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# UNIVERSAL ACCESS IN AVIATION

OCTOBER 2022



DFW

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# STRATEGIC PLAN

Research, design, and implement new wayfinding and communication technologies that work for all customers, regardless of native language or physical abilities.





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## Sunflower Lanyard Program

The Sunflower Lanyard program is entirely voluntary for people with hidden disabilities and their families. Organizers of the Sunflower Lanyard program state there is no qualifying disability needed to qualify a person for the program. Instead, the Sunflower Lanyard program is for everyone and anyone that considers themselves to have a hidden disability.



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## ABOUT AIRA (EYE-RAH)

Through their mobile app or smart glasses, Aira connects users to trained professionals, called Aira Agents, who can see a users' environment through their mobile camera. This allows agents to describe objects, read signage, provide navigation, take and label photos, and much more. Aira serves both consumers as well as public/private partners through Aira Access. Comprised of 45,000 locations and counting, Aira Access provides free use of the service at municipalities, corporations, airports, transit authorities, and retail – enabling those who are blind or have low vision to fully engage and experience the world around them.



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## TCU

- DFW Innovation and Risk Management departments are partnering with TCU to improve the “curb to gate experience”.
- Early stages of development with a focus on documenting and improving the overall experience at DFW for people of differing abilities.



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## IRIS

- DFW Airport's Innovation team worked with IBM Watson and Soul Machines to develop an artificial intelligence-powered digital concierge.
- The digital human concierge – a lifelike, responsive, on-screen image – provided DFW passengers on-demand, voice-based answers to their questions from her temporary location in Terminal A, near gate A-34. The first phase of the test ended June 25.

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## WHILL AUTONOMOUS WHEELCHAIR TRIALS

- WHILL's goal is to create the world's first "smart airports". After arriving at the airport, travelers with restricted mobility will navigate through the airport on their WHILL airport model, and when they arrive at their gate they can simple hit "return" on their wheelchair to send it back to it's original docking station. These autonomous wheelchairs have been programmed to use their built-in sensors and brakes to avoid people and objects on its journey back through the airport.





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## E-MOBBYTRIALS

- DFW partnered with Aviation Mobility Solutions and our business partner, Prospect, to test the effectiveness of their e-Mobby product designed to transport multiple passengers.



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THANK YOU.