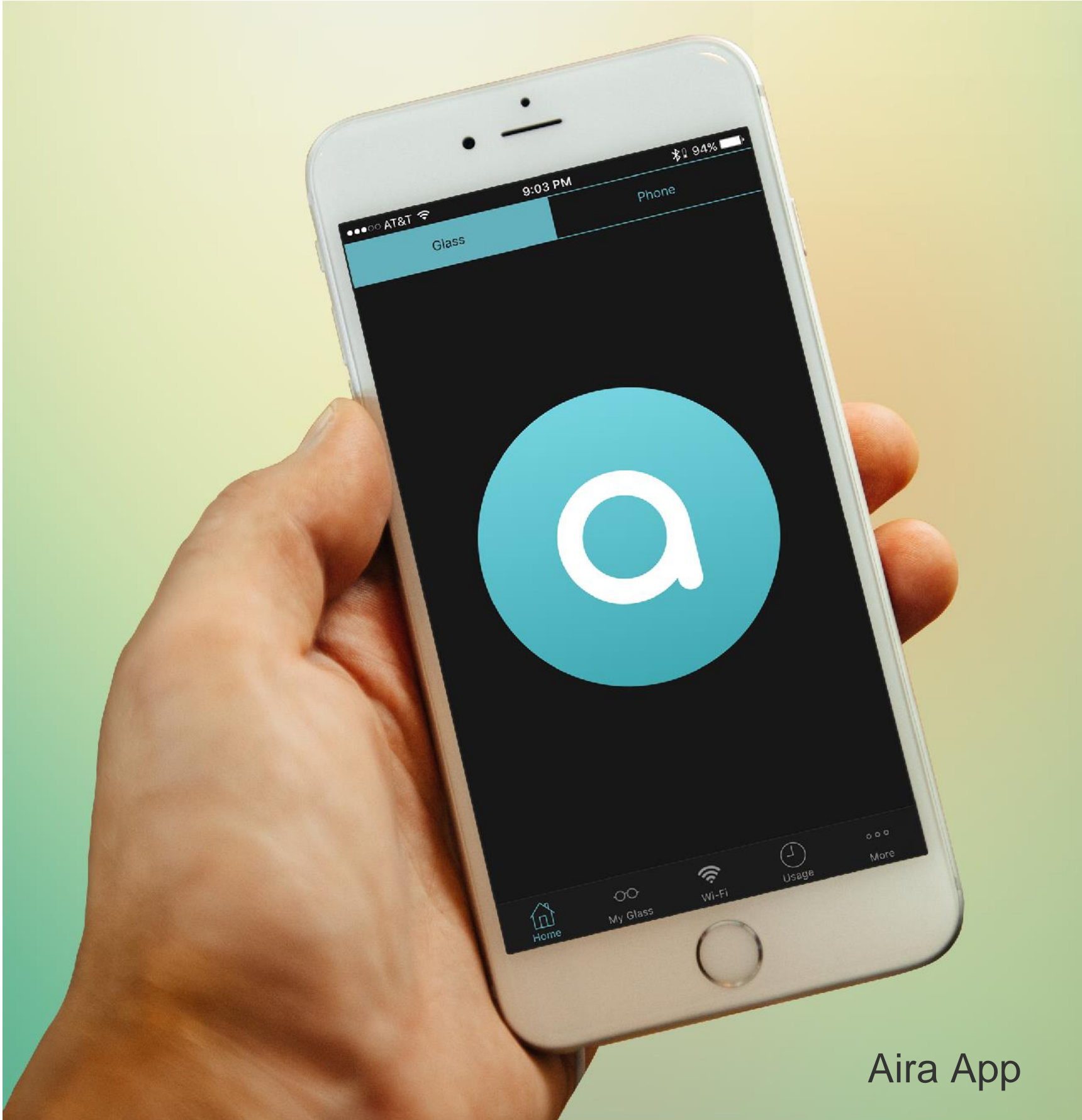


# The Aira Airport Network

Greg Stilson | Director of Product | [greg@Aira.io](mailto:greg@Aira.io)



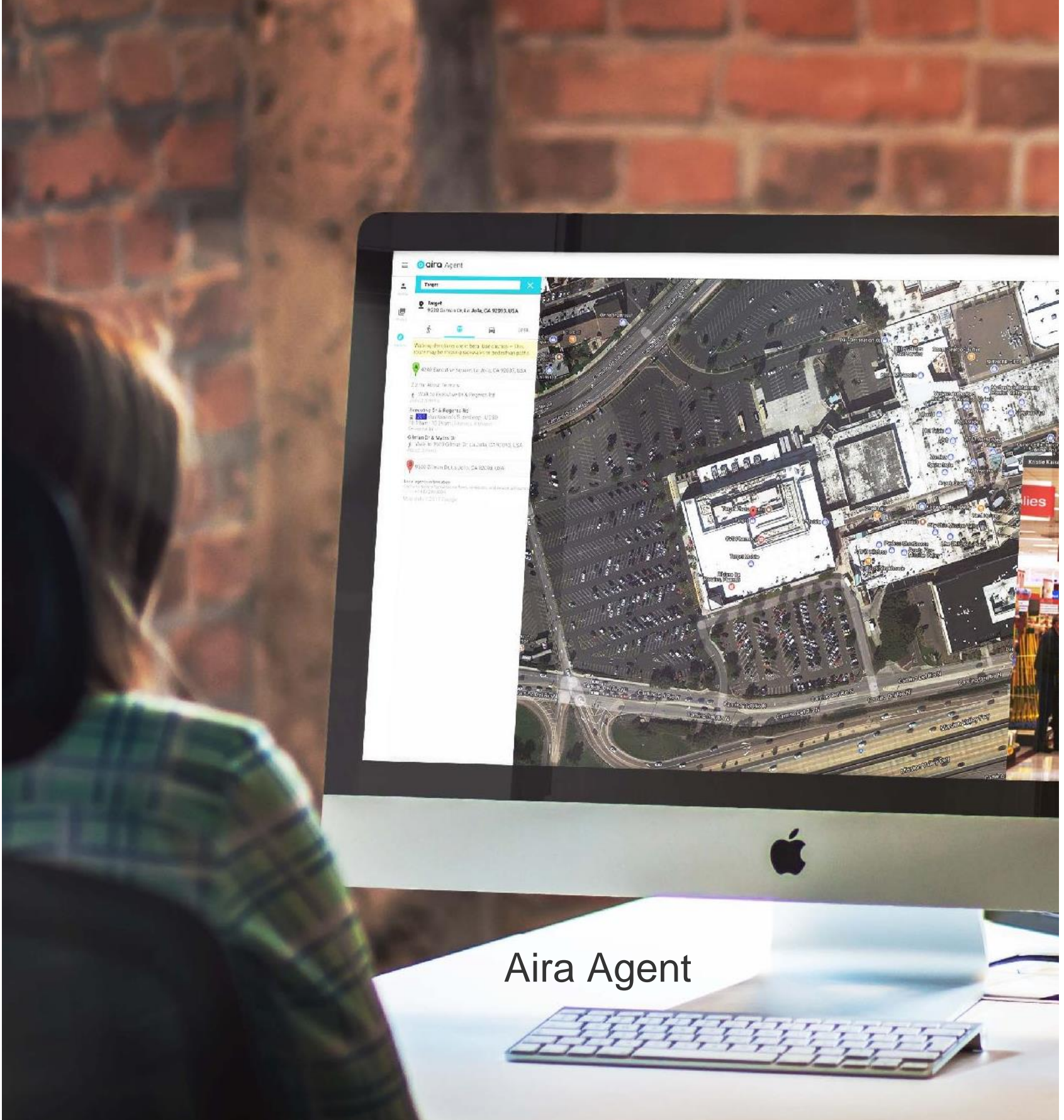
Aira App

# What is Aira?

Aira is a service for blind and low vision people to gain greater independence, mobility and efficiency by connecting to a trained remote human sighted guide.

You simply download the Aira app, tap a button and the camera on the front of the phone streams video to a professional Aira Agent who can “see what you see”.

Like providing free WiFi at the airport, a pool of minutes of Aira are purchased for consumption by your customer to ensure everyone has the same great customer experience.



Aira Agent

Connect

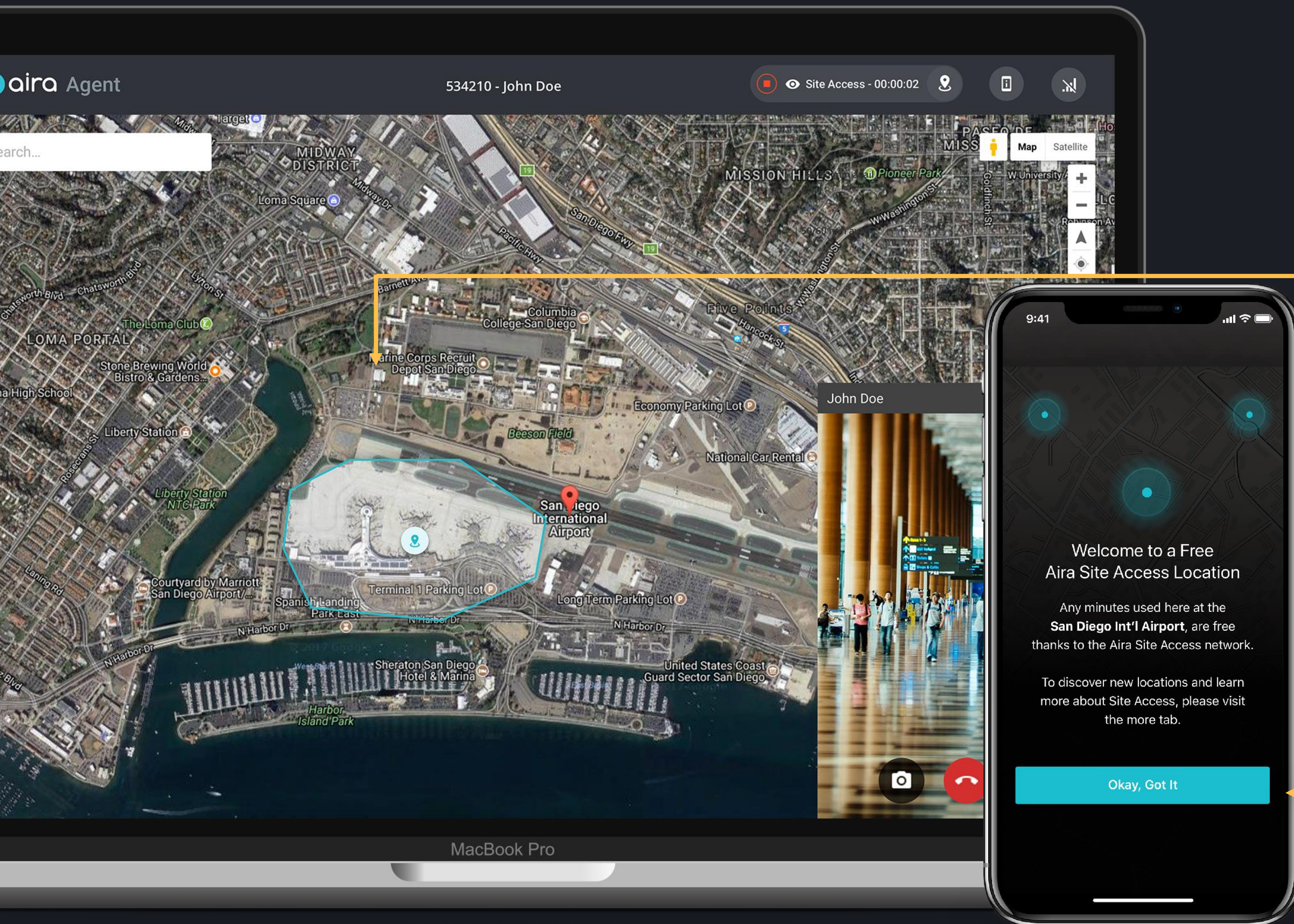
Stream

Assist



Watch Aira in action at the airport -  
press the space bar to play this video  
of a blind traveler using Aira at DEN  
airport.

# HOW IT WORKS



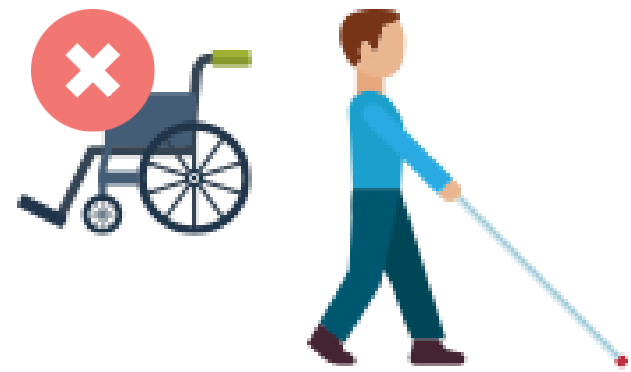
- Your airport agrees to join the Airport Accessibility Network.
- Aira will create a custom geofence boundary around the perimeter of the property based on the physical address.
- Once a passenger enters the geofence, a custom notification alerts your blind or low vision traveler that all Aira calls within the geofenced area are free.
- A timer tracks how many Aira Access minutes are used in a call and the call is verified by the human Aira agent.
- Your airport is charged \$2.00 per minute for each session and we'll send you a monthly usage report.
- **There is no technical or operational demand place on your airport**

# Airport Experience without Aira



## Check-in & Bag Drop

Where do I check-in?  
I hope there's someone  
around here who can  
help me.



## Security Screening

Where is the security  
check and how long is  
the line?



## Going Around

What is on  
the menu?

What duty-free  
shops are in this  
terminal?

Where is the  
restroom?



## Boarding

What gate are you  
looking for?

What gate  
is this?



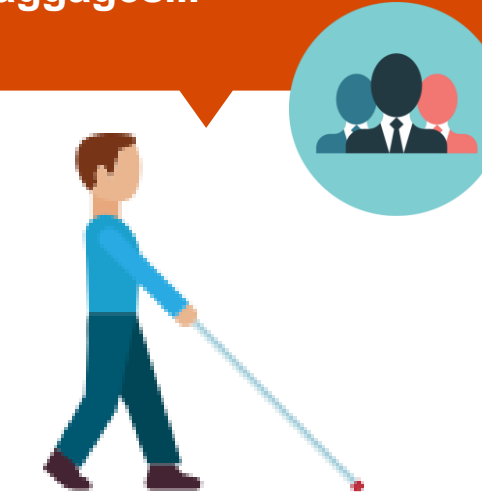
## Arrival

Where is baggage  
claim area? How  
do I get there?



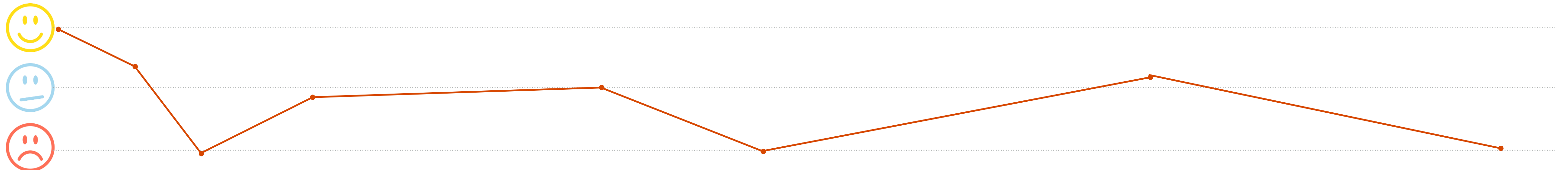
## Bag Claim

I've been waiting for a  
while...where is the  
person who is suppose  
to assist me with my  
baggages...

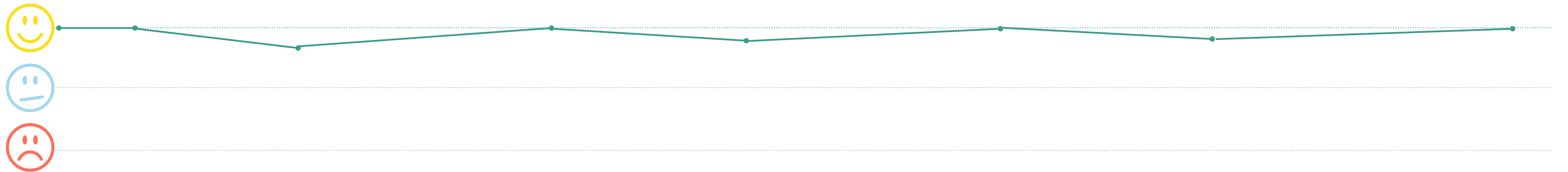
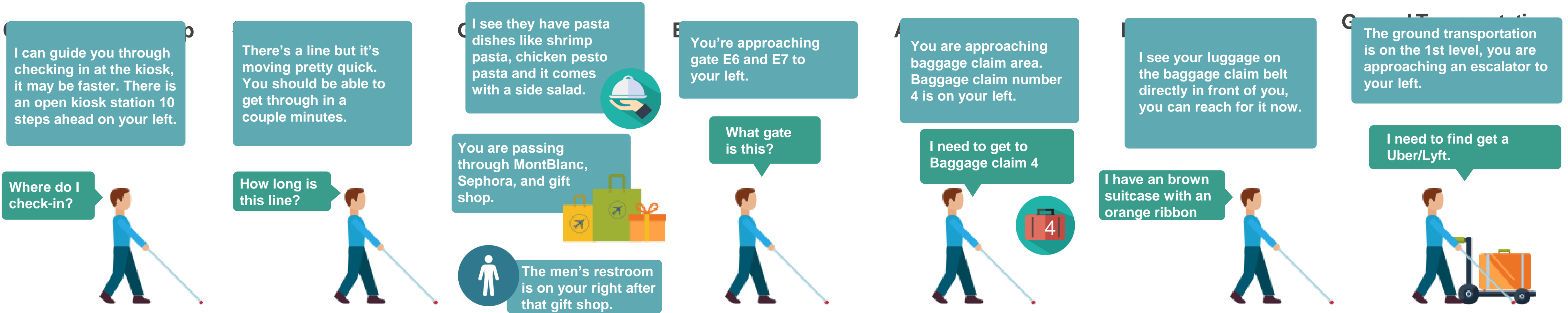
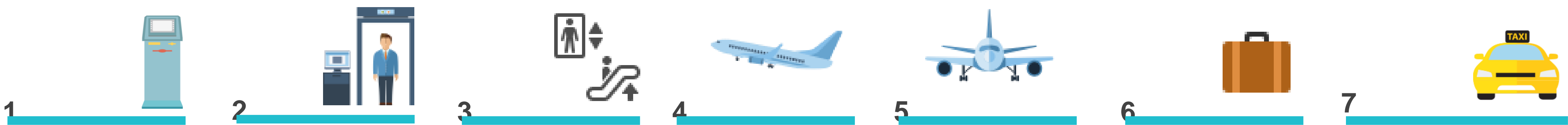


## Ground Transportation

How do I get out of  
here? Where can I get a  
taxi?



# Airport Experience With Aira



# 20 Airports have joined the Aira Airport Network in 2018

*MSP is on a significant journey to promote equitable access for all of our travelers, and Aira has proven to be a valuable service to move us forward along that journey. We track monthly utilization of the Aira app and the numbers are good and trending up.*

- Phil Burke, Director of MSP Operations



*The Houston Airport System strives to become a world-wide model of accessibility. The addition of Aira services for persons who are blind or have low vision, places us one step closer to achieving this goal and serving as a model for other airports and institutions to follow.*

**-Tim Joniec, Director of Government Relations and ADA Coordinator for the Houston Airport System**



# Aira Airport Network FAQs

- Average call inside of an airport is 3-5 minutes (task driven)
- Airports can set max call lengths if desired (First 30 minutes free)
- We send you a monthly usage report
- Based on current national airport avg use, ~ \$10,000 minutes should last 9-12 months
- Smart Glasses are not required - Any blind or low vision person can use Aira app on their mobile device
- There is no technical or operational demand on the airport
- **October Disability Awareness Month & White Cane Day**



[go.aira.io/airport](https://go.aira.io/airport)