

# JOHN GLENN COLUMBUS INTERNATIONAL AIRPORT (OH) COLUMBUS REGIONAL AIRPORT AUTHORITY



## CONTACT INFORMATION



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## FLEET BREAKDOWN

Vehicles for Columbus

## PRE-DOUBLEMAP OVERVIEW

The John Glenn Columbus International Airport in Columbus, Ohio, which served 7.5 million passengers in 2017, previously did not have a way for airport passengers to track airport shuttles in real-time. Columbus was also looking for a system to ensure that they would remain compliant with the Americans with Disabilities Act by providing audio and visual accommodations for disabled passengers.

DoubleMap's goal with the Columbus International Airport was to improve the passenger experience through increased awareness of shuttle locations, in order to conveniently help passengers get to and from their terminals.

## SERVICES OFFERED



AUTOMATIC  
VEHICLE LOCATOR



SMARTHUB



AUTOMATED VOICE  
ANNUNCIATION



INTERIOR LED  
SIGNS

## POST-DOUBLEMAP RESULT

In order to improve the shuttle service at Columbus International Airport, DoubleMap was able to provide airport passengers with a mobile-application that would display the real-time location information of the airport shuttles. DoubleMap also equipped each shuttle with its Automated Voice Annunciation system and Interior LED Signs in order to ensure all passengers are aware of upcoming stops and to provide exceptional service to every passenger for ADA compliance.

Since implementation of the DoubleMap announcement software and interior display signs in January 2015, the Columbus International Airport **HAS BEEN 100% COMPLIANT WITH ADA GUIDELINES.**