

APPENDIX D.2

Stakeholder Outreach—Amenities

D.2.1 Summary

Stakeholder Outreach was conducted following two tracks. One comprised of industry conferences and included:

- Universal Access in Airports (UAIA)
- Future Travel Experience - Global (FTE)
- ACC/AAAE Airport Planning Design and Construction Symposium

The other track was Special Interest Interviews. Two were large non-airport public entities that were of a size and population comparable to an airport:

- University of Minnesota
- Mall of America

Also, in this track was an airport committee:

- Minneapolis-Saint Paul International Airport's Travelers with Disabilities Advisory Committee (TDAC)

The outcomes of our outreach are detailed in the following pages.

Conferences

Overview

In addition to our three Special Interest Interviews, we attended the following three conferences:

- Universal Access in Airports (UAIA) - August 27-29, 2018, Saint Paul, MN
- Future Travel Experience - Global (FTE) - September 10-12, 2018, Las Vegas, NV
- ACC/AAAE Airport Planning Design and Construction Symposium - February 20-22, 2019, Denver, CO

The primary goals for attending the conferences was to make connections for our case studies, promote the content of this forthcoming guidebook, and learn what airports are considering and doing related to the list of amenity spaces we were researching.

UNIVERSAL ACCESS IN AIRPORTS

The UAIA conference is a bi-annual conference that focuses on creating access for everyone at airports. Jens Vange, along with Alan Howell (Senior Airport Architect, MSP Airport Development Department), presented the prototype amenity spaces being implemented at MSP – Lactation, Nursing Mothers, Service Animal Relief Area, Family Room, and Change Table Restroom spaces. Also presented were our list of amenities that will be the focus of this guidebook. Our presentation kindled interest in the amenities topic among the attendees and led to arrangements for case studies at Vancouver International Airport, Gatwick Airport, and Heathrow Airport.

To help facilitate connecting with attendees at the conferences we created a 5-1/2” x 4-1/4”, two-sided card to hand out (see images on last page of this section). We felt this personal interface was more effective than a broadcast survey. The respondents offered valuable insights into their airport’s efforts. The card listed the spaces we were researching and the considerations we were promoting. We exchanged the cards for attendee business cards and followed up by email. Responses from the responding airports are summarized on the next page.

Aspects of some of these spaces were discussed further throughout the conference. For example:

- The Department of Transportation is studying the definition of service animals, including the limitation of allowed animal species.
- Service dog owners indicated that the dogs are confused by turf because it seems like carpet. The dogs are trained to go on concrete in urban areas because there often is not grass available to use. The dogs also now are trained to walk back and forth in front of their owner rather than in a circle so the turf area can be a narrow square rather than a square.
- More awareness about the need for accommodation of ostomy bags in restrooms was noted as was initiatives to accommodate travelers with autism. The Sensory Room amenity was a timely example.

FUTURE TRAVEL EXPERIENCE - GLOBAL

The FTE conference focused on trends in air travel such as commuter aircraft, transcontinental supersonic flights, and high-speed ground links between municipal airports. It also looked at upcoming digital trends to improve the customer service, some specific to restrooms and adaptable to many of our amenity spaces. Other tracks looked at Design Innovation, the message being to focus on a person’s needs rather than simply solutions. This recalled current customer service “band-aids” such as portable lactation rooms and the small, portable pet relief platforms many airports are using to hurry up and meet FAA requirements. These solve an immediate regulatory problem but fall short in addressing the real needs of nursing mothers and service animals. FTE also gave us the contact we needed to conduct a case study at Hamad International Airport in Doha, Qatar. Further, we took advantage of the conference location and arranged a case study at McCarran International Airport in Las Vega following the conference.

Due to the large representation of airports from around the globe at this conference, a key consideration for airport amenities became clear – cultural influences. Our conversations with delegates from these airports highlighted attitudes different from North America. The most salient example was a conversation with two facilities planning staff from Copenhagen Airport. When listing some of the spaces we were researching, one of them laughed when Nursing

Mothers rooms were mentioned. “The Danes would say, ‘Why are you making us go into a tiny room?’ In Scandinavia, nursing babies is a public and social activity. This is different than the United States, where modesty and privacy are desired and expected.

AIRPORT PLANNING DESIGN AND CONSTRUCTION SYMPOSIUM

(More to come after conference in mid-February)

The following are the results from the responding airports from our card solicitations:

Regulated Amenities

- Service Animal Relief Area (SARA)
 - BWI: Two pre-security and two post-security. Seating is available in each SARA.
 - DTW: Provided.
 - FLL: Have two. More to come.
 - ORD: Rotunda only. T3 and T1 in design.
 - PDX: Provided.
- Lactation
 - BWI: In Nursing Mothers.
 - DTW: No plans to provide.
 - FLL: Six portable – two are accessible.
 - ORD: Provided.
 - PDX: By Family Room. Has comfortable chair.
- Nursing Mothers
 - BWI: Portable – In each of five concourses.
 - DTW: Have provided one. Two more under construction and six more planned.
 - FLL: Combined with Lactation.
 - ORD: Provided.
 - PDX: In Lactation.
- Companion Care / Family Room
 - BWI: “Unisex” (accessible) – Two pre-security, four on Concourse a, five on Concourse B, and one on Concourse C. “Family” – four on Concourse A, five on Concourse B, one on Concourse C, and two on Concourse D.
 - DTW: Provided.
 - FLL: Located in Terminal 1,3, 4 and Rental Car Center.
 - ORD:
 - PDX: Provided.
- Change Table Restroom
 - BWI: One “Family” pre-security, one “Family” in B/C connector, and one on Concourse D.
 - DTW: No specific “Adult” changing tables provided in any restroom. Would like to plan for these.
 - FLL: None.
 - ORD: Provided.
 - PDX: Talking about.
- Unique Restroom Initiatives
 - BWI: None stated.
 - DTW: None stated
 - FLL: None stated.
 - ORD: Changing place.
 - PDX: Three All-user restrooms.

Waiting-related Amenities

- Companion Waiting Area at Restrooms
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: None.
 - PDX: Provided.
- Children's Play Area
 - BWI: One at observation galley area and one in D/E connector. Rocking chairs provided throughout terminal for children.
 - DTW: Provided.
 - FLL: One in Terminal 1, Concourse A.
 - ORD: Being torn down. Future plans uncertain.
 - PDX: Accessible.
- Sensory Room
 - BWI: None.
 - DTW: We're in initial planning stages.
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Meditation / Quiet
 - BWI: Near D/E connector. Controlled access via calling number. Also, in Club BWI lounge.
 - DTW: We call it a Reflection room.
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Yoga
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: Provided.
 - PDX: None.
- Worship Space
 - BWI:
 - DTW: Again, we call it a Reflection room.
 - FLL: None.
 - ORD: Provided.
 - PDX: For staff.
- Ceremonial Foot-washing
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: At commercial vehicle holding area (cabs and limos).
 - PDX: For staff.

- Smoking
 - BWI: None stated.
 - DTW: None.
 - FLL: Outdoors.
 - ORD: None.
 - PDX: Four exterior, non-secure.

Layover-Related Amenities

- Sleeping
 - BWI: Resting area in Club BWI lounge.
 - DTW: There are sleeping beds provided in two “Freedom Centers” (Specific spaces for veterans).
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Fitness Area
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Public Showers
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Clothes Changing
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: None.
 - PDX: None.
- Business Centers
 - BWI: In Club BWI lounge.
 - DTW: None.
 - FLL: One in Terminal 2.
 - ORD: At on-site Hilton.
 - PDX: Provided.
- Health / Urgent Care
 - BWI: None.
 - DTW: None.
 - FLL: None.
 - ORD: Terminal 2.
 - PDX: Provided.

Other amenity-related activities, functions, or spaces either in place, being developed, or being explored for future implementation

- Movie Theater
 - PDX: Provided.
- Baggage Wrapping
 - FLL: Terminals 1, 3, and 4.
- Public Baggage Storage
 - FLL: In all terminals.

Below are the two sides of our card handed out at conferences:



**ACRP 07-16: GUIDEBOOK FOR AIRPORT TERMINAL
AMENITIES PLANNING AND DESIGN
FOCUS: ACCESSIBILITY**

<p style="text-align: center;">Regulatory</p> <ul style="list-style-type: none"> ▪ Service Animal Relief Area (SARA) ▪ Lactation ▪ Nursing Mothers ▪ Companion Care / Family ▪ Change Table Restroom ▪ Restroom Updates 	<p style="text-align: center;">Waiting Related</p> <ul style="list-style-type: none"> ▪ Companion Waiting Area at Restrooms ▪ Children's Play Area ▪ Sensory Room ▪ Meditation / Quiet ▪ Yoga ▪ Worship Space ▪ Ceremonial Foot-washing ▪ Smoking 	<p style="text-align: center;">Layover Related</p> <ul style="list-style-type: none"> ▪ Sleeping ▪ Fitness Area ▪ Public Showers ▪ Clothes Changing ▪ Business Centers ▪ Health / Urgent Care
--	--	--

ALLIANCE Jens Vange
Alliance
400 Clifton Avenue
Minneapolis, MN 55403
(612) 874-4124
jvange@alliance.us



**Aviation
Innovation**

Rose Agnew
Aviation Innovation, LLC
671 Woodridge Drive
St. Paul, MN 55118
(314) 604-6677
rose@aviationinnovation.com

University of Minnesota

Date

October 8, 2018

Participants

Roberta Kehne, M.S., Physical Access Coordinator, University of Minnesota Disability Resource Center, Office for Equity and Diversity

Overview

The University of Minnesota (U of MN) is an enormous public institution with five campuses throughout the state. Over 50,000 students attend with a compliment of about 23,000 employees. The campuses are comprised of a variety of buildings for classrooms, housing, offices, athletic facilities, etc. Like travelers in an airport, the population of the University is diverse in age, size, culture, and mobility. U of MN faces similar challenges in accommodating the needs of all of its people. We were interested to learn what spaces from our list of amenity spaces the U of MN provided, what criteria they followed, as well as how successfully the spaces performed.

Roberta Kehne is well known in the Twin Cities as an outspoken advocate for providing disability access for students and employees. In addition to role Physical Access Coordinator at the U of MN, she is also a certified accessibility specialist in Minnesota dedicated to “creating, improving, and ensuring disability access that works – from restrooms to stadiums and everything in between.” Her comments are below.

Regulated Amenities

Service Animal Relief Area (SARA)

- No internal space or formal exterior space. University has acres of land.

Lactation

- Combined with Nursing Mothers. See below.

Nursing Mothers

- Has comfortable chair, counter with sink, and baby changing table.
- Accessible counter
- Sink needs to forward approach so you can clean apparatus.
- Wheelchair turning radius free of chair.

Family Restroom

- Called “Single-user Restroom.”

Change Table Restroom

- One per building.
- Wall mounted. Comes down gently vs. flip down.
- Carefully consider size of table. Many are too narrow or short for adults. Look at weight capacity. The U of MN has 385 lbs. capacity.

- Room locking “mechanism” needed that will disengage after 30 minutes. People take naps in rooms.
- Mesh bed surface is harder to clean than coated canvas.
- Uplift to close bed exceeds ADA maximum weight/force.
- A hoist is great for those who know how to use them, but injuries possible.
- Accessibly shower / changing area would be nice provision.
- Routine cleaning. No complaints.

Restrooms

- Power door to both multiple-stall and single-user restrooms.
- Uses bariatric toilets. 800# persons not uncommon. Uses a floor-based brace to support bowl to provide 1,000 lb capacity. Easy to clean around.
- U of MN had strict Building Standards for all aspects of buildings, including restrooms. Based on Minnesota Building Codes.
- Mount door operator (6” round button) 30” above floor. Then the wheelchair arm can hit it if person doesn’t have cull use of arms/hands.

- Provide round vs. square automatic door operator buttons. Easier to catch clothes or bags on sharp corners.

Waiting-related Amenities

Companion Waiting Area at Restrooms

- None.

Children's Play Area

- Need to be accessible where provided.

Sensory Room

- See Meditation/Quiet.

Meditation / Quiet

- Small office with a light you can dim.
- Can serve as mediation, prayer, yoga, or sensory room.
- Room for one or two people.
- One per building.

Yoga

- See Meditation/Quiet.

Worship Space

- See Meditation/Quiet.

Ablution

- Accessible ablution in a new dormitory.

Smoking

- Smoke free.

Layover-Related Amenities

Sleeping

- None.

Fitness Area

- None.

Public Showers

- None.

Clothes Changing

- None.

Business Centers

- None.

Health / Urgent Care

- U of MN has campus facilities.

Other Spaces

Massage Chairs

- Nice for anyone traveling.

Nap Rooms

- Fr kids and moms.

Mall of America

Date

November 3, 2018

Participant

Daniel Jasper, Vice President Communications, Mall of America Management Offices (member of MSP Foundation Board).

Overview

While the Mall of America (MOA) is not an airport, it is a large retail facility with 100,000 guests per day and 15,000 employees. Like airport travelers, the visiting public is of all ages and mobilities, travel with children, and juggle bags and coats as well as push strollers. Customer service expectations are high, and the mall needs to meet those demands to win over the competing retail centers throughout the city and the region. They have hosted visits from several airport groups interested in learning about MOA's operations. MOA is across an interstate highway to MSP with a short connection by the City's light rail.

Construction at the Canadian-owned mall can range from 10 up to 50 million dollars per year, which includes infrastructure maintenance, tenant buildouts and expansion projects. The design and construction team have staff on site who work with the mall's large operations group. Operations works with marketing to plan the projects, including a stakeholder review process. Representatives participate from guest services, marketing, and maintenance.

Feedback is collected from guests primarily via intercept studies (directly approaching guests with questions) and the Kipsu platform for monitoring texted comments. Signs indicating the number to text to give feedback are throughout the mall. Text numbers are specific to locations. The most common complaints are regarding wayfinding and travel distances. One area of focus for MOA includes the aging population. MOA is considering adding restrooms (four now on each of three floors) to shorten the distance between restrooms. MOA is also adding more seating for resting.

In addition to the general mall operations, we discussed the list of amenities used in our airport case studies. Dan's comments follow.

Regulated Amenities

Service Animal Relief Area (SARA)

- Outside near main entrances. People are allowed bring pets into mall.

Lactation

- Part of Nursing Mothers.

Nursing Mothers

- There are four in the mall and two in department stores. They have a bench/sofa for nursing. Each is combined with a family room that has an adult and child toilet, lavatory, and a baby changing table. MOA offices have a nursing mothers space for staff that includes a comfortable chair, refrigerator and an attached restroom that has a fully accessible shower, toilet, and lavatory.

Family Room

- There are three public family rooms in addition to the Nursing Mother's Room above.

Change Table Restroom

- None yet, but curious about them.

Restrooms

- Located at the four main entrances on all three levels as well as inside the theme park, many retail tenants and most full-service dining tenants. All-gender: Restrooms signed Male and Female. However, all are welcome to use the restroom that fits the gender they identify with as long as there is no inappropriate behavior. It took security a while to get comfortable.

Waiting-related Amenities

Companion Waiting Area at Restrooms

- Bench seating is provided outside the restrooms.

Children's Play Area

- There are three primary areas. "Nickelodeon Universe" is a seven-acre amusement park in the multistory, interior center of the mall. It has rides for all ages, food service, and stores. The Lego Store has an area where kids (and adults) can play freely with Legos. The Crayola Experience also has a large play area with jungle gym. The mall also has six primary event spaces that often feature play and interactive events.

Sensory Room

- Currently designing sensory rooms inside Nickelodeon Universe and within the mall area.
- At Christmas there is a Santa specifically for sensory sensitive children.

Meditation / Quiet

- A space is provided for employees.

Yoga

- Sponsors classes as part of regular events like book signings, "Toddler Tuesday," and over 60 non-profit events every year.
- The newly opened lululemon flagship store includes a Yoga studio and locker rooms that are open to the public.

Worship Space

- Years ago, the mall had a denominational space for a while, but it was rarely used. The meditation space now provides space for employees to pray.

Ablution

- None.

Smoking

- Outside.

Layover-Related Amenities

Sleeping

- There are two full-service hotels attached to the mall and additional hotels within walking distance. Facilities only available to hotel guests.

Fitness Area

- None but would like to have for mall workers.
- Supports mall-walkers group.

Public Showers

- None

Clothes Changing

- None.

Business Centers

- None.

Health / Urgent Care

- "M Health" opened a full-service clinic inside the Mall in late 2019.

Other Activities, Functions, or Spaces

Luggage Storage

- Oversized lockers at four main entrances and at MOA light rail station. Over-sized lockers at amusement park. Would like to have luggage check-in from mall and attached hotel. Icelandair and Condor provide free suitcase for international travelers to encourage shopping (and using their airlines

MSP Travelers with Disabilities Advisory Committee

Date

December 10, 2018

Participants

Attendance List requested from MSP.

Overview

The Travelers with Disabilities Advisory Committee (TDAC) is a group of people brought to together by the airport representing a spectrum of disabilities, either personally or as advocates for organizations such as airlines, TSA, and local organizations. They meet quarterly to discuss airport initiatives, upcoming regulations, and issues within the airport that affect people with specific disabilities. At this meeting, our agenda item was to get the group's experiential feedback and considerations related to our amenity spaces. We showed an example image of each space from two airports to spark discussion. In addition to the comments below related to people with different mobilities, the group strongly encouraged consideration the cultural impacts for people from other countries, especially as related to accessibility. The following summarizes their comments.

Regulated Amenities

Service Animal Relief Area (SARA)

- The fire hydrant is for the people, not the dogs. They are a hazard for people who are blind and gets in the way of a wheelchair.
- Dogs are trained to use real grass, concrete, or asphalt vs. fake turf
- Use plain materials that can be hosed down.
- There is debate over the size and shape (square or rectangle) of the turf area.
- Many blind people are taught to stand in the middle so the dog walks in a circle around them. There is a hesitancy, however, to walk out on the turf if it hasn't been cleaned up and you can't see it.
- Emotional support animals are typically allowed to use the space, including cats. Should they be accommodated?
- Need to follow DOT 150-5360-14A – Access to Airports by Individuals with Disabilities at minimum.

Lactation

- Now an FAA requirement.
- See Nursing Mothers below.

Nursing Mothers

- Chairs need to be solidly set on floor (no rockers) so people with mobility disabilities can easier get in and out of chair. Back of chair can rock. A bariatric chair should be

provided. Chair arms should be at a lower height to comfortable rest arms while holding baby.

- Why are lactation and nursing mothers spaces separate at MSP? Less confusing if combined.
- Some mothers prefer to pump or nurse by themselves. Good to have both options.
- Need electricity in room.
- Natural lighting a real plus.
- Have dimmer switch for lighting

Family Room

- Need to have emergency call button and instructions how to activate it.

Change Table Restroom

- No one had experienced one yet.
- Wall-mounted vs. floor-mounted toilet? Wall-mounted can carry 600 lbs. Floor-mounted can go up to 1,000 lbs. Wall is easier to clean. It was noted that the University of Minnesota provides 1,000-pound capacity toilets in their buildings.

Restrooms

- Were discussed at length by the group for ACRP Report 130 on Airport Restrooms.

Waiting-related Amenities

Companion Waiting Area at Restrooms

- Have different heights of benches to accommodate people with a variety of sizes and abilities.
- Consider arm rest to help get up.
- A combination of seating options is the most flexible and accommodating.
- Make sure outlets are available and are accessible, not located under front of seat.

Children's Play Area

- Most play areas seem to have a variety of activities to accommodate a variety of abilities.

Sensory Room

- No one had experienced one yet.
- Liked Gatwick's variety of light and sound levels/types.
- It was suggested there should be more variety of textures.

Meditation / Quiet

- MSP does not have these rooms. It was general thought to be a good idea provided there was a variety of seating for differing abilities.

Yoga

- MSP does not have these rooms. No comments.

Worship Space

- MSP does not have these rooms. No comments.

Ablution

- MSP does not have these rooms. If provided, it should have accommodation for a wheelchair(s) and accessible chairs if they are fixed.

Smoking

- No comments.

Layover-Related Amenities

Sleeping

- MSP is planning to fund space. Looking at proposals.
- Committee requested to participate in product selection if MSP moves forward to sleeping pods. There need to be accessible versions.

Fitness Area

- If provided there needs to be adaptable equipment to accommodate differing mobilities.

Public Showers

- In airline lounges at MSP. Appear to have an accessible shower.

Clothes Changing

- More people changing clothes in new MSP restroom due to private stalls, especially accessible toilet rooms.

Business Centers

- MSP no longer has these. No comments.

Health / Urgent Care

MSP does not have this. No comments