

ACCESSIBLE TRAVEL CLT COMMITTEE MEETING

Topic: Visual Wayfinding Services at CLT – AIRA App

Facilitator: Jasmine Sinkler

Date: December 10, 2025

AGENDA

- Introductions / Ice Breaker
- Overview of Visual Wayfinding Services
- CLT Accessibility Journey Mapping
- Recap Questions from Previous Meeting
- Discussion / Q & A Session
- Next Meeting
- Adjourn – Thank You!

INTRODUCTIONS

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

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.

JOURNEY MAPPING INSIGHTS

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.

ACTION ITEMS & 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.