Accessibility Strategy Quick Reference Guide

This quick reference guide, from Appendix D in *ACRP Research Report 201,* is provided in Word format to facilitate use by practitioners.

This table can be used as a quick reference guide to identify strategies to help fill gaps identified through the needs assessment process. Details on how the research team collected the information have been provided at the end of the table. The table is constructed to provide key information in six columns, as follows:

* **Strategy:** The technology, method, or resource available.
* **Enhanced Airport Capabilities:** The benefits of serving people with DAFN when the strategy is implemented.
* **Description:** How the user engages with the resource.
* **Commitment of Airport Resources:** An estimate of time and resources required for implementation, evaluated on the following scale:
  + Low = Implementation of the strategy can occur using existing airport resources (i.e., personnel and equipment) or with minimal additional costs; implementation causes little to no impact on airport operations.
  + Medium = Implementation of the strategy requires a time commitment from existing personnel and purchases of equipment or other resources; implementation causes some impact to airport operations.
  + High = Implementation of the strategy requires long-term planning, additional personnel or contract support, and substantial funding; implementation causes significant impact to airport operations.
* **Barriers to Implementation and/or Use:** Self-identified challenges to implementation of a particular technology by providers or use by the target population.
* **Airports:** Airports that have been identified as users of this strategy. Please note that the airports listed in this table represent only those airports that have been confirmed through research, interviews, and surveys conducted as part of this research project. There are likely additional airports implementing these strategies that are not included in this list.

**Accessibility Strategy Quick Reference Guide**

| Strategy | Enhanced Airport Capabilities | Description | Commitment of Airport Resources \* | Barriers to Implementation  and/or Use | Airports |
| --- | --- | --- | --- | --- | --- |
| DAFN Advisory Group | The airport gathers more accurate information about the airport’s design and service accessibility needs, improvements, and challenges. | Airport administrators, emergency management staff, and others coordinate with representatives of DAFN groups to provide input on design attributes and services to accommodate people with DAFN. | Low | * Group members may have limited time for participation. * Group may have difficulty getting approval to implement recommendations. | GRR  JAX  LAX  MSP |
| \* Low = Implementation of the strategy can occur using existing airport resources (i.e., personnel and equipment) or with minimal additional costs;   Medium = Implementation of the strategy requires a time commitment from existing personnel and purchases of equipment or other resources;   High = Implementation of the strategy requires long-term planning, additional personnel or contract support, and substantial funding.  (*Page 1 of 8*) | | | | | |

**Accessibility Strategy Quick Reference Guide (Continued)**

| Strategy | Enhanced Airport Capabilities | Description | Commitment of Airport Resources \* | Barriers to Implementation  and/or Use | Airports |
| --- | --- | --- | --- | --- | --- |
| Visual Paging | The airport transcribes important audio information so it is visually displayed. | Airport occupants receive audio notifications and are also able to read the messages on monitors in the facility. | Medium | * Requires airport occupants to know to look for transcriptions. * Limited use to individuals with limited English proficiency (LEP) because messages are rarely translated. | AUS  ATL  BUR  CLT  DEN  DFW  EFD  FLL  HOU  IAH  JAX  LAX  MKE  ORD  PDX  RFD  RSW  SEA  STL  YEG  YVR YWG |
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**Accessibility Strategy Quick Reference Guide (Continued)**

| Strategy | Enhanced Airport Capabilities | Description | Commitment of Airport Resources\* | Barriers to Implementation  and/or Use | Airports |
| --- | --- | --- | --- | --- | --- |
| Employee Accessibility Training Program | Airport employees are skilled in assisting occupants with DAFN during emergency and non-emergencies. | Airports develop a training curriculum and deliver training courses to employees either in person or via  pre-recorded training videos. | Medium | * Requires employee time and ongoing training maintenance. * Limited use for tenants and concessionaires. | JAX  LAX  YWG |
| Inclusive Emergency Preparedness | The airport can identify areas for improving accessibility during emergency operations. | Airport employees coordinate with representatives of DAFN groups to conduct emergency planning, training, and exercises. | Low | * Requires implementation of regular emergency planning, training, and exercise activities. * Implementation must be in coordination with airport administration. | JAX  LAX  MSP  YYZ |
| Mobile Translation Applications | The airport can provide important information to individuals with LEP. | Airport occupants with limited English proficiency can communicate with customer service staff by using translation applications on web-enabled devices (e.g., tablets, phones) at the information desks. | Low | * Requires travelers to find a customer service representative or information booth. * Requires availability of mobile devices and chargers. | BLD  DIK  GRR  MSP |
| Go-Kits for Information Desks | Customer service staff have additional tools to enhance communications during emergencies and during day-to-day operations. | A duffel bag or box with the following items can be placed at information desks: signage with universal symbols; materials in braille, large print, or multiple languages; megaphone; pen and paper and/or whiteboard and markers. | Low | * Requires travelers to find a customer service representative or information booth. * Requires training to staff to use the items. | No airports were identified as part of this research. |
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**Accessibility Strategy Quick Reference Guide (Continued)**

| Strategy | Enhanced Airport Capabilities | Description | Commitment of Airport Resources\* | Barriers to Implementation  and/or Use | Airports |
| --- | --- | --- | --- | --- | --- |
| Accessible Wayfinding | The airport is able to help a variety of passengers, including passengers with LEP, better navigate by incorporating universal design elements. | The airport incorporates accessibility wayfinding options in the design  and fit-out of the airport facility  (e.g., bilingual and/or braille signage, tactile flooring, audible and tactile maps, and so forth). | Medium | * Requires consistency throughout the entire facility. * Variety of options, and some are more cost-efficient than others. * Must be updated when elements are changed or remodeled. | HKG  NRT  YEG  YHZ YOW  YVR  YWG  YYC |
| Airline Mobile Applications | The airport can provide updated emergency information to travelers who may not have access to in-airport audio or visual notifications. | The airport provides emergency notifications to airlines to include in their mobile applications, and airlines disseminate the messages to their users. | High | * The airport must execute an agreement with the airline(s) to share its emergency notifications through an application-programming interface (API). * Requires travelers to have the airline application installed and set to receive notifications. * The airport does not have control over distribution of messaging. | DFW  DTW  ORD  PHX  SEA  STL |
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**Accessibility Strategy Quick Reference Guide (Continued)**

| Strategy | Enhanced Airport Capabilities | Description | Commitment of Airport Resources \* | Barriers to Implementation  and/or Use | Airports |
| --- | --- | --- | --- | --- | --- |
| Direct-Line Courtesy Phones | The airport is able to provide information on request. | Mounted phones are connected directly to an information/operations desk where staff can identify the location by the phone unit and provide requested information or dispatch a staff member to that location. | Low | * Requires users to locate and access phones. | YOW  YYZ |
| Volunteer Customer Assistance Program | The airport is able to provide additional assistance and information to travelers. | Volunteers trained in assisting people with disabilities are located throughout the airport to facilitate wayfinding, information, and mobility. | Medium | * Requires management of volunteer program by airport staff (e.g., provide training, develop scheduling, and so forth). | LAX  MSP  YEG  YOW  YVR YWG |
| Real-time American Sign Language Interpretation | The airport is able to provide real-time, custom information  to individuals who  are hard of hearing. | Airports hire trained American Sign Language (ASL) interpreters to provide services on an as-needed basis or during peak times. | Low | * Users must request service and/or know the service is available. | AUS  JAX  LAX  MSP  PHX |
| Foreign Language Translation Services | The airport is able to provide information to individuals with LEP. | Airport customer service employees who are fluent and/or native speakers staff information desks, or the airport contracts a call-in service for real-time translation via information desk phones. | Low | * Users must request service and/or know the service is available. | DTW  PIT  TUL  YVR |
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**Accessibility Strategy Quick Reference Guide (Continued)**

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| --- | --- | --- | --- | --- | --- |
| Pre-Recorded Audio Video Translation | The airport provides general emergency information in pre-recorded format for individuals with LEP. | The airport pre-records audio translations or develops video content in languages that accommodate non-English speakers. | Low | * Requires audio and video production equipment. * Pre-recorded content is not adaptable to a highly fluid emergency situation. | BLD  ORD  STL  STX |
| Reducing Barriers to Access | The airport is able to disseminate messages to all travelers efficiently to accommodate the needs of people with DAFN. | The airport reduces impediments to viewing, hearing, or comprehending emergency messages. Examples include providing low-mounted phones, monitors, and counters, and visual as well as audio alarms. Incorporating Service Animal Relief Areas (SARAs) also can be part of this strategy. | Medium | * Retrofitting existing space can be costly. * Effective use of SARAs requires that an adequate number be provided, that they be located properly, and that staff be trained to manage them. | ABQ  GRR  HKG  YEG  YOW  YVR  YYZ |
| Website Accessibility Information | The airport is able to prepare travelers with DAFN to use the accessibility services at the airport. | Airport web administrators include written information about accessibility services related to how to arrange for transportation through the airport, how to contact a volunteer, services available at information booths, and so forth. | Low | * Content must be developed and maintained for accuracy. | AUS  DEN  LAX  MSP  NRT  YEG  YQT  YUL |
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| --- | --- | --- | --- | --- | --- |
| Self-Identification Program | Airport staff are able to provide enhanced customer service to travelers who identify as needing additional help. | Travelers have the option to self-identify as someone who needs help (e.g., wheelchairs) by wearing a lanyard, sticker, or brightly colored bracelets. | Low | * Users must request service and/or know the service is available. | LAX |
| Pre-Flight Preparation Program | The airport provides wayfinding and emergency information to people with DAFN ahead of travel. | The airport develops or participates in programs that provide a guided tour to people with DAFN. | Medium | * Users must request the service and/or know that the service is available. * Requires employee time and ongoing maintenance training. | YUL |
| Induction Loop | When installed, an induction loop creates an electromagnetic field that picks up audio and sends that audio directly to the individual’s hearing aid with a t-coil or to a cochlear implant. The induction loop is one of the few passive, universal systems to enhance communication with individuals with hearing loss. | The airport installs specialized equipment in various areas of the facility depending on the application. | Medium to High | * Target users must have hearing aids with a specific setting, cochlear implants, or a specialized receiver. * Requires retrofitting that may be cost prohibitive. | AUS  ATL  AZO  DTW  GRR  MSP  PHX  ROC  SBN |
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| --- | --- | --- | --- | --- | --- |
| Video Remote Interpreting (VRI) | The airport is able to provide real-time ASL interpretation. | Information desk and customer service representatives are equipped with web cameras or videophones to connect with ASL interpreters. | Medium | * Requires trained and/or certified interpreters to be available on call. * Requires availability of mobile devices and adequate Internet service. | BUR  ORD  STL |
| Mobile Assistive Technology | The airport can provide supplemental services to support visual and audio communications. | The airport can provide equipment and/or software to enhance real-time visual, verbal, and virtual communications. | Highly dependent on specific solution | * Dependent on specific technology; generally, must have a smart phone or other equipment. | Highly dependent on end-user |
| Geofenced Mobile and SMS Alerts | The airport can provide tailored emergency messaging via SMS texts in real time. | The airport contracts with a software-as-a-service (SaaS) vendor who provides a platform from which alerts can be issued. | Medium to High | * Users must have a mobile phone. * Users must know the system exists and register for it. * Administrators of the system must be trained and authorized to send messages. | BUR  DFW  DTW  FLL  NUQ  PHX  SMF  STL  TUL |
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