Austin-Bergstrom International Airport
Accessibility Engagement & Outreach

Mayor's Committee for People with Disabilities

Nov. 8, 2024 – 5:30 p.m.

Kyle Carvell, Airport Relations Officer

Ramonika Carr, Airport Guest Services Officer

JOURNEY WITHAUS

Focus Areas for Today

- Overview of AUS
- "AUS for All" Accessibility Features
- Engagement & Outreach Plan + Discussion

Ramonika Carr
Airport Guest Services Officer

City of Austin
Department of Aviation

Kyle Carvell
Airport Relations Officer

City of Austin
Department of Aviation

AUS – A History of Growth

1999: Original terminal constructed

- Designed to serve 11 million annual passengers

2017-19: Master Plan and Expansion

- Terminal Expansion:
    - Designed to serve 15 million annual passengers

2020-21: COVID Pandemic and Business Impact

- AUS charts a new path forward on expansion due to air service slowdown and revenue uncertainty

2022-Beyond: Journey with AUS

- A new direction for our airport expansion and development program.

AUS by the Numbers

- Austin-Bergstrom International Airport is a 4,242-acre campus
- We served 22 million passengers in 2023
- AUS has a total economic impact of $7.6 billion and contributes 74,000 jobs
- An average of 240 flights with more than 37,000 seats per day
- The City of Austin Department of Aviation has ~600 employees
- 6,000 badged employees work at the airport

AUS – Growth and Current Reality

2023: Rapid passenger growth post-pandemic

- 22.1 million passengers served
- May 2024: Busiest month ever for total passengers

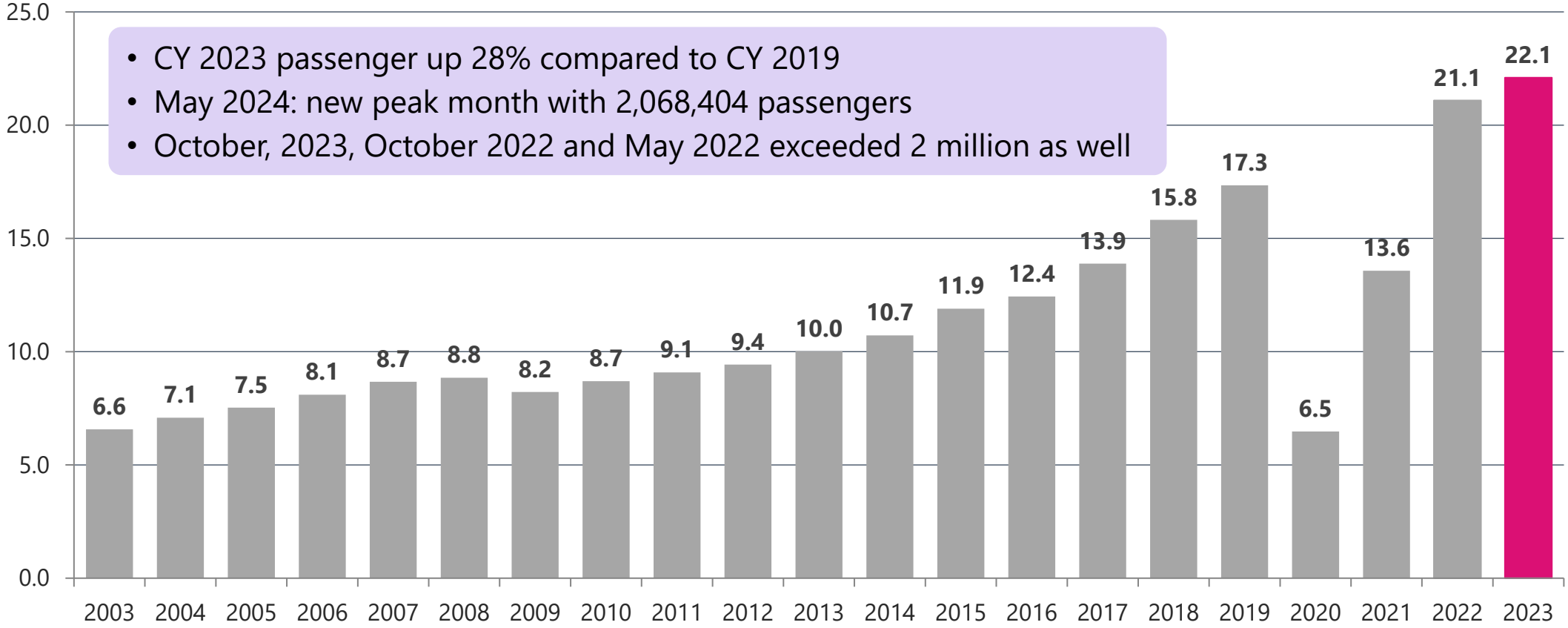
Current Reality at AUS

- Infrastructure and space is over capacity
- Passenger experience negatively impacted
- AUS employees maintaining service as best as possible

AUS is now classified as a large-hub airport

AUS Has Achieved New Record High Passenger Levels

Annual Passenger Traffic (Millions)



Journey With AUS

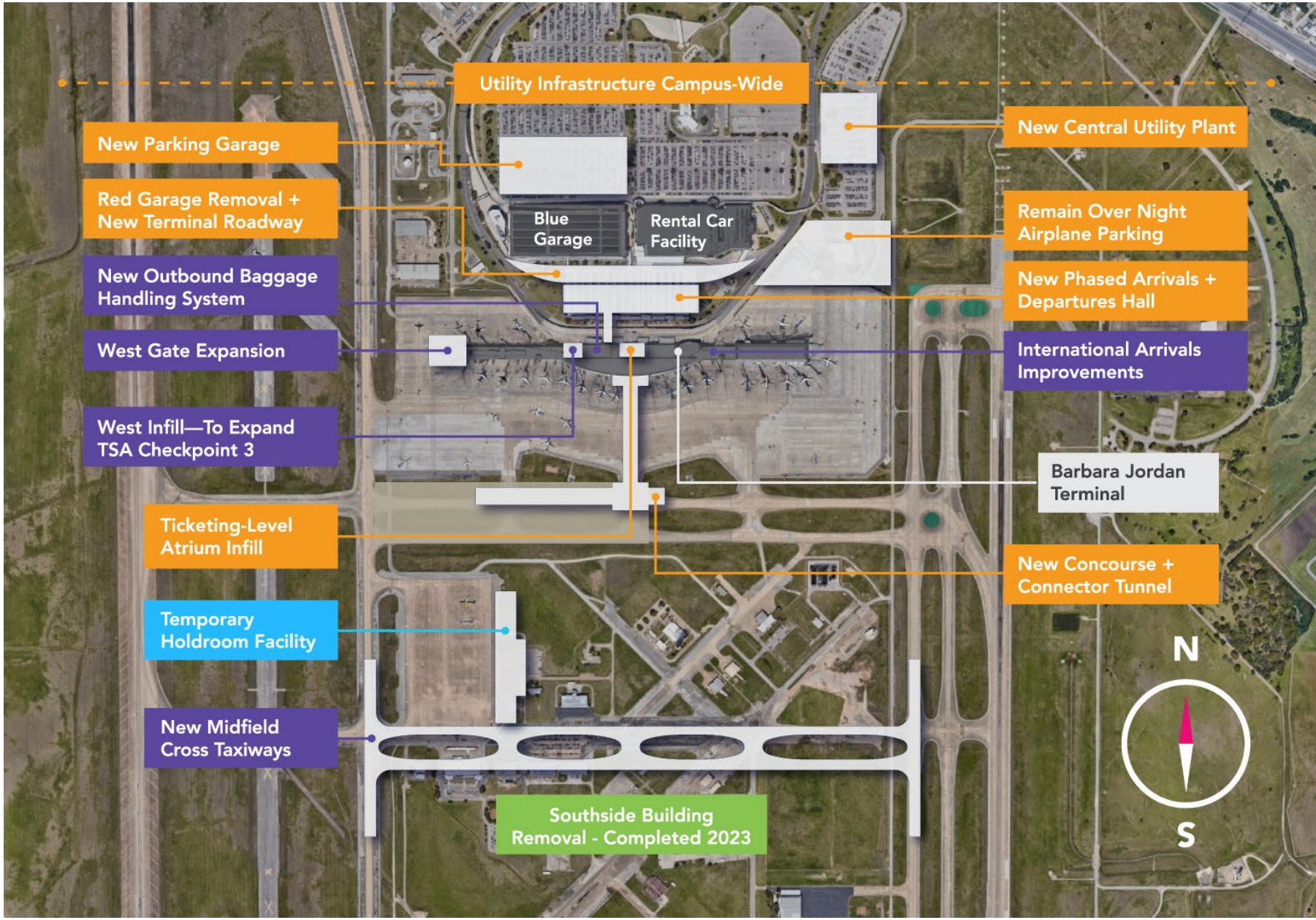
Austin-Bergstrom Airport Expansion & Development Program

JOURNEY WITH AUS

Program Overview

Journey With AUS projects are developed through a five–phase process:

- ENVISION
- PROCUREMENT
- DESIGN
- BUILD
- ACTIVATE



Passenger Experience

“AUS for All”

JOURNEY WITH AUS

AUS For All – Mobility

Mobility Lounge
Dedicated space for wheelchair & and mobility device users to wait for their airline wheelchair attendant.

Mobility Assistance Zone
Rideshares, taxis, and WAVs can pick up passengers with mobility assistive devices at the **Mobility Assistance Zone located on the lower level curbside.**

Mobility Tram & Wheelchair Accessible Shuttles
Trams and shuttles take travelers to the Economy lots, Rideshare Pick-Up Zone and Rental Car Facility.

AUS For All – Hearing

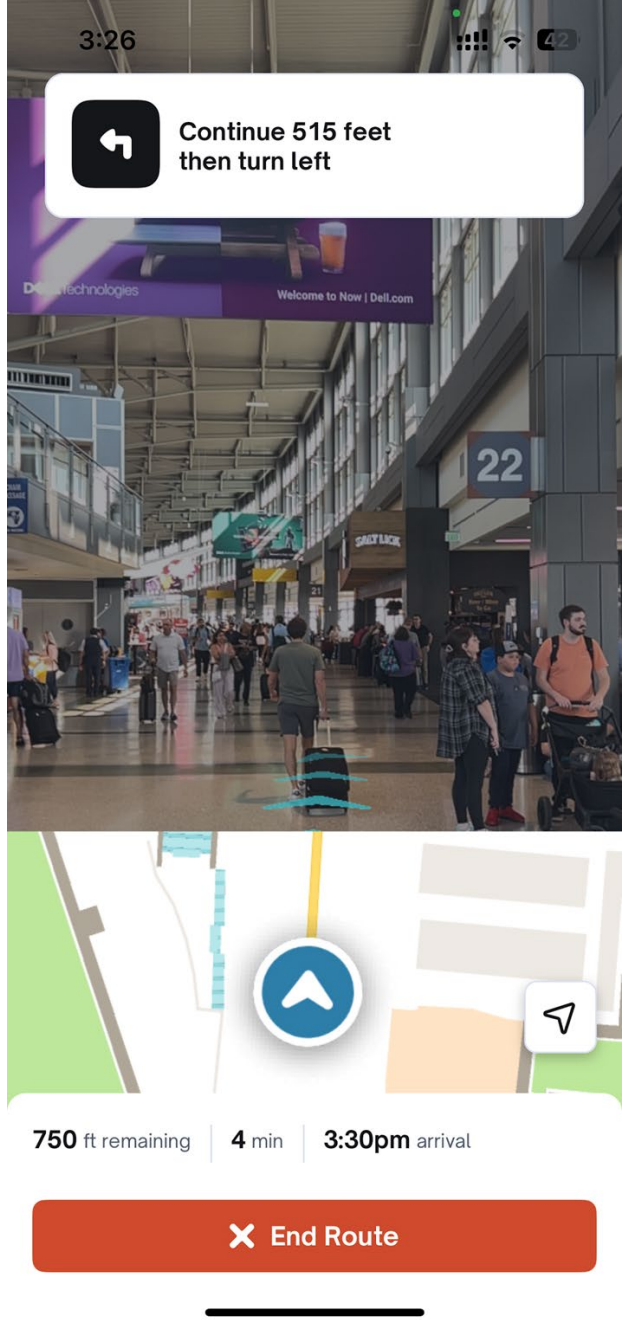
- AUS has a hearing loop (also called an induction loop) on the east side of the terminal, approximately between Gates 1 and 12.
- We continue to make progress on adding this feature to the rest of the Barbara Jordan Terminal
- This technology will be available in the newly constructed parts of the airport.

AUS For All – Visual

Airport Map
AUS has partnered with GoodMaps to offer an AI-driven digital wayfinding tool. This innovative system provides indoor navigation that helps all travelers, especially those with visual impairments, to freely explore the airport with confidence. This is a pilot program for 2 years.

Braille
Signs with braille are located across the terminal

Walkways
Pedestrian walkways in the terminal have contrasting floor surfaces.



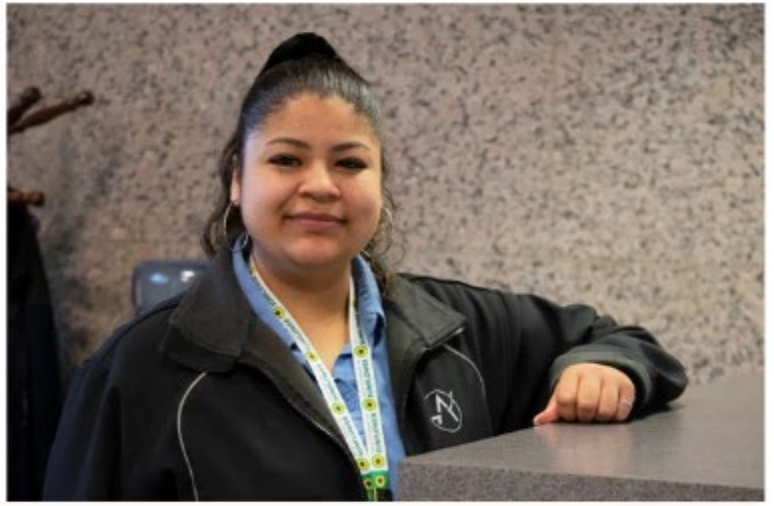
AUS For All – Sunflower Lanyard Program

Sunflower Lanyards are available at AUS!

- A symbol for non-visible disabilities
- A discreet way to notify staff that the traveler may need extra assistance
- A worldwide program – offered at 230 airports in more than 30 countries

Get a Lanyard

- Schedule a pick-up 48 hours before your flight or request it via mail 7 business days prior to your flight:
  - AUS.GuestServices@FlyAustin.com
  - 512-530-2412



Partners

Wheelchairs

- Airlines provide wheelchair services from the ticket counters through security and to the departure gates, and from arrivals to baggage claim. ***Please contact your airline ahead of your trip to coordinate wheelchair services***.

Security Screening

- TSA has a helpline that will arrange for assistance for travelers during the security screening process.
  Find out more by searching for TSA Cares

Accessibility Engagement & Outreach

JOURNEY WITH AUS

Intention and Overview

- AUS will conduct engagement and outreach activities with accessibility and disability communities, focused on:
    - Relationship building
    - Feedback and dialogue
    - Education
    - Sustainability

Goals and Objectives

1. **Enhance Accessibility Awareness**
2. **Gather Feedback**
3. **Build Relationships**
4. **Inform Potential Accessibility Improvements**
5. **Improve Wayfinding and Signage**
6. **Provide Assistive Technology: Communicate Accessibility Efforts**
7. **Monitor and Evaluate Progress**
8. **Improve Visibility of Accessibility Efforts**

Tools and Strategies

- Digital Survey
- Newsletter and Email Updates
- In-Person Meetings
- Tailored Presentations
- Public Events
- Social Media
- Good Maps
- AUS for All One-Pager

Next Steps – Short Term

1. Solicit Feedback on Plans and Strategies - today
2. Survey Rollout to Community Distribution List
3. Cross-Promote Survey via AUS Channels
4. Contact 20+ Organizations for Meet & Greets
5. Develop Additional Key Contacts
6. Data Collection and Information Sharing
7. Good Maps Pilot

JOURNEY WITHAUS

We're Social!

@AustinAirport

BLOG

FlyAustin.com

Austin-Bergstrom International Airport

@AUSAirport

@AustinAirport

Austin-Bergstrom International Airport

Questions?

JOURNEY WITH AUS

Austin-Bergstrom International Airport

Thank You

JOURNEY WITH AUS

Austin-Bergstrom International Airport