

Request for Proposal (RFP) Accessibility Evaluation

True accessibility means that People with Disabilities (PwD's) have an experience that is inclusive, welcoming, and equitable. In order to provide this experience, organizations must proactively rather than reactively address potential accessibility barriers.

Ideally, accessibility is proactively evaluated during the Request for Proposal (RFP) process when destinations and locations are being selected. Destinations and locations that do not meet minimum accessibility standards should be avoided.

Below are questions that evaluate the accessibility and inclusiveness of a destination. These are based on The Three Pillars of Accessible Travel (accessible facilities, accessibility documentation, and accessible customer service). Questions cover all components of a trip (airport, ground transportation, hotel, etc...) and all disability types (mobility, vision, hearing, cognitive, and allergy).

Disability Types

#1 Which types of disabilities have been considered in creating an accessible and inclusive experience?

- ☐ Mobility
- ☐ Blind and low vision
- ☐ Deaf and hard of hearing
- ☐ Cognitive and sensory
- ☐ Allergy
- ☐ Other (describe) _____
- ☐ None

Accessible Travel Pillar #1: Facilities

#2 How has the accessibility of the facilities been assessed?

- ☐ By engineers and/or architects
- ☐ By internal accessibility expert(s) with a degree in accessibility or an International Association of Accessibility Professionals (IAAP) Certification
- ☐ By external accessibility expert(s) with a degree in accessibility or an International Association of Accessibility Professionals (IAAP) Certification
- ☐ By other individuals (describe) _____
- ☐ None

#3 What is the basis of the accessibility assessment?

- ☐ ISO International Accessibility Standards (ISO 21902 and ISO 21542)
- ☐ National or local accessibility laws
- ☐ Accessibility guidelines for a specific travel sector (destination, aviation, accommodation, etc...)
- ☐ Other (describe) _____
- ☐ None

#4 Which facilities have been assessed?

- ☐ Airport
- ☐ Private ground transportation
- ☐ Public ground transportation
- ☐ Pedestrian routes
- ☐ Hotels
- ☐ Short-term rentals
- ☐ Attractions
- ☐ Restaurants
- ☐ Convention Center
- ☐ Visitor Center
- ☐ Other (describe) _____
- ☐ None

Accessible Travel Pillar #2: Documentation

#5 What is the format of the accessibility documentation you can provide?

- ☐ List of accessibility features (e.g. bullet points)
- ☐ Descriptions of accessibility features (e.g. sentences)
- ☐ Photos of accessibility features
- ☐ Measurements of accessibility features
- ☐ Other (describe) _____
- ☐ None

#6 At which locations have accessibility documentation been created?

- ☐ Airport
- ☐ Private ground transportation
- ☐ Public ground transportation
- ☐ Pedestrian routes
- ☐ Hotels
- ☐ Short-term rentals
- ☐ Attractions
- ☐ Restaurants
- ☐ Convention Center
- ☐ Visitor Center
- ☐ Other (describe) _____
- ☐ None

#7 Where is the accessibility documentation found?

- ☐ On the destination website
- ☐ On the event website
- ☐ On the local travel businesses websites
- ☐ On a third-party website
- ☐ Held internally and available on request
- ☐ Other (describe) _____
- ☐ None

Accessible Travel Pillar #3: Customer Service

#8 What types of accessibility training have staff received?

- ☐ Disability awareness training
- ☐ Role-specific training (reservations agent, front desk, housekeeping, food and beverage, etc...)
- ☐ Other (describe) _____
- ☐ None

#9 How was the accessibility training developed?

- ☐ Internally developed
- ☐ Internally developed by an International Association of Accessibility Professionals (IAAP) certified accessibility professional
- ☐ Externally developed
- ☐ Externally developed by an International Association of Accessibility Professionals (IAAP) certified accessibility professional
- ☐ Other (describe) _____
- ☐ None

#10 At which locations have staff received accessibility training?

- ☐ Destination
- ☐ Airport
- ☐ Private ground transportation
- ☐ Public ground transportation
- ☐ Pedestrian routes
- ☐ Hotels
- ☐ Short-term rentals
- ☐ Attractions
- ☐ Restaurants
- ☐ Convention Center
- ☐ Visitor Center
- ☐ Other (describe) _____
- ☐ None

Certification

#11 What types of accessibility certifications have been achieved?

- ☐ Sage Certified by Sage Inclusion (Based on ISO, ANAB accredited, and IAAP certified)
- ☐ Other certification based on ISO Accessible Travel Standards (ISO 21902 and ISO 21542)
- ☐ Other certification from an organization that has been accredited by the ANSI National Accreditation Board (or equivalent) to certify accessible travel
- ☐ Other certification from an International Association of Accessibility Professionals (IAAP) certified accessibility professional
- ☐ Other accessibility certifications (describe) _____
- ☐ None

#12 Which locations have received accessibility certification?

- ☐ Destination
- ☐ Airport
- ☐ Private ground transportation
- ☐ Public ground transportation
- ☐ Pedestrian routes
- ☐ Hotels
- ☐ Short-term rentals
- ☐ Attractions
- ☐ Restaurants
- ☐ Convention Center
- ☐ Visitor Center
- ☐ Other (describe) _____
- ☐ None

#13 In the instance that we agree to hold our event in your destination, will you commit to becoming accessibility assessed and certified?

- ☐ Yes
- ☐ No
- ☐ Other (describe) _____