



World Summit on Accessible Tourism

# Destinations for All

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## Airport Best Practices in Meeting the Needs of Travelers with Disabilities



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# Acknowledgement

- Open Doors Organization

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Open Doors Organization

Opening doors for people with disabilities in travel and tourism

# Introduction

- Disability and Travel
  - Aging and increased likelihood for disability
  - Continued demand for air travel
  - Increased travel of people with disabilities
- Implications for passenger access and mobility to air transport in the U.S.

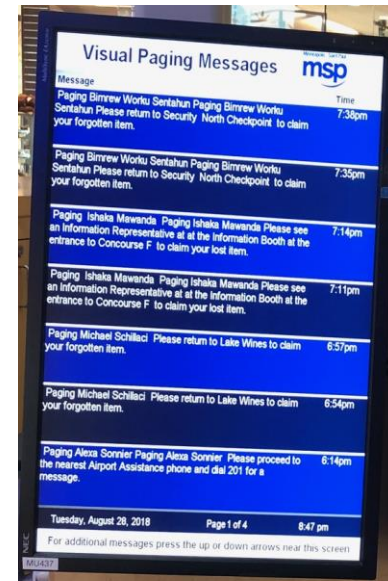
# Airport Best Practices in Accessibility

U.S. airports' best  
practices for providing  
access to travelers

- Using mobility assistive devices
- Deaf or Hard of hearing
- Blind or Low vision
- Cognitive disability [e.g. Autism Spectrum Disorder (ASD), aging passengers]

# Airport Services

- Common practices
  - Wayfinding (signage, Braille)
  - TDD/TTY
  - Visual paging systems
  - Service animal relief areas
- Above and beyond



# For Travelers Using Mobility Assistive Devices

- Wheelchair assistance
  - Airline's responsibility
  - Some airports provide wheelchair assistance, when the airline wheelchair service is not available

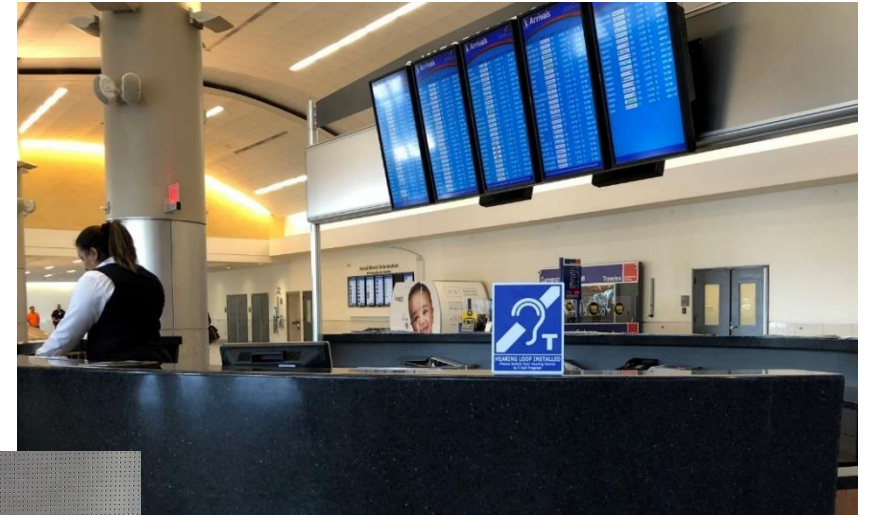


Credit : [www.primeflight.com](http://www.primeflight.com)

# For People Who Are Deaf / Hard of Hearing



- Hearing loops
  - Induction loop system
  - Connect to telecoil in hearing aids



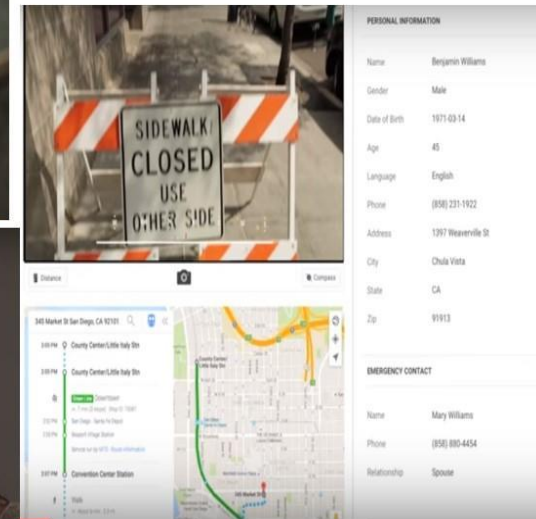
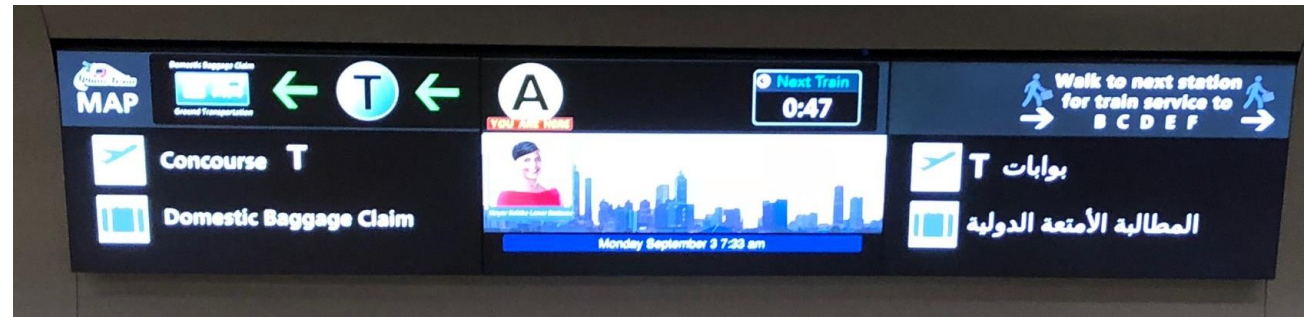
- Video Relay Service



Credit: [www.flysfo.com](http://www.flysfo.com)

# For People with Vision Disability

- Improved signage
  - High contrast fonts
  - Digital
- Aira
  - Smart glasses
  - Subscription services with human agents





# For Travelers with ASD

- Quiet/sensory room
- Wings for Autism
  - Airport tours: prepare kids for flight



Credit: [www.shannonairport.ie](http://www.shannonairport.ie)



Credit: [www.arcsc.org/gallery](http://www.arcsc.org/gallery)

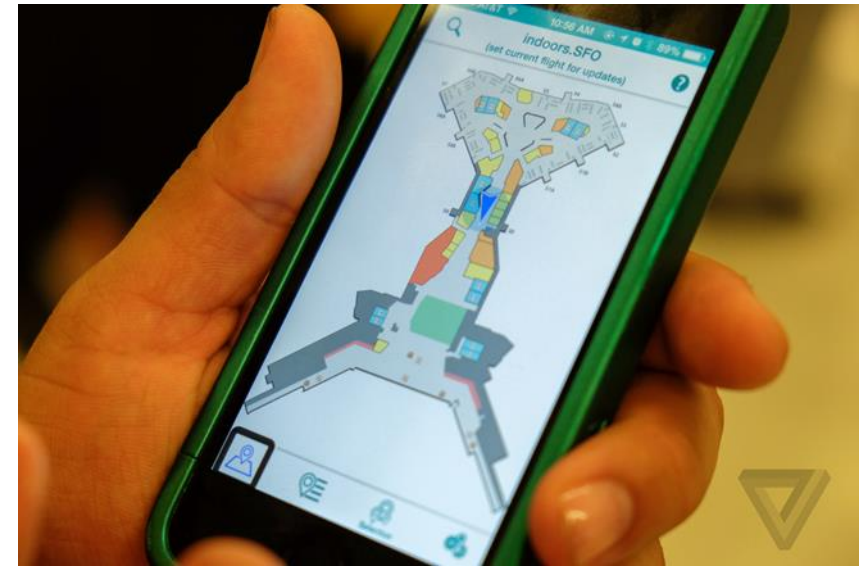
## For Aging Passengers

- Face-to-face customer service
  - Special staff training with local organizations
  - Volunteer ambassadors

# On the horizon

## Indoor navigation apps

- Wayfinding apps for travelers with vision disabilities
  - Indoo.rs: tested in SFO, 2014
  - Loud Steps



Credit: indoo.rs

# On the horizon *cont'd*

- NEWS
  - Can attach to any wheelchair
- Whill
  - Compact: easy to be transported
  - All-Wheel-Drive: indoor and outdoor
- Silver
  - wearable hybrid GPS device for tracking



Credit: [www.yankodesign.com](http://www.yankodesign.com)



Credit: [whill.us](http://whill.us)

# Service gaps & recommendations

- Progress toward universal accessibility at airports
- Innovation and new technology adoption
- Effectiveness of services provided