

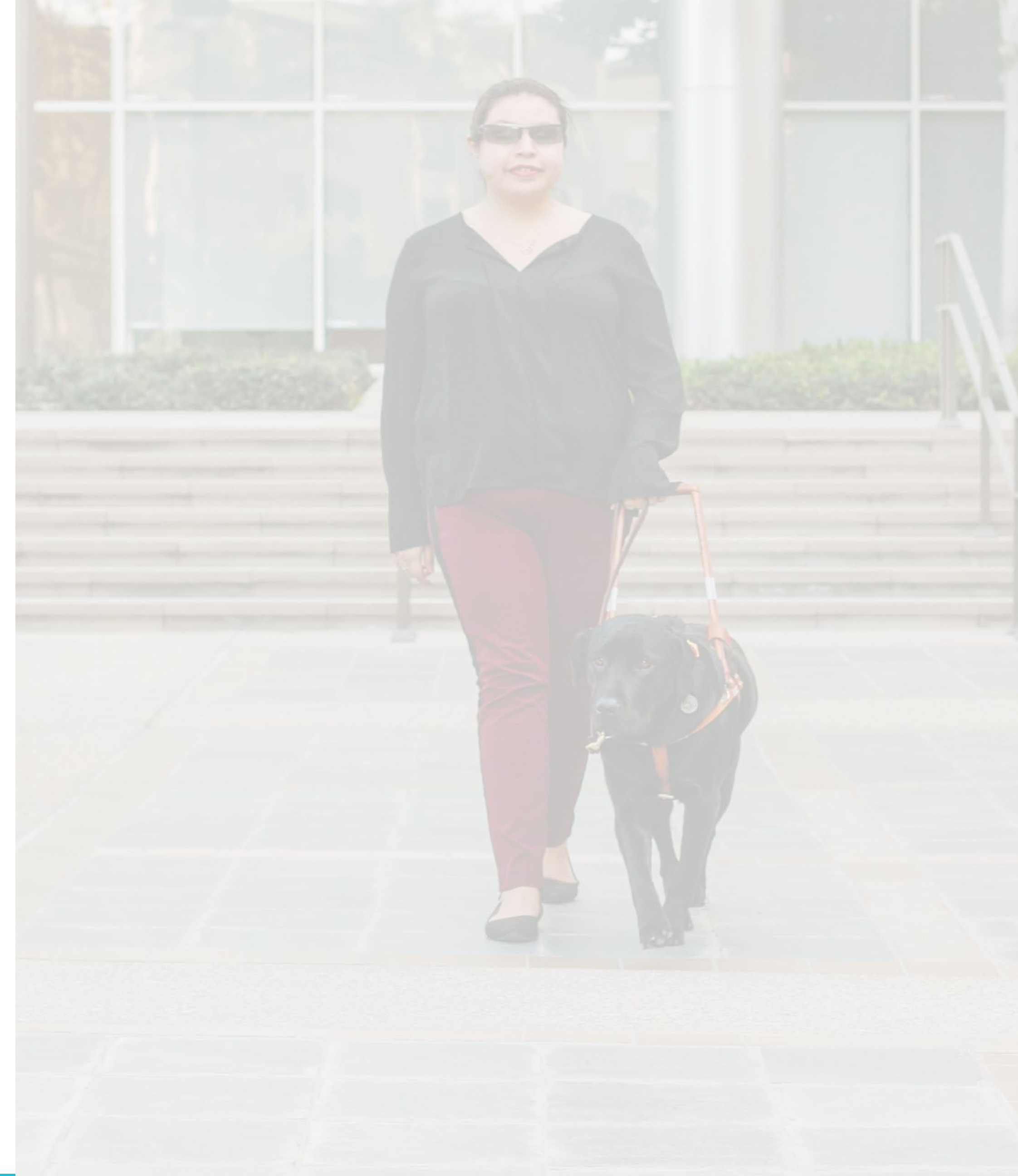


Aira: A Flexible and Efficient Tool to Support Access and Navigation

ACAA Advisory Committee

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What is Aira?

Hands-free assistance at the touch of a button, for virtually any information, anytime, anywhere.

The Aira smartphone app connects a blind or low vision person to a highly trained sighted Agent

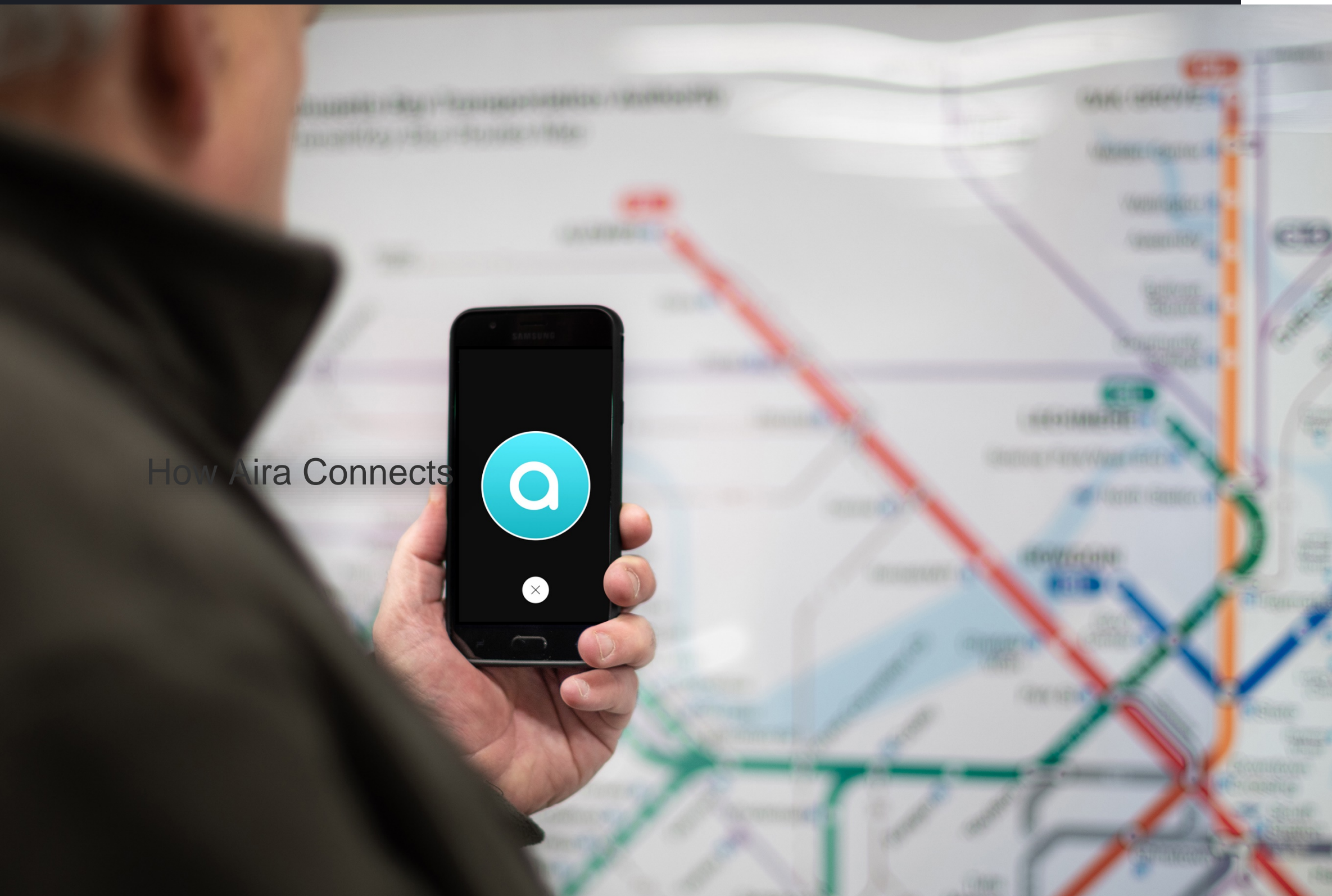
Aira Agents provide information using the Explorer's:

- Video feed and audio
- GPS location along with nearby points of interest

Aira supports access to Rideshare
Lyft and Uber



How Aira Connects



- Aira uses cellular service to connect
- Aira does not require connection to the IT infrastructure
- Wi-Fi can be used
- Explorers can text message requests and receive audio or text responses from agents
- Agents use the picture feature (with permission) to improve their view of the image



Aira Agents

- To become an Aira agent, the potential agent has to pass a series of technical and descriptive tests
- Agents work from home and are paid
- Agents go through extensive training
- Agents are background checked
- Aira accepts less than 1% of Aira agent applicants.

Aira Agent Guidelines

- Aira is not a replacement for an Explorer's skills or O&M/travel tools
- Think like a pair of eyes, not a brain
- Empathize don't sympathize
- The Explorer is always the decision maker

Aira and Airports

Aira is available for use by blind passengers in over 50 airports across the US, as well as major airports in Canada, Australia, New Zealand and the UK

Most hub airports have Aira Access

A list of Aira Access partners can be found at

www.aira.io/access-partners

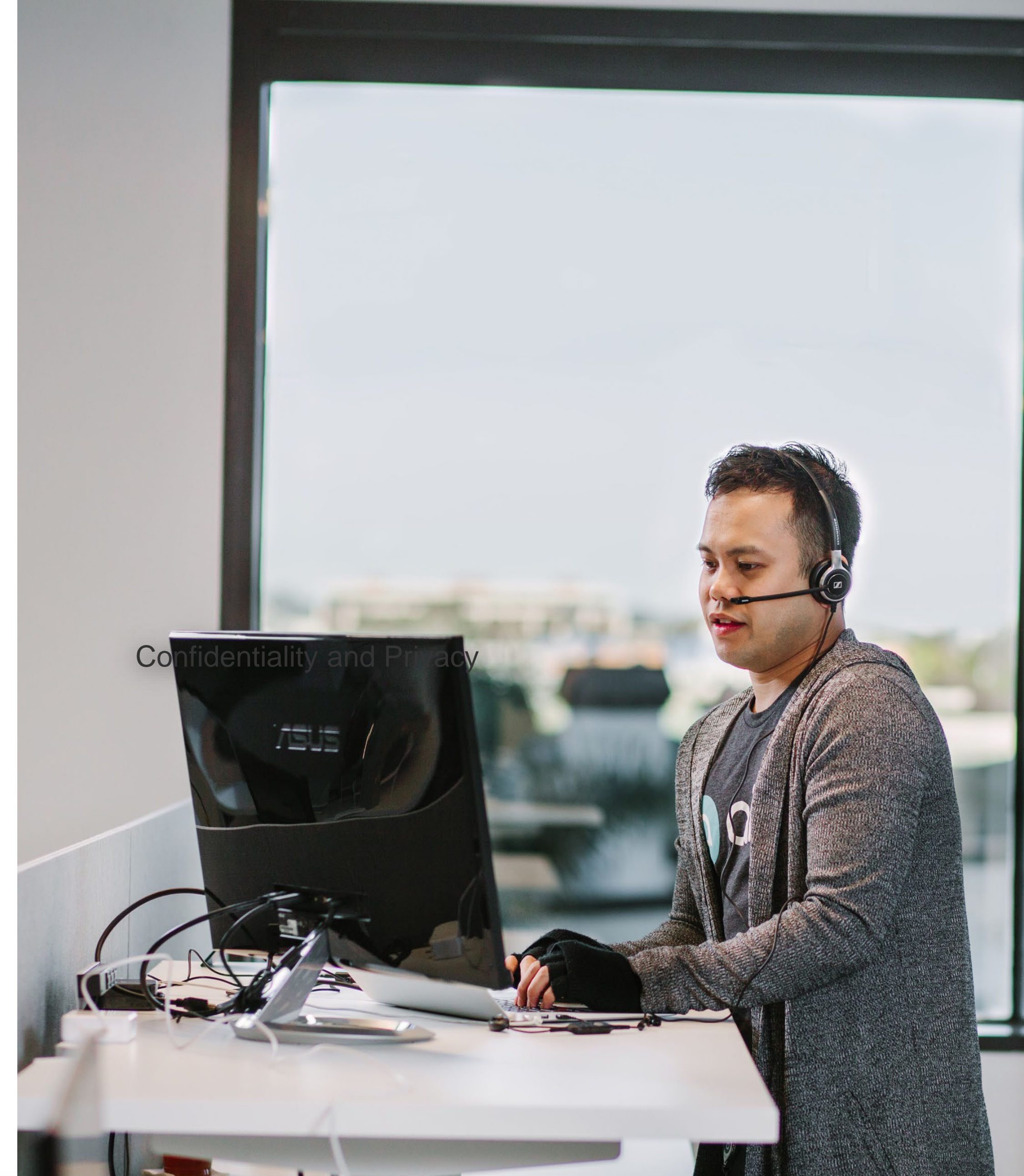
Let's See It In Action

[Zac Navigate the Denver Airport With Aira](#)

Privacy and Confidentiality

- Agents undergo extensive background checks and are held to a strict confidentiality requirement so that they can support an Explorer with a plethora of sensitive tasks.
- Agents are required to sign an NDA .
- We use technical and organizational security measures appropriate to protect the information collected through Aira.
- Aira users have the right to make choices about our collection and use of their information and can control the Personal Data that they share through Aira.
- Privacy mode

Learn more at: aira.io/privacy-policy





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For information about adding Aira Access to your facility, contact Aira at 800.835.1934 or info@aira.io

Or go to www.aira.io

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