USER GUIDE

ACRP WebResource 14: Tools to Assess Airport Programs for Travelers with Disabilities and Older Adults

This User Guide provides guidance on navigating *ACRP WebResource 14*.
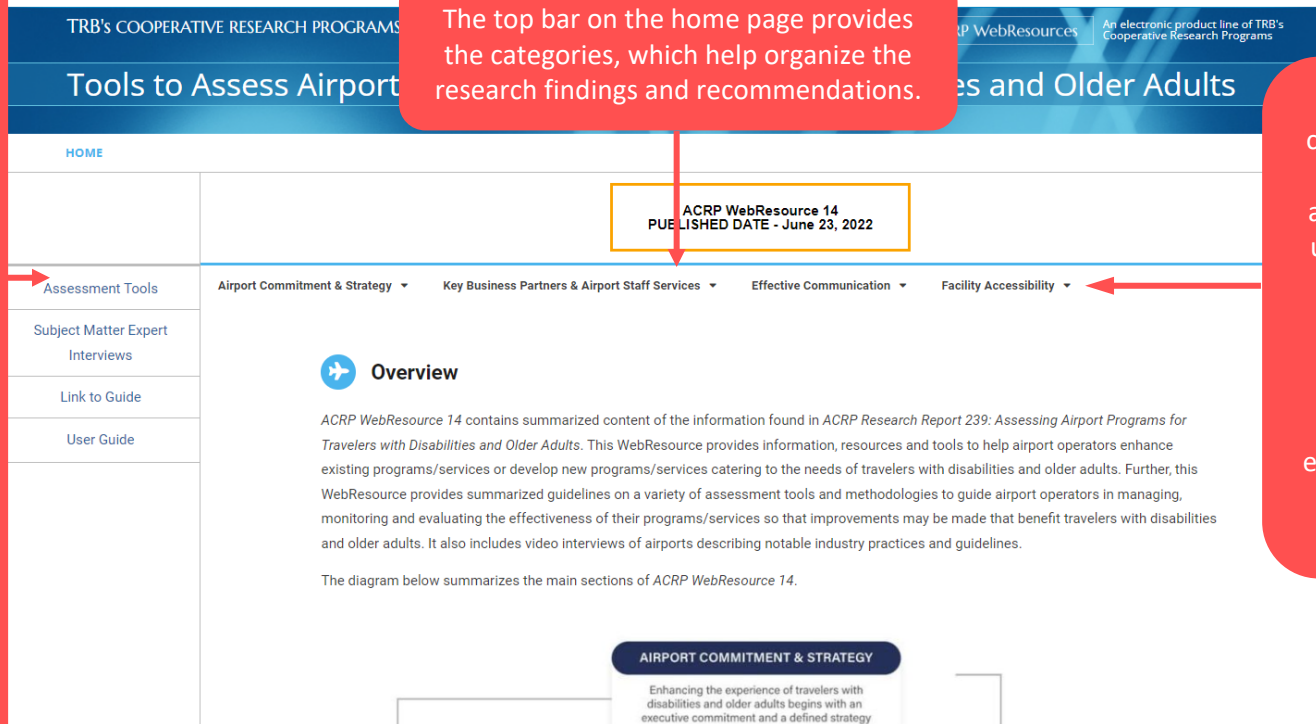
1. HOME PAGE

The sidebar provides quick links:

1. "Assessment Tools" detail the assessment tools that can be used to evaluate the notable programs/services identified in each category.
2. "Subject Matter Expert Interviews" include video interviews of employees/personnel/experts at airports describing notable practices for each category.
3. "Link to Guide" links to *ACRP Research Report 239*.

The top bar on the home page provides the categories, which help organize the research findings and recommendations.

Hover over each category and a drop-down menu will appear, allowing the user to select any of the topics listed under the relevant category.

A mini case study example is presented at the end of each section.

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Tools to Assess Airport... ...es and Older Adults

HOME

Assessment Tools

Subject Matter Expert Interviews

Link to Guide

User Guide

ACRP WebResource 14
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Airport Commitment & Strategy ▾   Key Business Partners & Airport Staff Services ▾   Effective Communication ▾   Facility Accessibility ▾

✈ Overview

ACRP WebResource 14 contains summarized content of the information found in *ACRP Research Report 239: Assessing Airport Programs for Travelers with Disabilities and Older Adults*. This WebResource provides information, resources and tools to help airport operators enhance existing programs/services or develop new programs/services catering to the needs of travelers with disabilities and older adults. Further, this WebResource provides summarized guidelines on a variety of assessment tools and methodologies to guide airport operators in managing, monitoring and evaluating the effectiveness of their programs/services so that improvements may be made that benefit travelers with disabilities and older adults. It also includes video interviews of airports describing notable industry practices and guidelines.

The diagram below summarizes the main sections of *ACRP WebResource 14*.

AIRPORT COMMITMENT & STRATEGY

Enhancing the experience of travelers with disabilities and older adults begins with an executive commitment and a defined strategy

2. SAMPLE CATEGORY PAGE

Each category provides summarized content on notable practices and associated assessment tools relevant to the subject area.

Hover over each icon to view the description.

Click "See more" in the legend to review a list of all assessment tools.

3. ASSESSMENT TOOLS PAGE