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Symposium on **ACCESSIBILITY**

in International Civil Aviation 2026

14 - 15 October | Montréal, Canada





Symposium on **ACCESSIBILITY**

in International Civil Aviation 2026



Digital Accessibility: Technology, Identity and Passenger Empowerment

Moderated by: Suzanne Acton-Gervais

President, Association of Canadian Travel Agencies and Travel Advisors



ICAO



Meet the Canadian Specialist Who Makes Accessible Travel Personal

14.10.26 Martha Chapman



David Lyons-Black worked as a political organizer until he decided to lean into his love of travel and belief that it should be accessible for anyone. (David Lyons-Black/Supplied)

acta.ca/accessible-travel-directory.php

Accessible Travel Advisors Directory

Find travel advisors who specialize in
accessible travel across Canada

Find Your Accessible Travel Advisor

Province/Territory

All Provinces/Territories

City

Enter city name

Accessibility Type

All Accessibility Types

Search Advisors

Moderator



Suzanne Acton-Gervais
President
*Association of Canadian Travel
Agencies and Travel Advisors (ACTA)*

Panelists



Frederico Cabrera
Director, Airport Operations and
Customer Experience Manager
Carrasco International Airport, Uruguay



Andrea Wright
Chief Executive Officer
*Pacific Assistance Dogs Society
(PADS)*



Katie Faires
Cabin & Product Strategy Leader
The Boeing Company



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Digital Accessibility: Technology, Identity and Passenger Empowerment

A Carrasco International Airport perspective

Federico Cabrera

Director of Operations – Aeropuertos Uruguay



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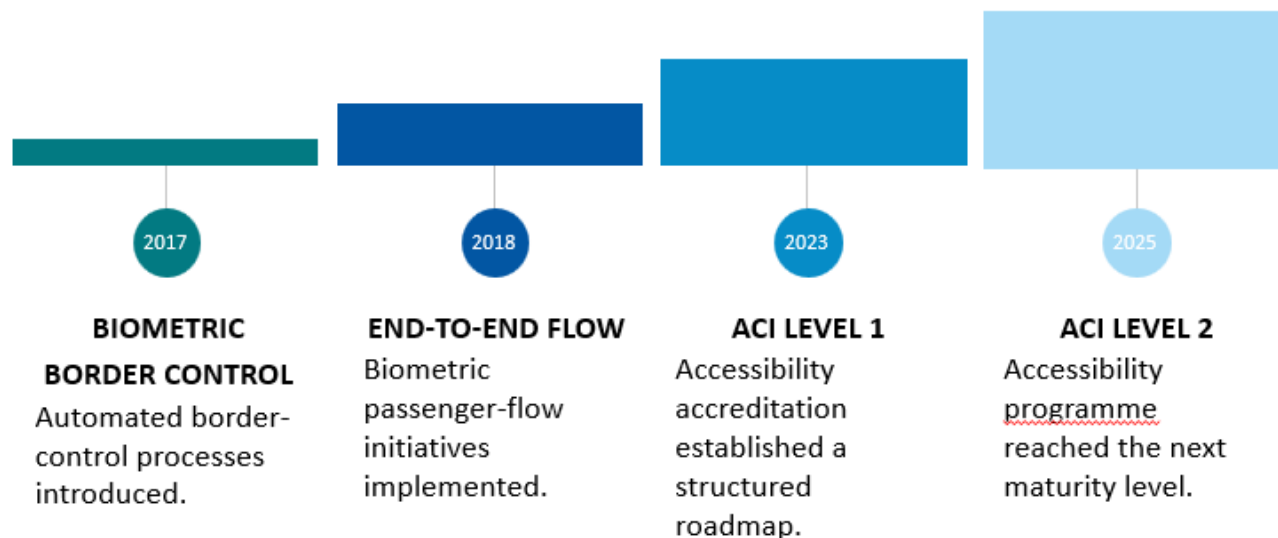
Technology should remove friction, not remove choice

Every digital shortcut
needs an accessible
path, a human
fallback and
passenger control.



Digital identity is infrastructure.
Accessibility is a design requirement.

- Carrasco has used biometric and automated passenger-processing solutions as a practical innovation environment. The lesson is clear: innovation creates value only when accessibility, operational resilience and frontline readiness advance together.



Concrete example 1: NaviLens

Turning visual airport information into an accessible navigation layer

THE BARRIER

Signs and flight displays usually assume passengers can see, focus and interpret visual information.

THE INTERVENTION

NaviLens markers connect wayfinding and real-time flight information to smartphone guidance in alternative formats.

THE OUTCOME

Greater independence, multilingual access and less reliance on special assistance by default.

46 codes | 41 languages | Excellent feedback from users



Concrete example 2: The digital accessibility audit

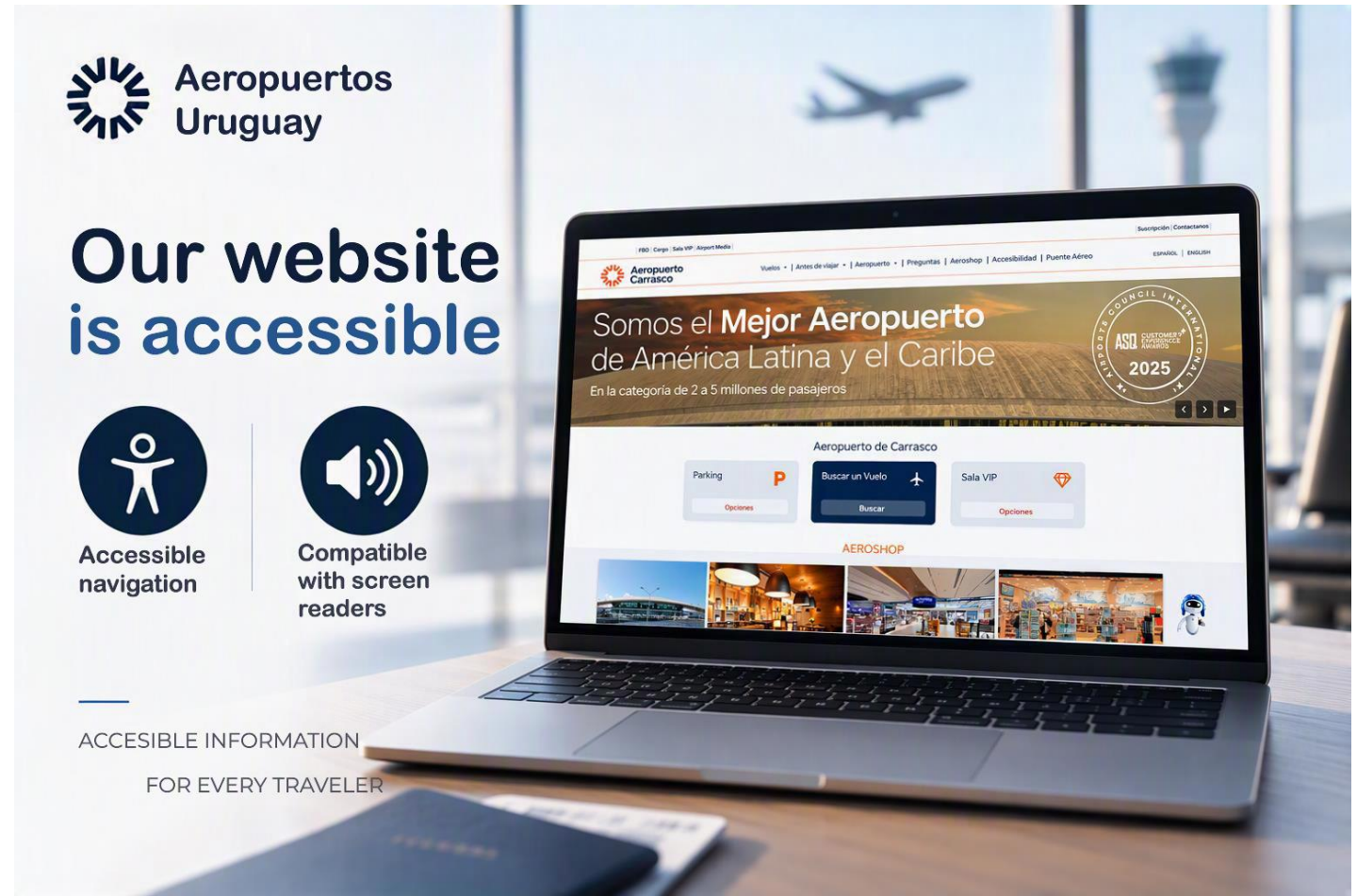
Moving from technical compliance to successful passenger task completion

263 issues were identified across the Spanish and English web experiences, and 8 downloadable PDFs were flagged as inaccessible.

The deeper lesson: a channel may be technically available and still fail through unclear language, inaccessible documents, inconsistent focus order, inaccessible forms or real-time updates that assistive technology cannot announce.

PRACTICAL STANDARD

Test complete tasks with users across web, mobile, documents and disruption communications.



Concrete example 3: Sensory/calm room

Pair digital predictability with a low-stimulation physical option

BEFORE TRAVEL

Accessible guidance, visual preparation and familiarization reduce uncertainty.

AT THE AIRPORT

Clear, sequential information and visible support reduce cognitive load.

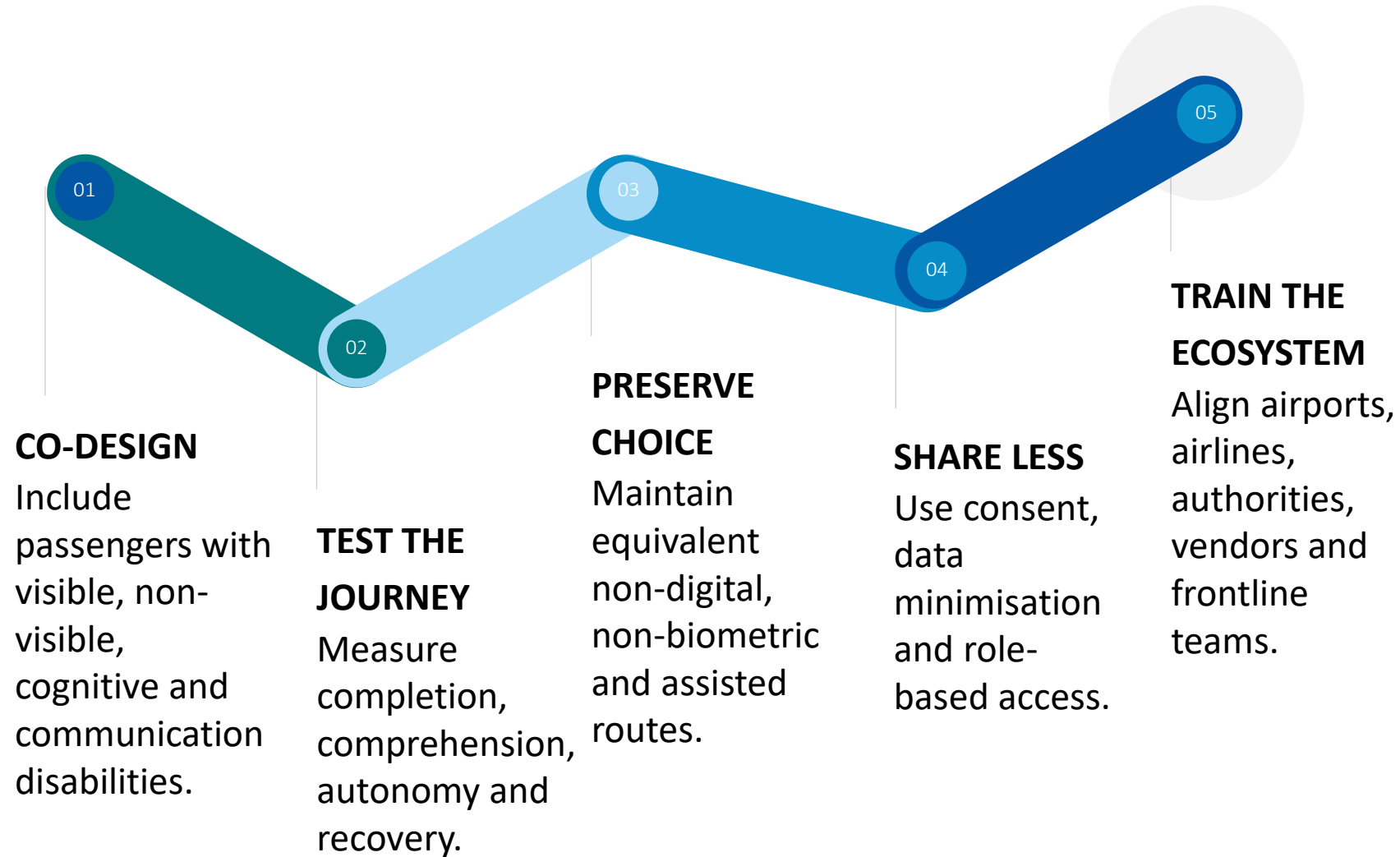
WHEN OVERLOADED

A Calm Space provides a lower-stimulation environment and an opportunity to pause.

Design for regulation and recovery, not only speed.



Five commitments for accessible digital air travel



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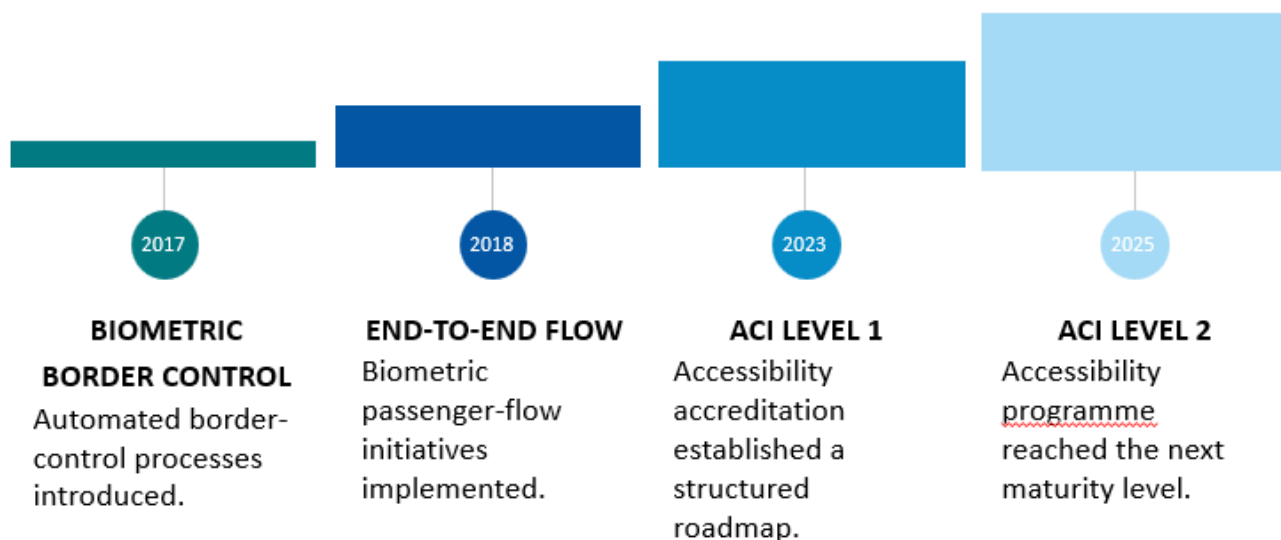


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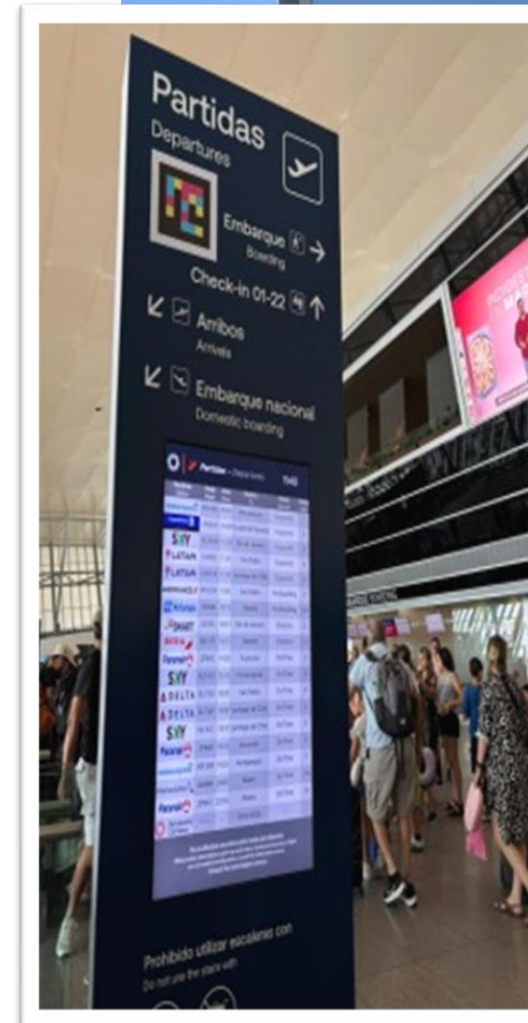
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Our website is accessible



Accessible navigation



Compatible with screen readers



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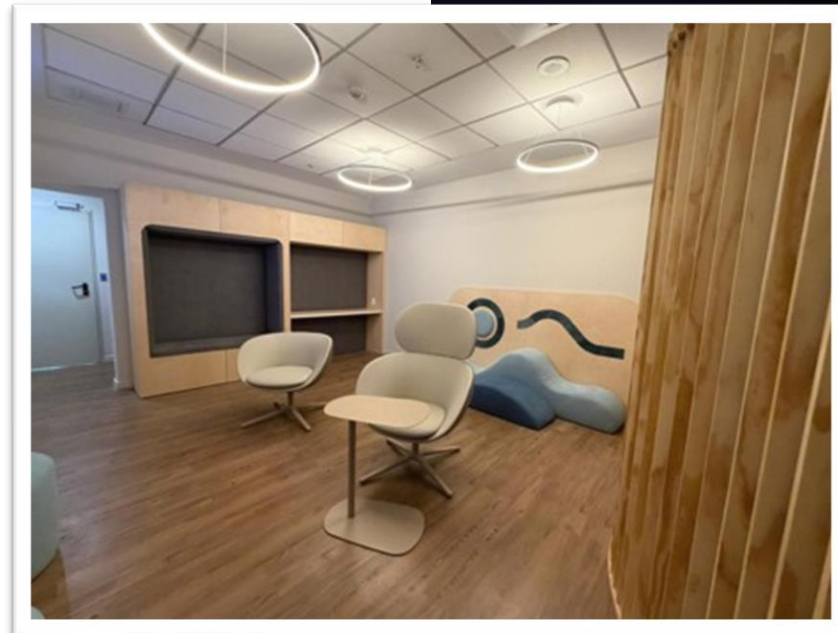
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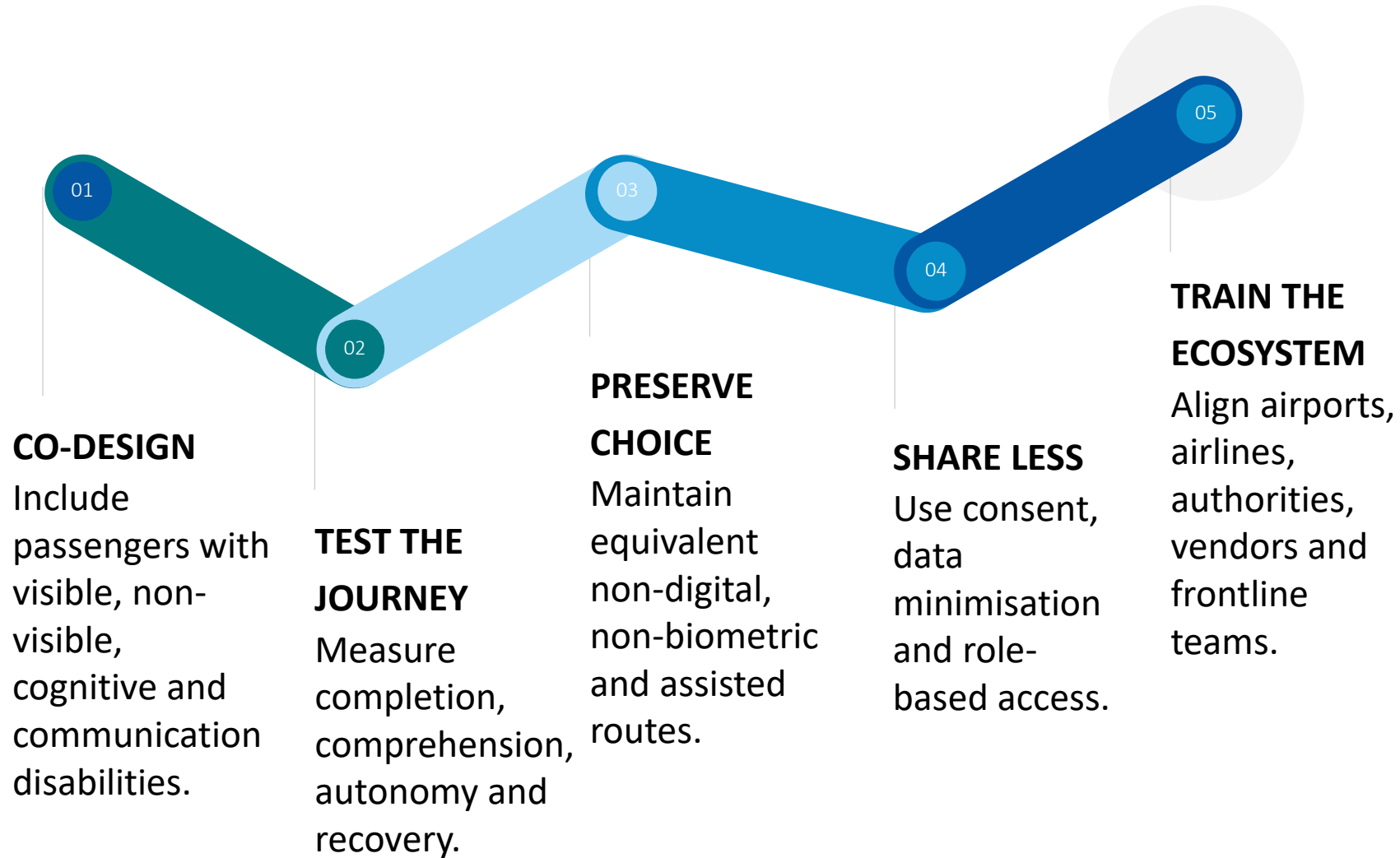
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Five commitments for accessible digital air travel



Thank You





CONSISTENCY

"It seems that each airline has their own requirements to be fulfilled for service animals. A standard needs to be established. For instance, [Canadian airline deleted] now asks for an accommodation form to be completed by a Doctor. I am not going to divulge personal medical information to an airline. [Canadian airline deleted] was the worst in what they required. [Canadian airline deleted] and [Canadian airline deleted] are great. One form / one call and done."

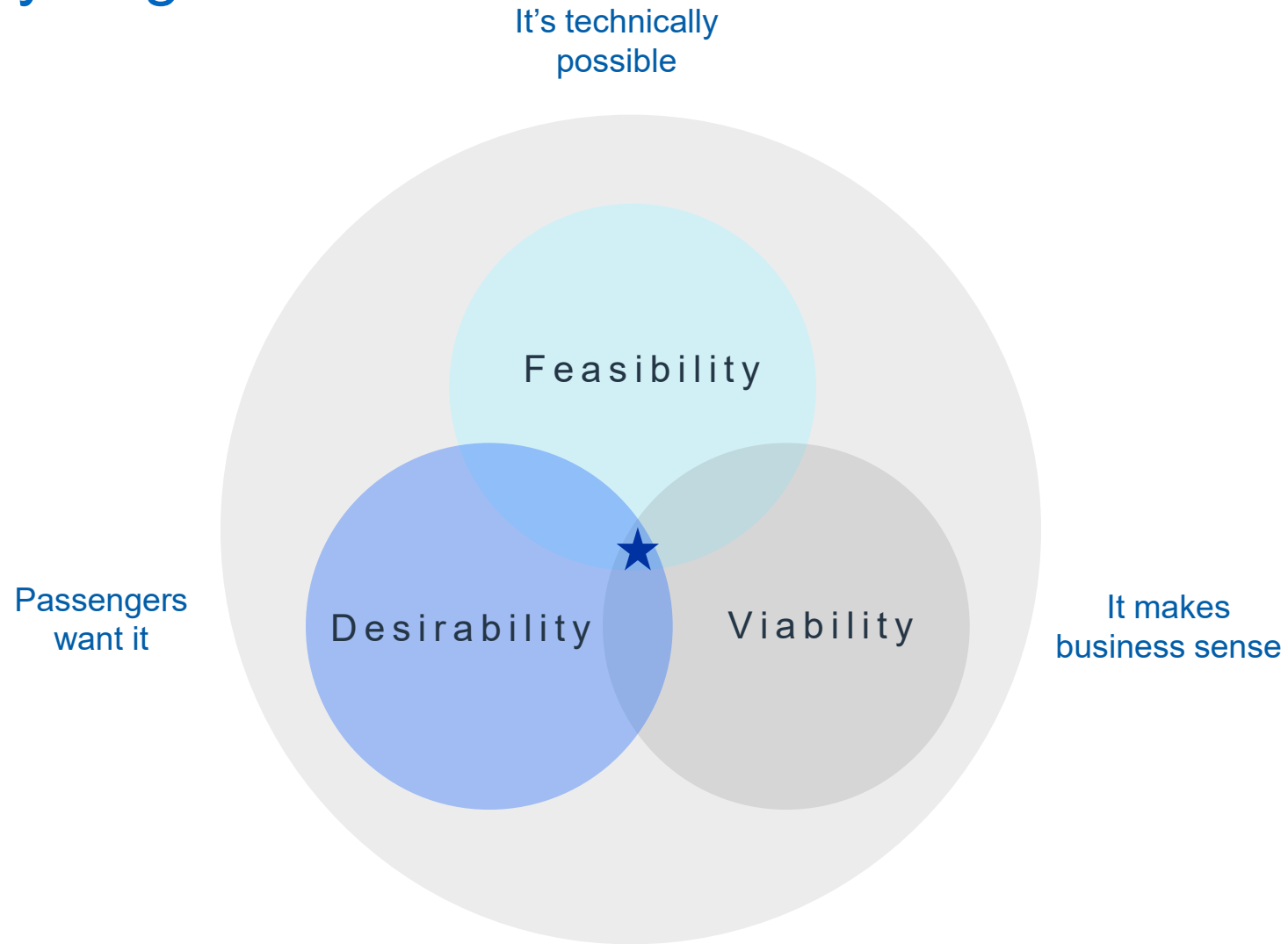




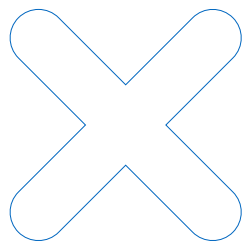
Engineering Digital Accessibility into the Passenger Journey

Katie Faires
Boeing Commercial Airplanes

Our accessibility target



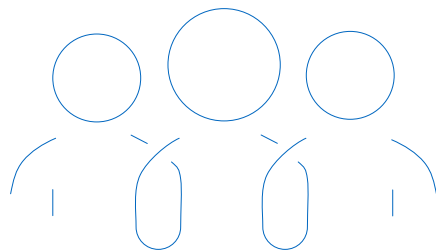
The Boeing Inclusive Systems Engineering philosophy



EXCLUSION

Recognize Acknowledge Address

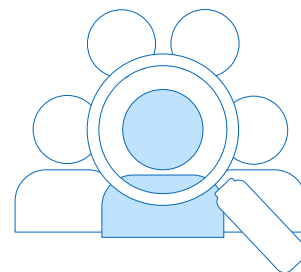
Remove barriers in our processes, products, and culture.



FROM DIVERSITY

Learn Unlearn Relearn

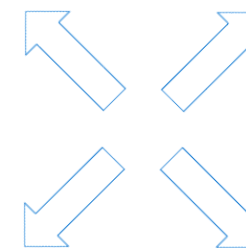
Evolve mindset by learning from intersectionality.



FOR ONE

Engineer Design Support

Avoid designing for “average” – focus on dignity for individuals.

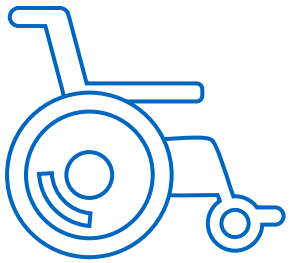


TO MANY

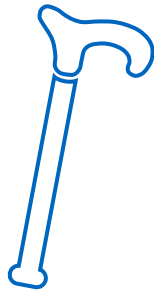
Extend Leverage Avail

Multiply the value of accessibility and inclusion.

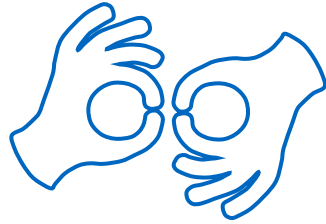
Five key disability types



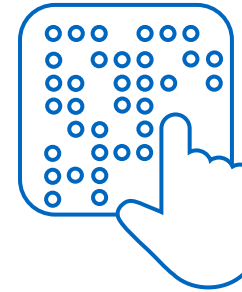
WHEELCHAIR



LOW MOBILITY



**DEAF/
HARD OF HEARING**

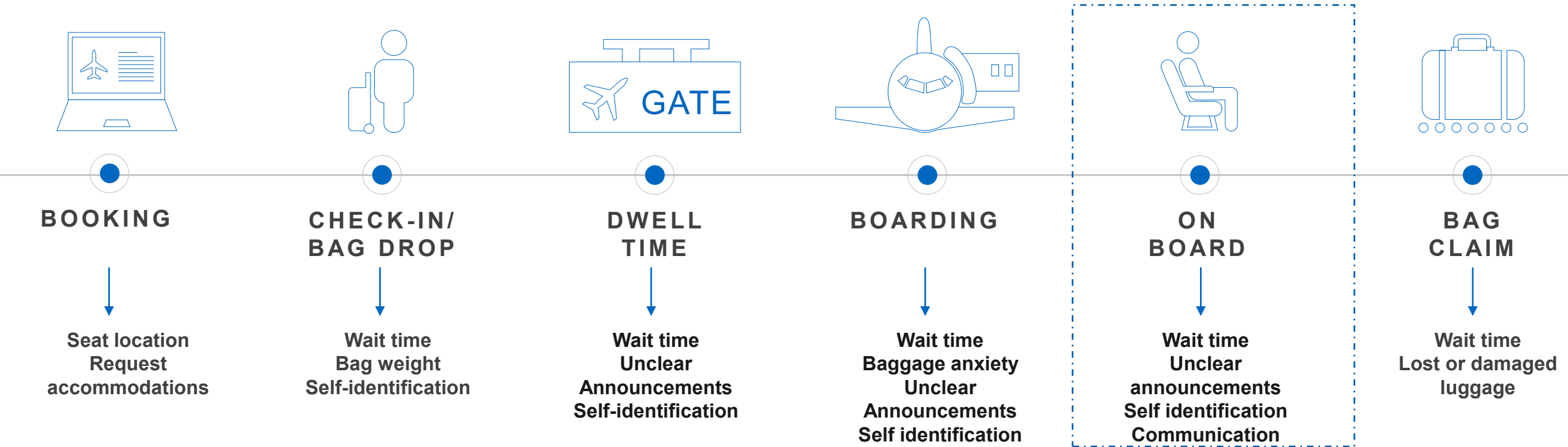


**BLIND/
LOW VISION**



NEURODIVERGENT

On board stressors in the travel journey



Deaf and Hard of Hearing community barriers

Lack of information causes anxiety.

Barriers:

- Access to information
- Two-way communication
- Cabin noise & speaker quality
- Access to connectivity



Neurodivergent community barriers

Lack of control causes dysregulation.

Barriers:

- Control of sensory overstimulation
- Physical interactions with other passengers and crew
- Two-way communication
- Access to connectivity

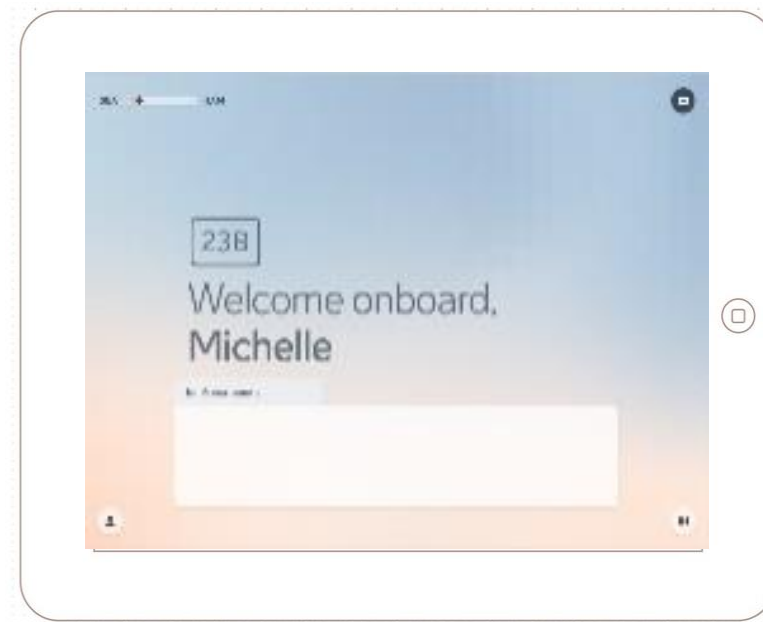


Our research says providing equitable access to information is a gap



Mobility
Independent Access

Information
Equitable Access



Announcement captioning
concept

Announcement captions*



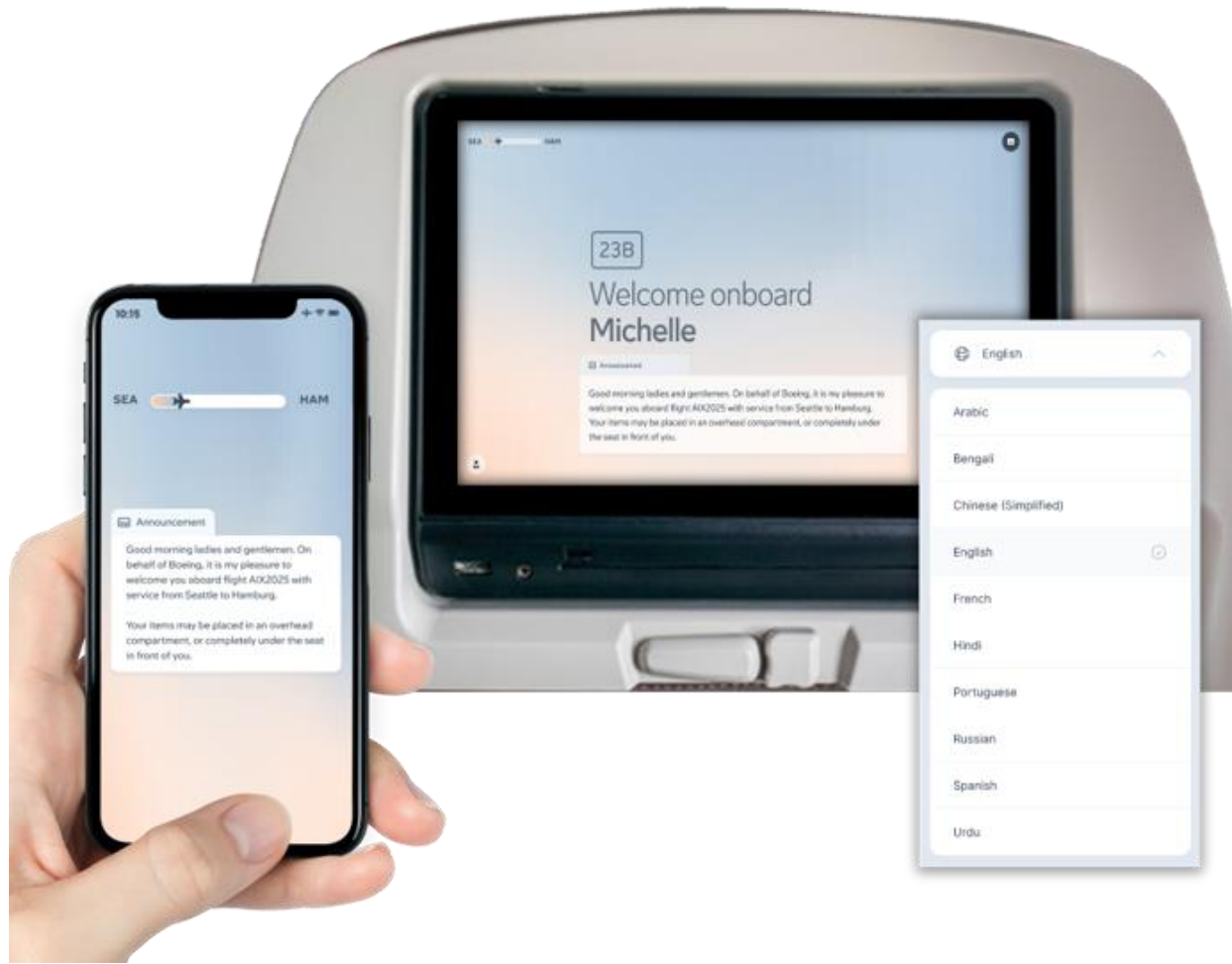
Live Transcription

Enables crew members to provide passengers with text-based transcription

Improves the experience for all – especially for deaf or hard-of-hearing & neurodivergent passengers

**Concept under study*

Announcement caption translation*



Display & Language Translation

Announcements could be pushed to seat-back In-Flight Entertainment, personal electronic devices, or other cabin displays

Language translation is under study based on airline feedback

**Concept under study*

Recommended approach



There's no average human.

- Utilize Inclusive Systems Engineering approach
- Define minimum criteria for alerting and messaging
- Define performance-based Standards and Recommended Practices (SARPs)



Moderator



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Thank You

