

## ACCESSIBLE TRAVEL CLT MEETING

**Facilitators:** Jasmyne Turman & Ivy Williams

**Date:** September 10, 2025

### SUMMARY

Purpose: Launch of Accessible Travel CLT Advisory Group to advance accessibility beyond ADA compliance.

Goal: Work towards making CLT the most accessible airport in the U.S. by collaborating with subject matter experts.

### AGENDA

- Introductions
- Purpose & Goals
- Charter Review
- Current Initiatives
- Journey Mapping Exercise
- Open Discussion
- Next Steps

### INTRODUCTIONS

Participants included representatives from Aventura Consciente, Back to Independence Rehab, Centralina Area Agency on Aging, Lion Services, NC Division of Services for the Deaf and Hard of Hearing, and CLT Accessibility & Equity Team.

### CURRENT ACCESSIBILITY INITIATIVES

- Hidden Disabilities Sunflower Program – Free visual identifiers for non-apparent disabilities (lanyards, wristbands, pins).
- Aira App – Free navigation assistance for blind/low-vision passengers within CLT geofence.
- TSA Cares – TSA program offering checkpoint assistance (requires 72-hour advance notice).
- Wheelchair Services – Provided by airlines via contractors (Prospect, G2, Prime Flight).

## JOURNEY MAPPING INSIGHTS

Stages covered: Reservation → Arrival → Check-in → Security → Gate → Boarding → Arrival.

Needs identified: clear signage, consistent mobility assistance, timely coordination, and on-demand help.

Gaps: inconsistent curbside assistance, unclear signage, lack of real-time help request options, no free quiet space, concerns about wheelchair handling and aisle-chair transfers.

## COMMITTEE SUGGESTIONS

- Add call service buttons and on-demand help feature in CLT app.
- Provide interactive maps with walking distances.
- Create checklist/journey guide for accessible travel.
- Implement communication boards for non-verbal passengers.
- Improve training for aisle-chair transfers and wheelchair handling.
- Expand service animal guidance and awareness events.
- Explore quiet space options and restroom enhancements.

## ACTION ITEMS & NEXT STEPS

- Website Revamp: FAQs, journey maps, service animal guidance.
- Training Review: Engage wheelchair service providers on standards for transfers and equipment handling.
- Signage Improvements: Address gaps for mobility assistance and airline entry points.
- Technology Solutions: Evaluate feasibility of call buttons and app-based help requests.
- Quiet Space & Amenities: Assess sensory-friendly areas and restroom upgrades.
- Follow-Up: CLT team to research gaps and report before next meeting.
- **Next Meeting**: 9/10/25