio
Francisco C. Ada/Saipan International Airport
PO Box 501055
Saipan, MP 96950-1055
Tel: 670-237-6500
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