



Airports and Hearing Loop Technology

Hearing gate change and other important announcements in a busy airport is problematic even for those with good hearing but often it's mission impossible for those with hearing loss. Such communication is a basic requirement for the effective use of airport terminals by the traveling public and that requirement is often overlooked by administrators and sound engineers who are not familiar with the limitations of hearing aids or the basics of hearing loss. Hearing loops, often an integral part of the public address system in many foreign airport terminals, make air travel much easier for hard of hearing travelers who have telecoil technology in their hearing aids or cochlear implants. Hearing loops offer barrier free communication access for the hearing disabled from one on one applications to systems encompassing huge public spaces.

A FEW EXAMPLES OF KNOWN OVERSEAS AIRPORTS USING HEARING LOOP TECHNOLOGY

AUSTRALIA.....Adelaid, Brisbane, Cairns, Canberra, Melbourne, Sidney - With the recent installation of hearing loops in the domestic and international areas of the Sidney terminal, all six of these major airports in Australia now feature hearing loops in in one form or another to accommodate hard of hearing travelers.



DENMARK.....Copenhagen -The waiting area in the transit hall has a magnetic induction loop.

FRANCE.....Charles De Gaulle Airport, Paris - Waiting areas within each of the terminals have been equipped with induction loops and the customer assistance terminal is fitted with an induction loop for the hearing impaired.

HOLLAND.....Schiphol Airport, Amsterdam - The airport is equipped with a hearing loop and lifts and travellators to help you on your way to the gate.

IRELAND..... Dublin - A series of induction loops were installed to facilitate the amplification of announcements for passengers with hearing difficulties.

NEW ZEALAND.....Christchurch Airport - Departure gate waiting areas are served with phased array hearing loops.

OMANMuscat Airport- A total of 300 counter loops have been installed throughout the airport.

RUSSIA..... Domodedovo, Sheremetyevo and Vnukovo Airports, Moscow - All three of these airports have been fitted with hearing loops at information counters and/or in zones and connected to an automatic announcement system.

SOUTH KOREA..... Incheon Airport in Seoul - Hearing loops have been installed at information desks.

SPAIN.....Adolfo Suárez Madrid-Barajas Airport -The airport has installed induction loops in a variety of locations to improve accessibility for hearing-aid users and all are identified by the international symbol of hearing-aids in position "T"including at the information desks, car park offices and at the SAETA office.

SWEDEN.....Stockholm -The Stockholm and all of Swedavia's other nine airports have assistive listening technology (hearing loop systems) available at their information desks.

SWITZERLAND.....Geneva - the new East Wing building is fitted with hearing loop systems

UNITED KINGDOM Gatwick , Heathrow and Luton Airports, London - With 130 hearing loops installed in the terminal, Luton has become the third London airport where induction loops are available. All advertise with signs showing the sympathetic "T" ear symbol such as in waiting areas, check in counters and gates.



In any color and language, this sign tells you there is a hearing loop available.

Manchester – Phased Array systems have been installed in key areas of the terminal and counter loops are featured at check-in counters.

Edinburgh Airport, Scotland - With their addition at 17 sites in the terminal, loops can be found at departure gate, baggage claim and both international and domestic arrivals areas and at such diverse locations as Starbucks.





A Sampling of US Airports Known to Use Loop Technology as of May, 2022

Atlanta, GA - Hearing loops installed at information booths throughout the terminal and Delta Airlines testing their use at five gates.

Austin , TX - 12 of the terminal's departure gates have been looped.

Detroit, MI – Several Delta Airlines gates have been fitted with hearing loops.

Eugene, OR – Ticket and car rental counters feature counter loops.

Grand Rapids, MI – The city's Gerald Ford International Airport was the first in the U.S. to install loop technology throughout the terminal with all gates and the grand concourse looped.

Kalamazoo/Battle Creek, MI – The airport has hearing loops installed in a variety of places including ticket counters and gate areas.

Memphis, TN - Induction loop systems in the concourse and gate/hold areas were included in the recently completed construction of a new concourse.

Minneapolis/St. Paul, MN – The International Arrivals area and an “Art at the Airport” rest and waiting area looped. Departure gates and other locations are being looped as a master plan for installations progresses with ticketing and baggage areas and concourses are in the process of being looped.

Muskegon, MI - Departure gates in the terminal are served by hearing loops.

New York City, NY - Departure gates have been looped in the new Delta Airlines terminal at La Guardia.

Oshkosh, WI - Hearing loops have been installed throughout the airport.

Phoenix, AZ – Assistive T-Coil hearing loops are available at all gates in airport's Terminal 3.

Rochester, NY – All gates are looped and counter loops installed at all points where travelers interact with agents, merchants, etc.

Sarasota/Bradenton, FL- All departure gates have been looped.

Seattle, WA - Hearing loop technology is being tested in a variety of applications throughout the airport.

South Bend, IN – All gates in the most recent addition to the terminal have been looped.

Syracuse, NY - Counter loops have been placed at all ticket and car rental counters.

In addition:

Billings, MT - Funds from a \$2 million FAA Airport Improvement Program (AIP) grant will pay for the installation of hearing loop technology in the updating and expansion of the terminal planned to begin in 2022.

Colorado Springs, CO - Work will begin in the summer of 2023 to install loops at all departure gates.

Ft. Wayne, IN - A portion of a \$6.1 million FAA grant will be used to install loop technology throughout the airport with the looping of departure gates to be the first step in the process.

Los Angeles, CA - Hearing loop technology is included in the ongoing construction of a new rental car facility at LAX.

The Port Authority of NY & NJ now requires the installation of hearing loops at specified locations in all of their air, bus, train and ferry terminals when new ones are built or existing facilities are significantly updated.

In Albuquerque, NM, Salt Lake City, UT and other cities, advocates are actively pressing for the looping of airports.

Virgin Atlantic now offers passengers on their international flights the choice of ear buds or a neckloop.

Recommended resource: HEARING LOOP SYSTEMS in an AIRPORT ENVIRONMENT. Presented at the Sixth Annual National Civil Rights Training Conference for Airports, August 11-12, 2015 - visit: www.loopnm.com/Workshop.html .



Departure gate at Rochester, NY airport being prepared for installation of phased array hearing loop.