

ACCESSIBLE TRAVEL CLT COMMITTEE MEETING

Topic: Meet the Teams Who Enhance Passenger Travel

Facilitator: Jasmine Sinkler

Date: September 9, 2026

AGENDA

- Introductions
- Accessibility & Equity Team Presentation
- Customer Engagement Team Presentation
- Open Discussion
- What's Happening in Your Community? Let's Share!
- Announcements and closing remarks
- Adjourn – Thank You!

INTRODUCTIONS

Participants included representatives from Back to Independence Rehab, Laura's Village, NC Lions Foundation, NC Assistive Technology Program, Paws & Effect, Aventura Consciente, NC Division of Services for the Deaf and Hard of Hearing, Metrolina Association for the Blind, In Reach, CLT's Customer Engagement Team, and CLT's Accessibility & Equity Team.

SUMMARY

The Accessible Travel CLT Committee held its fourth meeting to review ADA compliance processes at CLT Airport. The A&E team provided an overview of their roles and responsibilities, including digital and physical accessibility assessments, employee training, community outreach, passenger support, Title VI requirements, and CLT accessibility resources. The Customer Engagement team shared updates on CLT Fast Facts, volunteer programs, the Canine Crew, airport art, piano performers, customer events, and seasonal decor.

ANNOUNCEMENTS & CLOSING STATEMENTS

The A&E team shared upcoming initiatives at CLT and invited committee members to ask questions and provide feedback. It was also announced that the meeting time will change beginning in December.

ACTION ITEMS & NEXT STEPS

Next Meeting:

- Date: December 9, 2026 (Wednesday)
- Time: 11:00 AM–12:30 PM
- Format: Hybrid (in-person at CLT Center and virtual via Teams)

Closing:

- Presentation will be shared in a few days.
- Contact information for team members is provided for follow-up questions.