ACCESSIBLE TRAVEL CLT MEETING SUMMARY

Topic: Visual Wayfinding Services at CLT – AIRA App

Date: [12.10.25]

Facilitator: Jasmine Sinkler

1. OVERVIEW OF AIRA SERVICES

What is AIRA?

- A mobile app that connects blind or low-vision passengers to professional visual interpreters for secure access to visual information.

- Service is free at thousands of partner locations worldwide, including CLT Airport.

How It Works:

1. Download the app (iOS and Android compatible).

2. Connect with a live agent via the phone's camera.

3. Agent provides real-time navigation instructions (e.g., move forward, turn left/right).

4. Navigate the terminal or facility with ease.

CLT Airport Specifics:

- Free and unlimited access while on airport grounds.

- Geofence covers terminal, parking lots, decks, shuttle stops, and surrounding roads (e.g., Wilkinson Blvd, Billy Graham Pkwy).

- Users can connect before arriving at the terminal (e.g., while on shuttle or in Uber).

YouTube Videos Shared:

- Demonstrated AIRA usage at El Paso International Airport.

- Benefits: improved confidence, efficiency, and accessibility for blind/visually impaired travelers.

- Other businesses like Walgreens and AT&T also offer AIRA for free.

2. ACCESSIBLE JOURNEY MAPPING SERIES

Summary:

- The committee reviewed the CLT Accessible Journey Mapping Series, focusing on a scenario involving a passenger who is blind or has low vision planning to fly at CLT.

- Five steps of the passenger journey were presented.

- Committee members were asked to provide input on gaps, challenges, and insights to improve accessibility and make the journey easier.

- Feedback and opinions were collected for each step to identify opportunities for enhancement.

3. NEXT STEPS

Next Meeting:

- Date: March 11, 2026 (Wednesday)

- Time: 2:00 PM–3:30 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.