

Wayfinding Accessibility Audit Checklist

There are wayfinding analyses that touch on accessibility, and there are accessibility audits that touch on wayfinding. But there has not been a consolidated audit that truly merges both issues into an all-inclusive assessment. This Wayfinding Accessibility Audit Checklist includes wayfinding strategies and accessibility features relevant to the passenger's specific disability. To conduct a successful wayfinding accessibility audit, the following key factors must be evaluated:

- Type of passenger: departing, arriving, or connecting
- Passenger journey touch points
- Type of disability or functional limitation
- The three Vs of communication: visual, verbal, and virtual
- Standards and/or regulations that apply

Figure A-1 is a color-coded key to the checklist and overview of the contents in each section. Each section is numbered to correspond with the chapter content in *ACRP Research Report 177* and can be cross-referenced for additional details and information.

Chapter 4: PLANNING (P)		
Section #	Section Description	Section Code
4.1	Airport Planning and Design	PD
4.2	Staff Training	ST
4.3	Database Environment/Management	DB
4.4	Website	WS
4.5	Mobile Application	MA
4.6	Call Center	CC

Chapter 5: DEPARTING (D)		
Section #	Section Description	Section Code
5.1	Arrival Point - Curbside	AP
	Arrival Point - Other	AP
5.2	Parking	PK
5.3	Rental Car	RC
5.4	Lobby Area	LA
5.5	Ticketing	TK
5.6	Security Checkpoint	SC
5.7	Vertical Transition	VT
5.8	Gate Area	GA
5.9	Airline Support	AS
5.10	International Flights - Passport Control	IN

Chapter 6: ARRIVING (A)		
Section #	Section Description	Section Code
6.1	Airline Support	AS
6.2	Gate Area	GA
6.3	Baggage Claim Carousel	BC
6.4	Lobby Area	LA
6.5	Ground Transportation	GT
6.6	Rental Car - On-site	RC
6.7	Parking - On-site	PK
6.8	International Flights - Immigration	IN
6.9	International Flights - Baggage Claim	IN

Chapter 7: CONNECTING (C)		
Section #	Section Description	Section Code
7.1	Airline Support - Same Airline / Same Terminal	AS
7.2	Gate Area	GA
7.3	Terminal Transportation	TT
7.4	Airline Support - Same Terminal / Different Airline	AS

Figure A-1. Color-coded key to the Wayfinding Accessibility Audit Checklist