



ACCESSIBILITY AT DENVER INTERNATIONAL AIRPORT

This one-pager outlines the work DEN has done to date on accessibility at the airport.

Below is a list of the initiatives DEN has been discussing with disability advocates, many of which were already in their planning efforts and their plans for implementation.

Accessibility Project Status					
Project Name	Project Type	Description	Project Status	Target Start Date	Target Completion Date
Flydenver.com Website	Technology	New accessible website.	Completed	2022 Q4	2023 Q4
Rideshare Accessible Passenger Pick-up Zones	Transportation	Accessible loading zone areas next to terminal doors.	Completed	2022 Q4	2023 Q1
TNC Wheelchair Accessible Vehicles	Transportation	Uber and Lyft Wheelchair Accessible Vehicle Operators for wheelchair users.	Completed	2022 Q4	2023 Q2
Level 5 - Tactile Paving	Facility Construction	Construction of new detectable warning surfaces on Level 5 to increase safety for blind and low vision customers.	Design Approval	2022 Q4	2024 Q4
Community Accessibility Steering Committee	Community Engagement	Community stakeholder engagement in airport accessibility.	In Development	2024 Q1	
Employee ADA & Accessibility Trainings	Education/Training	ADA and accessibility trainings for all city and county of Denver employees at the airport.	In Development	2024 Q1	2025 Q4
Public Information Dashboard	Technology	Public accessibility inquiries received by the ADA Administrator.	In Development	2023 Q3	2024 Q1
ADA Transition Plan	Facility Construction	Action plan & schedule for removing identified accessibility barriers.	Ongoing	2021 Q4	2024 Q4
Passenger Conveyance Modernization Project (Phase 3)	Facility Construction	Updating and modernizing all passenger conveyances.	Ongoing	2022 Q1	2028
Companion Care Changing Spaces	Facility Construction	New construction of additional companion care changing spaces.	Ongoing	2024 Q2	2028

Additional stakeholding efforts:

- DEN began meeting with key stakeholders in early 2022 regarding accessibility challenges with deplaning aircraft and understanding roles and responsibilities between airports and airlines.
- DEN has continued meeting with the stakeholder group periodically, opening discussions further on additional issues including, but not limited to:
 - Additional accessible restrooms with adult changing tables (DEN already opened a new companion care room in the terminal).
 - Tactile improvements (i.e. pavement truncated domes) to help their blind and low-visibility customers navigate the level 5 commercial transportation islands along with improvements in TNC (Lyft, Uber) support for accessibility. With both efforts, DEN

included stakeholder group member Curtis Chong from National Federation of the Blind – Colorado Chapter.

- And further airline issues related to deplanement timelines and quality of service.
- DEN added Tricia Downing to the DEN Community Advisory Committee to represent the Disability Community in advising their CEO on DEN accessibility matters.
- Hosted two separate tours with members of the stakeholder group with broad representation across the disability community in partnership with TSA; the tours included terminal and concourses.
- Working to finalize a dashboard that will publicly make available this spring information pertaining to disability complaints and inquiries.
- Planning to form an accessibility committee comprised of representatives from the disability to advise DEN. DEN will continue implementation this summer pending the outcome of this legislation (they need to ensure that if it passes, they form the committee correctly in alignment with the bill's expectations).
- Upon invitation by Rep. Ortiz, DEN presented on its work in accessibility at two Disability Community Legislative Preview events (2022 & 2023).

Additional key items beyond working with the Stakeholder Group:

- Implemented Sunflower Hidden Disabilities program at DEN.
- Installed Two Video Relay Service monitors in the terminal (Level 6 – one on east and one on west).
- Implemented AIRA (on-demand assistive technology/navigation service for blind and low vision passengers).
- Upgraded DEN website, including Web Content Accessibility Guidelines (WCAG) 2.1 Level AA compliance.
- Opened the new West Security Checkpoint with enhanced signage and ensuring access for passengers with a disability in TSA Pre-Check lanes.
- Added Accessibility to DEN's Vision 100 Guiding principles, establishing it as an important factor in all that they do.
- Launched the Neurodivergent Internship Program in 2023.
- Established relationships with additional key stakeholders including Craig Hospital, DevelopmentalFX, Dementia Friendly Denver, the Alzheimer's Association, Denver Human Services and the Autism Store to better understand customer needs.
- Began phase 3 of the passenger conveyance modernization program, which replaces conveyances with new units that include accessibility features such as audible signals.
- DEN continues to resolve accessibility issues identified during their previous assessment as well as additional opportunities to improve.