

## **LIST OF CABIN ANNOUNCEMENTS THAT NEED TO BE MADE ACCESSIBLE:**

Any and all announcements must be conveyed aurally and visually concurrently to accommodate passengers of all abilities, including but not limited to:

### ***CATEGORY 1: Preloaded announcements***

#### *High priority:*

1. Safety information
2. Standardized emergency announcements
3. Routine delays in leaving the gate.
4. Takeoff instructions
5. Routine delays in takeoff and reasons why
6. When to stow/use electronic devices and use IFES
7. WiFi information and where to find power outlets
8. In-flight beverage service commencing/ending
9. Food menu choices (for long haul flights with meal service)
10. Turbulence instructions
11. Need for medical assistance from any medical professionals on board
12. Customs and Immigration procedures for international flights
13. Pre-Landing instructions
  - a. Putting tray table up, putting seats in upright position, staying seated, trash collection, etc.
  - b. Any announcement requests to pull down window shades to block the heat when landing in hot locations
14. Instructions for taxi-ing to the gate
15. Routine delays in taxi-ing to the gate and reasons why

#### *Low priority:*

16. Welcome messages
  1. Airline promotions for frequent fliers
  2. Special promotions/offers
  3. Instructions not to congregate near the lavatories.

### ***CATEGORY 2: Transmitted from the ground***

#### *High priority:*

1. Connecting gate information
2. Baggage claim information
3. Specific destination information, which is especially vital for flights with stopovers so that the passenger does not get off at the wrong destination

#### *Low priority:*

1. Ground transportation information

### ***CATEGORY 3: Ad Hoc***

(Note: We will need to test speech-to-text technology in cockpit conditions to determine if it will be feasible for ad hoc announcements. We also need to explore whether crew can type text to be transmitted to IFES, airline-provided PEDs, and personal mobile devices.

*High priority:*

1. Specific weather issues
2. Unique delays in takeoff and reasons why
3. Unique emergencies
4. Unique delays in taxi-ing to the gate and reasons why
5. Landmark views (when the pilot tells passengers to look out their windows)