



**SFO Marking 25 Years of the Americans with Disabilities Act (ADA)**

## Accessibility for Air Travelers' with Disabilities at SFO

# Marking 25 Years of the ADA

A few weeks ago, the Americans with Disabilities Act (ADA) was signed into law 25 years ago. The groundbreaking civil rights legislation helped change the landscape of the country for individuals with disabilities by increasing access in most areas of public life.



At SFO, we pride ourselves on our proactive approach in ensuring that all of our guests can comfortably travel through the airport and access our services.



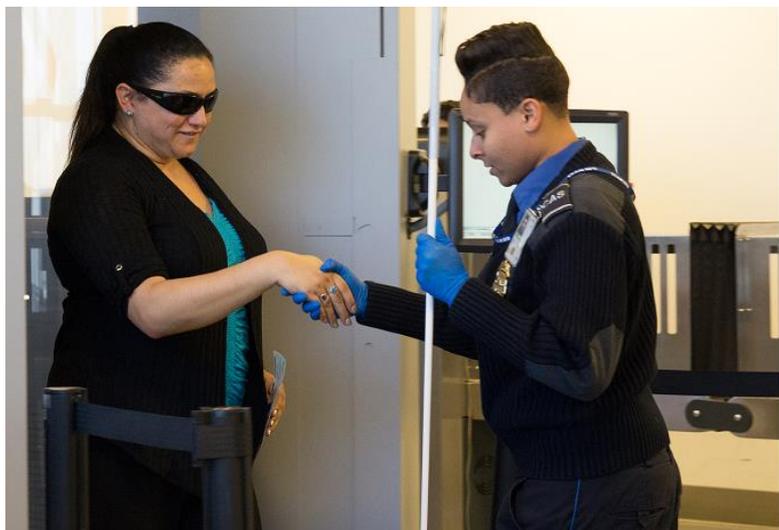


Each day, approximately 130,000 travelers pass through SFO. They come from all over the world, range in age from newborn infants to seniors and speak dozens of different languages.





Many travelers also experience a variety of traveling challenges such as limited mobility, limited vision and hearing capabilities.





Since early 90's, SFO has been designed to meet the needs of passengers with disabilities. With each new facility or renovation, SFO actively pursues new innovations to increase the airport's accessibility.

The next few slides are some examples of SFO's accessibility pursuits over the few years.

# Visual Pages



Visual Paging was put into place in 2007

CITY	TIME	FLIGHT	GATE	REMARKS
Boston	9:25am	Q352	53	On Time
Boston	1:05pm	Q1358	50	On Time
Chicago/O'Hare	6:05am	Q3123	56A	On Time
Chicago/O'Hare	7:00am	Q202	55	On Time
Chicago/O'Hare	9:20am	Q1159	56B	On Time
Chicago/O'Hare	10:45am	Q1221	56A	On Time
Chicago/O'Hare	11:25am	Q204	54A	On Time
Chicago/O'Hare	2:15pm	Q3133	56B	On Time
Dallas/Ft. Worth	6:00am	Q3175	58A	On Time
Dallas/Ft. Worth	7:05am	Q460	58A	On Time
Dallas/Ft. Worth	7:20am	Q710	54A	On Time
Dallas/Ft. Worth	8:20am	Q1630	56A	On Time
Dallas/Ft. Worth	8:20am	Q9063	58B	On Time
Dallas/Ft. Worth	10:00am	Q3067	58A	On Time
Dallas/Ft. Worth	11:15am	Q714	53	On Time
Dallas/Ft. Worth	11:35am	Q5720	56B	On Time
Dallas/Ft. Worth	1:40pm	Q882	58A	On Time
Dallas/Ft. Worth	2:25pm	Q432	57	On Time
Fort Lauderdale	8:05am	Q340	50	On Time
Las Vegas	8:45am	Q902	58	On Time
Las Vegas	12:15pm	Q260	51B	On Time
Las Vegas	1:25pm	Q906		On Time
Las Vegas	2:40pm	Q908		On Time
Los Angeles	6:45am	Q1929	57	On Time
Los Angeles	6:45am	Q922	52	On Time
Los Angeles	8:40am	Q1930	55	On Time

Thursday, February 28, 2013

CITY	TIME	FLIGHT	GATE	REMARKS
Los Angeles	2:50pm	Q6069	58A	On Time
Los Angeles	3:10pm	Q932	54B	On Time
Los Angeles	5:05pm	Q936	50	On Time
Los Angeles	5:45pm	Q3232	56B	On Time
Los Angeles	7:10pm	Q942		On Time
Los Angeles	8:00pm	Q7553	58A	On Time
Los Angeles	9:30pm	Q848		On Time
Miami	12:40pm	Q3109	58B	On Time
Miami	9:00pm	Q7546		On Time
New York/JFK	12:10pm	Q260	52	On Time
New York/JFK	12:40pm	Q3077	56A	On Time
New York/JFK	3:10pm	Q20	58B	On Time
New York/JFK	3:10pm	Q26	54A	On Time
New York/JFK	10:40pm	Q3081	57	On Time
New York/JFK	11:00pm	Q34		On Time
Palm Springs	4:40pm	Q25	53	On Time
Philadelphia	1:40pm	Q144	53	On Time
Portland	1:00pm	Q616	51B	On Time
San Diego	2:30pm	Q958	50	On Time
San Diego	5:50pm	Q960	51A	On Time
San Diego	7:30pm	Q964		On Time
Seattle	12:10pm	Q744	50	Now 12:40pm
Seattle	4:20pm	Q746	51B	On Time
Seattle	7:50pm	Q748		On Time
Washington/IAD	2:35pm	Q90	51B	On Time
Washington/IAD	11:35pm	Q86		On Time

Friday, March 1, 2013

To receive messages, use courtesy telephones or TTY.

Nells Vanderveen to Gate 44.

Cassandra Sheridan to JetBlue Airways Ticket Counter Aisle 10.

This is a security advisory. Only ticketed passengers will be allowed into the boarding areas.

**Medical Clinic**  
Located in the International Main Hall.

Visit [flysfo.com](http://flysfo.com) or [flysfo.mobi](http://flysfo.mobi) on your mobile phone for more information.

# I.Beacon Wayfinding System

With a prototype already deployed in T2, this innovative new wayfinding system and phone app allows travelers who are blind or low vision to navigate the terminal without assistance. iBeacons throughout the terminal transmit location data to guests to help them locate restaurants, retail venues, ATMs, power outlets and more.



# Disabilities Sensitivity Training Program

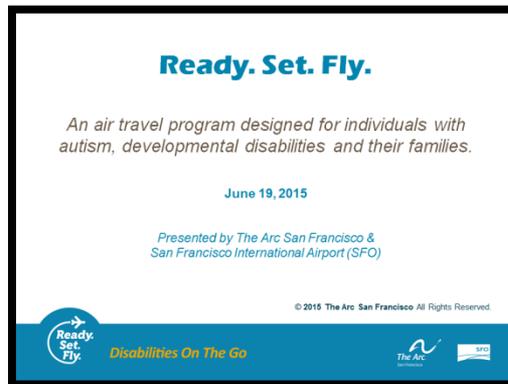
Developed in conjunction with the Mayor's Office on Disabilities, SFO offers an ongoing training program to help employees of Airlines, airline service providers, airport tenants and concessionaires identify and better serve our guests with disabilities.



# “Ready, Set, Fly”

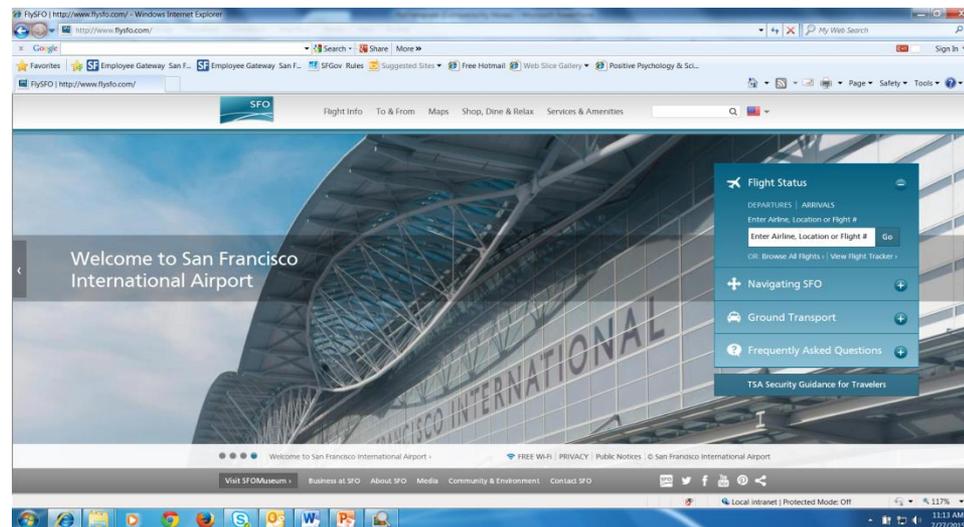


Next month (September), SFO will host an accessibility program entitled, “Ready, Set, Fly” for individuals who have autism and are challenged by air travel. As part of this program, SFO is working closely with The Arc, San Francisco and Jet Blue. This SFO program distinguishes itself from the other 13 Airports that have hosted similar programs by providing comprehensive classroom and online pre-training sessions for parents with autistic children, adults with autism, and airline personnel, service providers and volunteers.



# FlySFO.com Website

FlySFO.com has been designed to meet web content accessibility guidelines and criteria. Among the accessibility features in place, pages can be navigated with devices other than a mouse; sufficient color contrast is used; and text equivalents are available for images, graphics, charts, videos, audio and multimedia. When electronic information meets the ADA guidelines and criteria, everyone has access to the information and data – whether they use traditional computer hardware or assistive devices.



# Video Relay Services (VRS) Units

A video relay service (VRS), also sometimes known as a video interpreting service (VIS), is a videotelecommunication service that allows deaf, hard-of-hearing and speech-impaired individuals to communicate over video telephones or similar technologies with hearing people in real-time, via a sign language interpreter. In early 2015, SFO installed two Video Relay Services units. The units are located at the arrival levels of the International Terminal and Terminal 2.





Employees at SFO continuously works to make SFO a welcoming place for travelers of all backgrounds and abilities. SFO strives to be one of the country's most accessible & responsive airports.

Questions, Comments?