

The Gimp Guide To



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v. 0.5

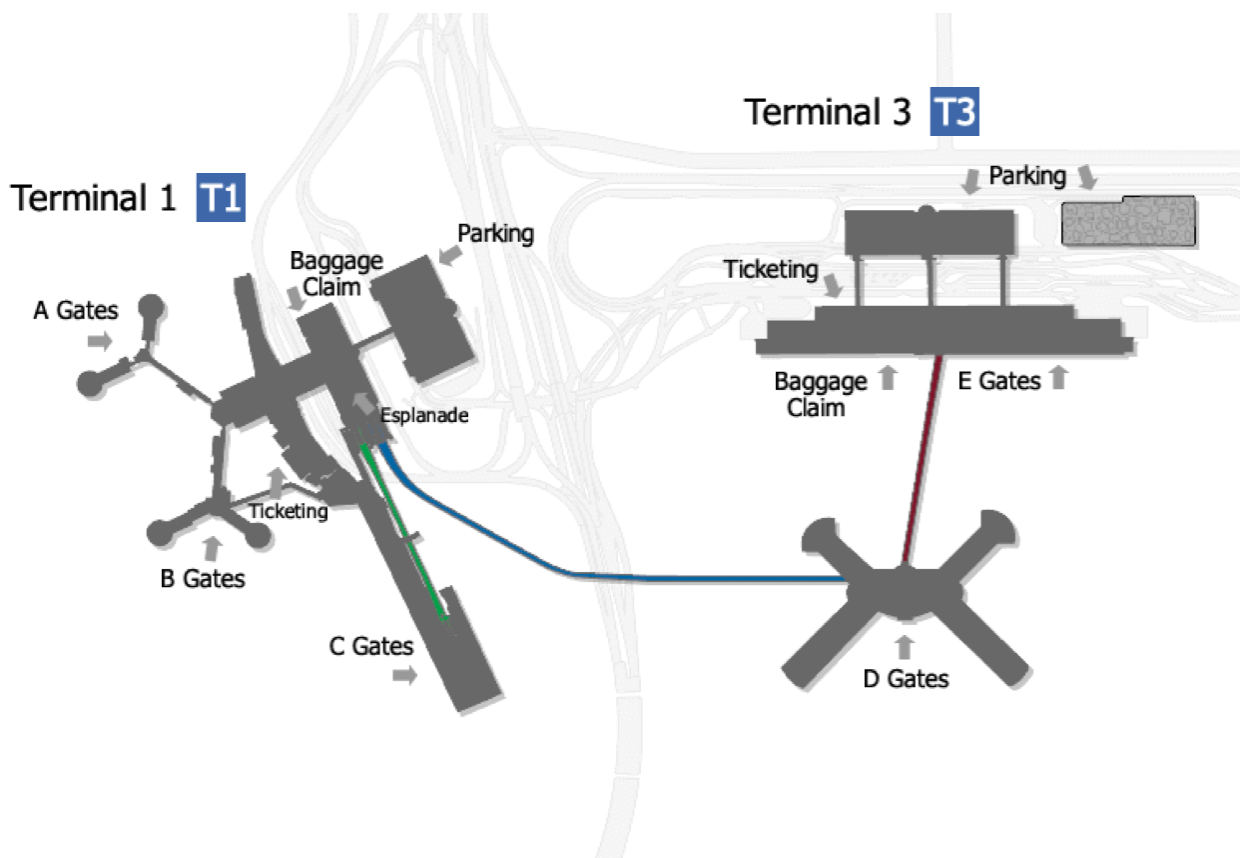
So you've decided to go to DEFCON this year! Congratulations! If this is your first time coming, well you've got a lot to prepare for (both hacking and travel).

First off, DEFCON is an information security conference that has a bit of a reputation. That is, there is no possibility to buy tickets before the actual convention, and you have to pay cash for the ticket when you do. This is mainly to include more groups of hackers, both white hat and black hat (and anything in between) so both groups can freely share any knowledge to others.

That said, you can consider it a hostile environment. Turn off any wifi and bluetooth enabled devices, or turn off their radio signals. Don't connect to any wifi hotspots, because they may be compromised or malicious. Use a VPN, ALWAYS. If your phone gets knocked down to 2G for what ever reason, I'd suggest going into airplane mode for a while. Also, keep any RFID enabled cards or passports in shielded bags or containers. Yeah, it gets that bad, unless you want to end up on the "Wall of Sheep", or worse, I suggest you heed my warnings.

But let's get on with the show, so to say

Welcome to Vegas! And depending from where you've flown in from, you're probably at any of McCarran's many Terminals and Concourses. If you're wondering why there's a Terminal 1 & Terminal 3, but no Terminal 2, it's because it's being torn down. Anyways, Here's a general map of the Terminals and Gate locations for the airport. You can use the table after it to find which gate you're flying into, which terminal is your baggage claim for your airline, and which terminal will you be leaving from.



The terminals are generally as follows, Terminal 1 is primarily used for national flights, while Terminal 3 is used for international flights. Kind of helps you know which one you'll be coming into, or leaving from.

I've included a list of airlines flying out from each terminal and what gates they use, along with ADA information relative to each airline and their toll free contract number (if Available). Wheelchair mishandling report information for US carriers was found at the following link: <https://www.transportation.gov/individuals/aviation-consumer-protection/january-2020-air-travel-consumer-report>

Aeromexico	
Website	https://www.aeromexico.com/
ADA Information	https://www.aeromexico.com/en-us/travel-information/passengers
Phone	1.800.237.6639
Gate	E Gates
Terminal	Terminal 3
Air Canada	
Website	https://www.aircanada.com/
ADA Information	https://www.aircanada.com/ca/en/aco/home/plan/medical-mobility.html
Phone	1.888.247.2262
Gate	D Gates
Terminal	Terminal 3

Alaska Air	
Website	https://www.alaskaair.com/
ADA Information	https://www.alaskaair.com/content/travel-info/policies/specialservices-wheelchair.aspx
Phone	1.800.426.0333
Gate	E Gates
Terminal	Terminal 3
Percent of Mishandled Wheelchairs November 2019	1.39% (2,163 enplaned, 30 mishandled)
Allegiant	
Website	https://www.allegiantair.com/
ADA Information	https://www.allegiantair.com/faqs
Phone	1.702.505.8888
Gate	A Gates
Terminal	Terminal 1
Percent of Mishandled Wheelchairs November 2019	0.24% (1,271 enplaned, 3 mishandled)
American Airlines	
Website	https://www.aa.com/
ADA Information	https://www.aa.com/i18n/travelInformation/specialAssistance/customersWithDisabilities.jsp
Phone	1.800.433.7300
Gate	D Gates
Terminal	Terminal 1
Percent of Mishandled Wheelchairs November 2019	1.85% (8,302 enplaned, 154 mishandled)

British Airways	
Website	https://www.britishairways.com/
ADA Information	https://www.britishairways.com/en-us/information/disability-assistance
Phone	1.800.247.9297
Gate	E Gates
Terminal	Terminal 3
Condor	
Website	https://www.condor.com/
ADA Information	https://www.condor.com/us/fly-enjoy/special-assistance/assistance-for-customers.jsp
Phone	1.866.960.7915
Gate	E Gates
Terminal	Terminal 3
Contour	
Website	https://www.contourairlines.com/
ADA Information	https://www.contourairlines.com/en/travel-info/passengers#special_assistance
Phone	1.888.332.6686
Gate	D Gates
Terminal	Terminal 1
CopaAirlines	
Website	https://www.copaair.com/
ADA Information	https://www.copaair.com/en/web/guest/special-assistance
Phone	1.800.359.2672
Gate	E Gates
Terminal	Terminal 3

Delta	
Website	https://www.delta.com/
ADA Information	https://www.delta.com/us/en/accessible-travel-services/wheelchair-services
Phone	1.800.221.1212
Gate	D Gates
Terminal	Terminal 1
Percent of Mishandled Wheelchairs November 2019	0.89% (12,228 enplaned, 109 mishandled)
Edelweiss/Swiss	
Website	https://www.flyedelweiss.com/
ADA Information	https://www.flyedelweiss.com/DE/about-edelweiss/legal/Pages/dot-compliance.aspx
Phone	1.877.359.7947
Gate	E Gates
Terminal	Terminal 3
EI AI	
Website	https://www.elal.com/
ADA Information	https://www.elal.com/en/More-Info/Pages/Accessibility-Statement.aspx
Phone	1.800.223.6700
Gate	E Gates
Terminal	Terminal 3

Eurowings	
Website	https://www.eurowings.com/
ADA Information	https://www.eurowings.com/en/information/services/help/questions/what-services-are-available-for-passengers-with-disabilities.html
Phone	1.845.709.8332
Gate	E Gates
Terminal	Terminal 3
Frontier	
Website	https://www.flyfrontier.com/
ADA Information	https://www.flyfrontier.com/travel-information/special-services
Phone	1.800.432.1359
Gate	D Gates
Terminal	Terminal 3
Percent of Mishandled Wheelchairs November 2019	1.70% (2,182 enplaned, 37 mishandled)
Hawaiian Airlines	
Website	https://www.hawaiianairlines.com/
ADA Information	https://www.hawaiianairlines.com/our-services/special-assistance/guests-with-disabilities
Phone	1.800.367.5320
Gate	D Gates
Terminal	Terminal 3
Percent of Mishandled Wheelchairs November 2019	1.76% (683 enplaned, 12 mishandled)

Interjet	
Website	https://www.interjet.com/
ADA Information	https://www.interjet.com/special-travel-needs.aspx?culture=en-us
Phone	1.866.285.8307
Gate	E Gates
Terminal	Terminal 3
jetBlue	
Website	https://www.jetblue.com/
ADA Information	https://www.jetblue.com/travel/special-needs
Phone	1.800.538.2583
Gate	E Gates
Terminal	Terminal 3
Percent of Mishandled Wheelchairs November 2019	1.11% (3,141 enplaned, 35 mishandled)
KLM	
Website	https://www.klm.com/
ADA Information	https://www.klm.com/travel/us_en/prepare_for_travel/travel_planning/special_assistance/klm_cares.htm#g_np_sa=0
Phone	1.866.434.0320
Gate	E Gates
Terminal	Terminal 3

Korean Air	
Website	https://www.koreanair.com/
ADA Information	https://www.koreanair.com/content/koreanair/global/en/traveling/services.html#travellers-with-disabilities
Phone	1.800.237.6639
Gate	E Gates
Terminal	Terminal 3
Level	
Website	https://www.flylevel.com/
ADA Information	https://www.flylevel.com/en/why-level/special-assistance
Phone	1.646.585.9797
Gate	E Gates
Terminal	Terminal 3
OAI	
Website	https://www.oai.aero/
ADA Information	https://www.oai.aero/passenger_info
Phone	1.877.718.8901
Gate	E Gates
Terminal	Terminal 3
Southwest	
Website	https://www.southwest.com/
ADA Information	https://www.southwest.com/html/customer-service/unique-travel-needs/index-pol.html
Phone	1.800.435.9792
Gate	B and C Gates
Terminal	Terminal 1
Percent of Mishandled Wheelchairs November 2019	1.48% (14,706 enplaned, 217 mishandled)

Spirit	
Website	https://www.spirit.com/
ADA Information	https://www.spirit.com/spiritedspecialassistance.aspx
Phone	1.801.401.2222
Gate	A and B Gates
Terminal	Terminal 1
Percent of Mishandled Wheelchairs November 2019	1.96% (2,342 enplaned, 46 mishandled)
Sun Country Airlines	
Website	https://www.suncountry.com/
ADA Information	https://www.suncountry.com/Fly/Travel-Information/Disabilities.html
Phone	1.866.359.6786
Gate	D Gates
Terminal	Terminal 3
Swoop	
Website	https://www.flyswoop.com/
ADA Information	https://www.flyswoop.com/accessible-services/
Phone	1.587.441.1001
Gate	E Gates
Terminal	Terminal 3

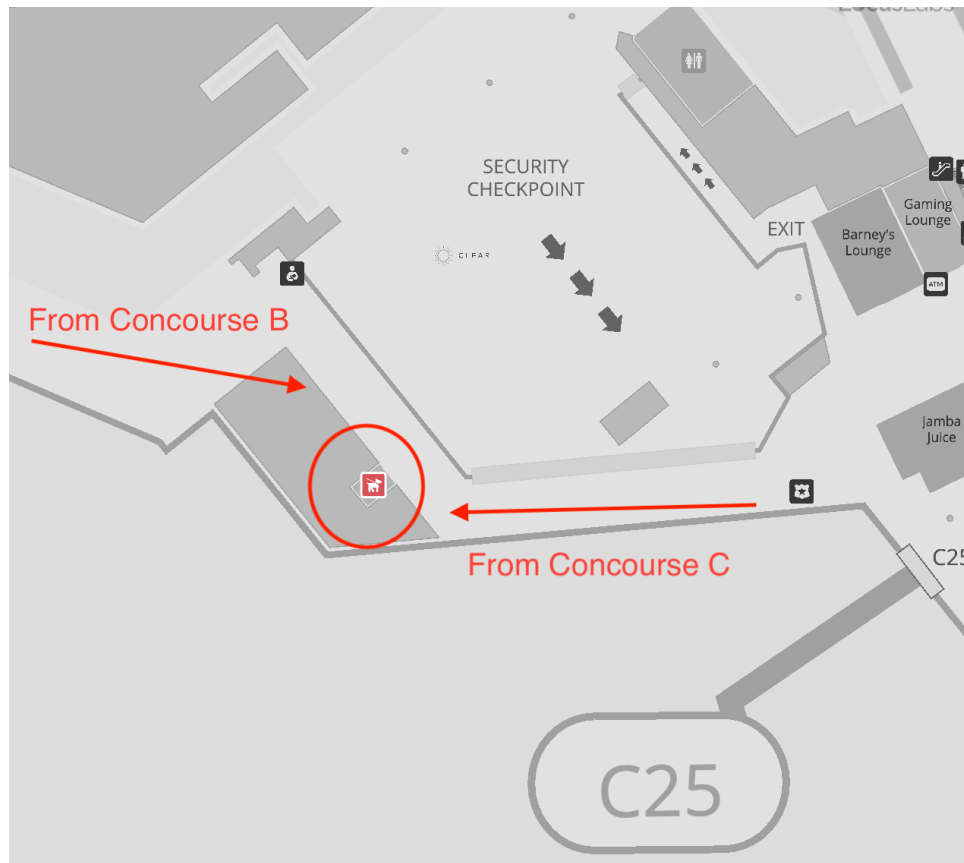
United	
Website	https://www.united.com/
ADA Information	https://www.united.com/web/en-US/content/travel/specialneeds/default.aspx
Phone	1.800.864.8331
Gate	D Gates
Terminal	Terminal 3
Percent of Mishandled Wheelchairs November 2019	1.96% (6,024 enplaned, 118 mishandled)
Virgin Atlantic	
Website	https://www.virgin-atlantic.com/
ADA Information	https://www.virgin-atlantic.com/us/en/travel-information/special-assistance/mobility-impaired.html
Phone	1.800.862.8621
Gate	E Gates
Terminal	Terminal 3
Viva Aerobus	
Website	https://www.vivaaerobus.com/
ADA Information	https://www.vivaaerobus.com/en/info/contact-us
Phone	1.888.935.9848
Gate	E Gates
Terminal	Terminal 3

Volaris	
Website	https://www.volaris.com/
ADA Information	https://cms.volaris.com/en/traveling-with-volaris/frequently-asked-questions/frequently-asked-questions-special-services
Phone	1.866.988.3527
Gate	E Gates
Terminal	Terminal 3
WestJet	
Website	https://www.westjet.com/
ADA Information	https://www.westjet.com/en-ca/travel-info/special-needs/index
Phone	1.888.937.8538
Gate	E Gates
Terminal	Terminal 3

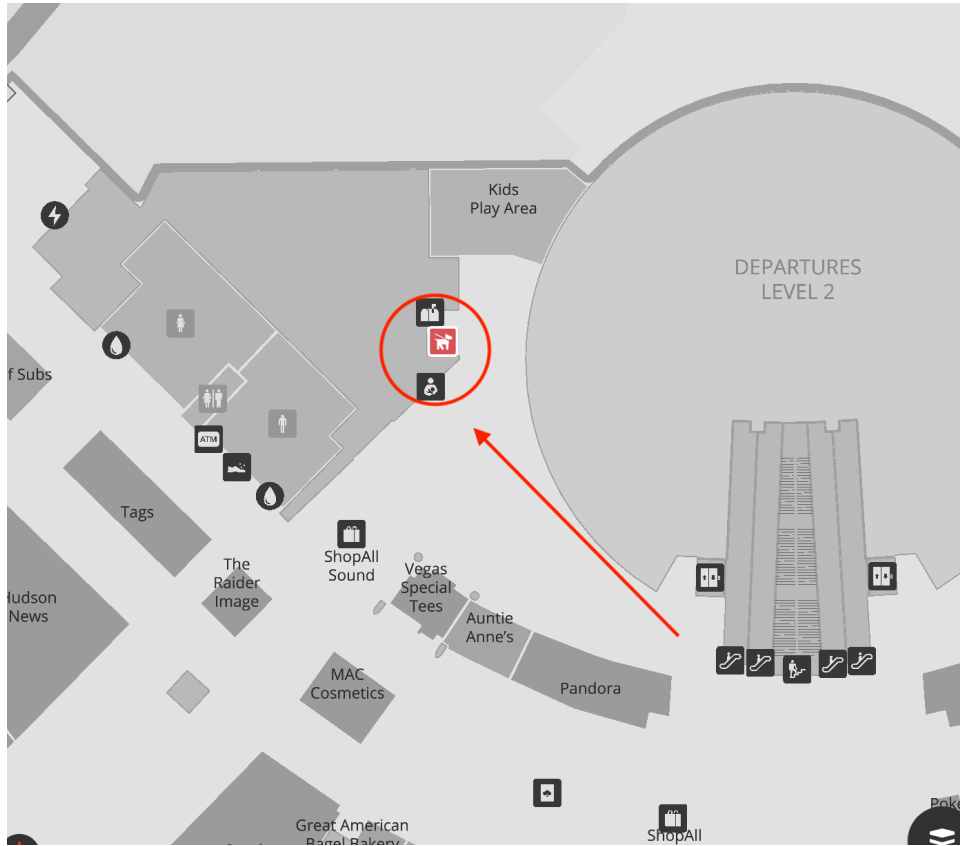
As for services at the airport, there are a number of accessible family toilets in all the terminals and the trams that move between the terminals have a floor level with the concourse floors, so it's easy to transfer. The airport does have a number of pet relief areas, both post security and outdoors.

POST SECURITY (DEPARTURES)

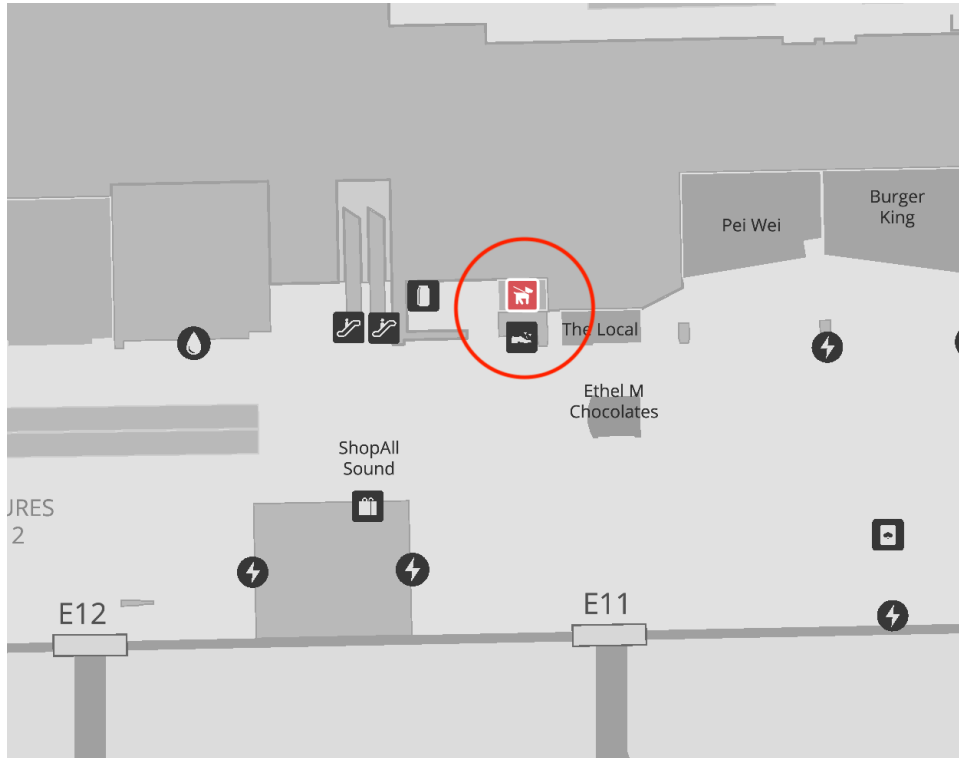
1. There is a service animal relief area in the corridor between terminal Concourses B and C (next to the security Checkpoint at Concourse C).



2. There is a service animal relief area in Concourse D, second level. It's behind the escalators and new to the kids play area. Beware it's a little hidden.

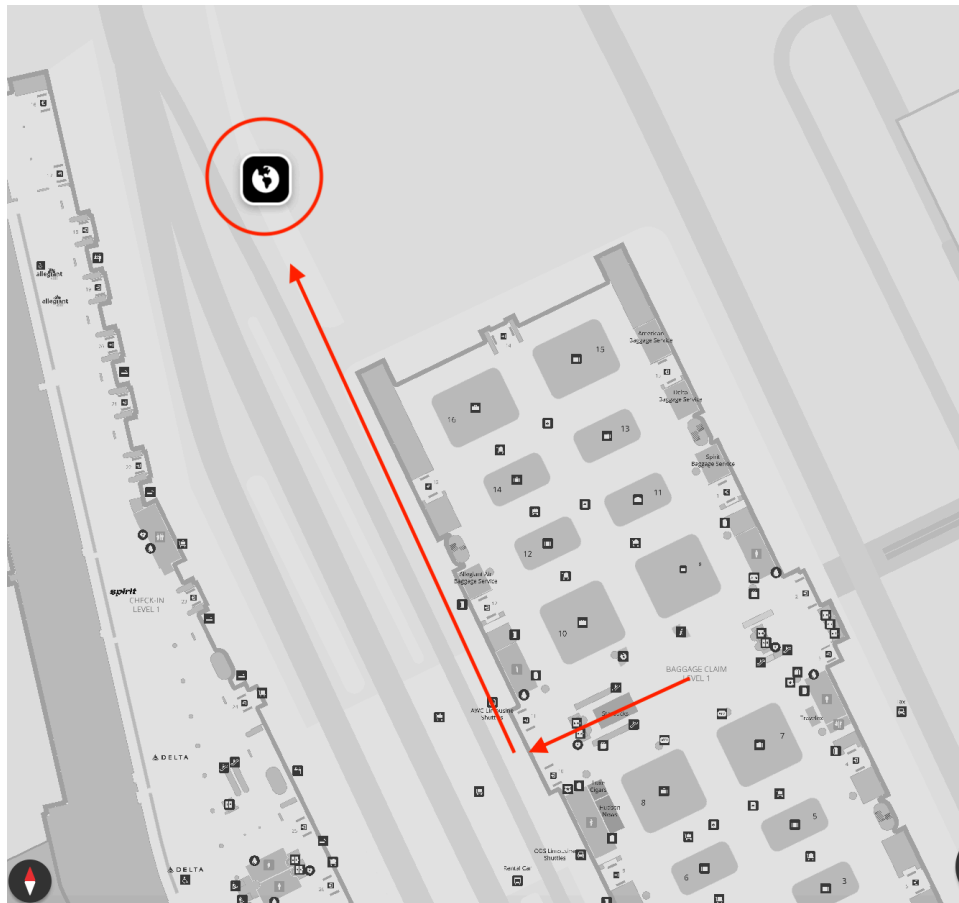


3. At Terminal 3, the post security, service animal relief area is along the back, next to the escalators between gates E11 and E12 on the departures level.

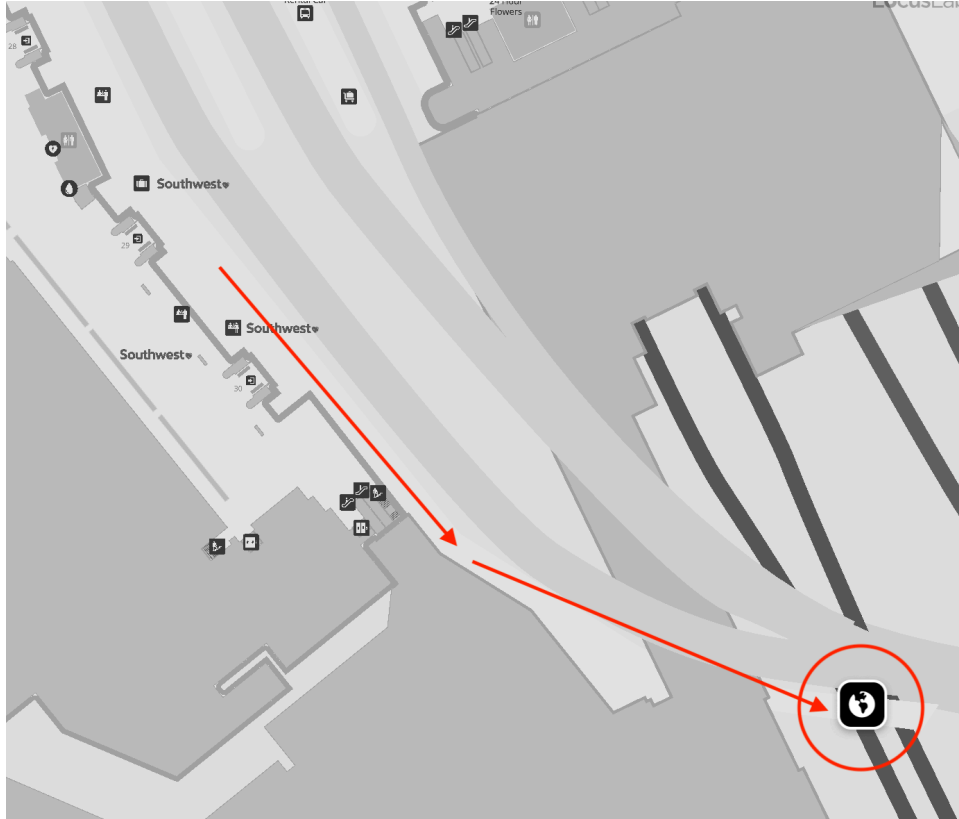


PRE-SECURITY (Outside)

1. Terminal 1: Outside the baggage claim building. It's a bit out of the way, but just exit the baggage claim area at the exit that leads to departures check in, and immediately turn right. You'll have to go past the building to reach the Service Animal Relief area.



2. Terminal 1: Outside the departures building. Just head south and pass the Southwest Airlines entrances. It's at the far end of the concrete sidewalk, past the building.



3. Terminal 3: This one is also pretty far from the terminal itself. Exit the building at Level 0 and head east, passing the Taxis, Rental Car shuttles and Courtesy vehicles.



Transportation

Car Rental

Alamo

National

Dollar

Enterprise

Advantage Rent a Car

Thrifty

Payless Car Rental

E-Z Rent-a-Car

Budget

Avis

Hertz

The actual car rental areas are off the airport's premises, and you will need to take a Rental Car Shuttle from either Terminal 1 or 3.

Terminal 1's Rental Car Shuttle is at Level 1 between outside doors 10 and 11.

Terminal 3's is outside Baggage Claim on level zero. You can find them between the west doors 51-54 and East side doors 55-58

Wheelchair Van Rental

Fortunately there are a few places in Las Vegas where you can rent one.

Wheeler's Van Rentals: <https://wheelersvanrentals.com/>

Better Life Mobility: <https://www.betterlifemobility.com/Locations/Las-Vegas>

Airport Shuttle Busses

Ok, so while these are very convenient, I have something to say about them. Not all of them have fleets fully equipped for wheelchair users. Usually, there's one bus that's set up for wheelchairs, and that's it. So it may be problematic, difficult, and at times impossible to get a ride in one if you don't reserve ahead of time. Also, not all the available Shuttle companies actually have a decent online booking system. Here are the two that let you request a shuttle bus with a lift/ramp from the airport when making a reservation.

SuperShuttle: <https://www.supershuttle.com/locations/lasvegas-las/>

Showtime Tours: <http://www.showtimetourslv.com/>

Taxi Services

What about Taxis? Well they're at the airport too, but it might be expensive compared to the Shuttles. Also, booking a ride from the airport or a strip hotel on your own? They won't really let you do that ahead of time.

"Taxicab regulations prohibit pre-booking for Strip hotels, McCarran Airport and Airport Rental Car Center. Taxi stands are available at these locations."

But if you insist, here are the links to reserve a cab (companies that allow you to reserve an ADA accessible cab online):

A Cab: <http://www.acablv.com/schedule-a-pickup/>

LV Cabs: http://www.lvcabs.com/taxi_cab_services/special_needs/index.html

Yellow/Checker: <http://www.ycstrans.com/book-your-ride/>

Desert Cab (NON HTTPS Site!): <https://www.desertcabinc.com/reservations.html>

Western Cab Company: <http://www.westerncabcompany.com/reserve.html>

Also available online, are the approximate fares from McCarran Airport, Passenger Bill of rights, and Fare Description: http://taxi.nv.gov/uploadedFiles/taxinvgov/content/Rider_Info/TriFoldwebsite.pdf

Public Transportation

Well, if you're not going by Car, Shuttle or Van, there's always the local bus routes. While I won't go into detail in this but there are buses that head to the strip from the airport, but you'll need to change buses to get to Bally's & Paris (or you'll have to push yourself with a suitcase a good way to the hotel). But price wise, it's cheap.

Though, reduced fare passes cannot be bought online, and only in person. Either on the bus or at a vendor location. These are the fares for residential routes, and not for the strip. But I've paid these fares to get to the strip from the airport without any problems.

As for what's required to use these fares: <http://www.rtcsv.com/transit/fare-information/reduced-fare-photo-id-card/>

“Disabled:

Medicare card or a signed letter (original document only) from a physician stating the individual is disabled and the time period of the disability accompanied by a valid drivers license or nondriver photo ID card issued the by the Department of Motor Vehicles; A valid reduced-fare eligibility card from another transit system

Personal Care Attendants (PCAs) are permitted to ride free of charge providing the customer has either a fixed-route reduced fare card or a Paratransit ID Card from RTC or another transit agency certifying that the customer requires a PCA to ride.”

Though, some states issue ID cards that state that you're disabled. Those would work too based on my experience.

Paratransit:

Las Vegas naturally also has a Paratransit service for residents, and visitors. But if you're coming from out of town, there's a catch.

“RTC Policy Regarding Complementary Paratransit Service for Visitors

The RTC will treat as eligible for complementary paratransit service all visitors who present documentation that they have paratransit eligibility in the jurisdiction in which they reside. This can be accomplished in advance of arrival by requesting confirmation of paratransit eligibility be sent to the RTC either by mail, fax or e-mail.

If the visitor is requesting to register in advance of their arrival and they are not certified for Paratransit with another transit agency then we will request that the visitor provide documentation of disability by mail, fax or e-mail.

If the visitor appears in person to request visitor status and they are unable to present documentation of paratransit eligibility, we may require proof of residence and if their disability is not apparent the RTC will ask the visitor to sign a certification document that states that they are unable to use fixed route transit.”

Additional information can be found through the Regional Transportation Commission of Southern Nevada's web site: <http://www.rtcnv.com/transit/paratransit/>

Wheelchair & Mobility Scooter Rental

The conference is big, and that's a bit of an understatement. You will be going from hotel to hotel frequently if you want to visit the various areas of the conference. While checkin areas and the space around the elevators is usually tiled, most areas are carpeted. If you have a manual wheelchair, you know what pushing yourself along carpet is like. And trust me on this, you'll get one heck of a workout there. Most people I noticed opt for a mobility scooter. Here are some places you can rent one from:

Yellow Scooters: <https://yellowscooters.com/>

ScooterBug: <http://www.scooterbug.com/#!about-las-vegas/c1uwi>

702scooters: <https://www.702scooters.com/las-vegas-scooters-rentals.html>

Scootaround: <http://locations.scootaround.com/lasvegas>

Desert Medical: <http://www.desertmedicalequip.com/>

Hotels

Flamingo

Linq

Harrah's

Organizer Tips and Suggestions (Goons & Room Layout)

Goon/Staff behavior & communicating with people with disabilities

Etiquette considered appropriate when interacting with people with disabilities is based primarily on respect and courtesy. Outlined below are tips to help you in communicating with persons with disabilities.

General Tips for Communicating with People with Disabilities

- When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others.
- Relax. Don't be embarrassed if you happen to use common expressions such as "See you later," or "Did you hear about that?" that seem to relate to a person's disability.
- Don't be afraid to ask questions when you're unsure of what to do.

Tips for Communicating with Individuals Who are Blind or Visually Impaired

- Speak to the individual when you approach him or her.
- State clearly who you are; speak in a normal tone of voice.
- When conversing in a group, remember to identify yourself and the person to whom you are speaking.
- Never touch or distract a service dog without first asking the owner.
- Tell the individual when you are leaving.
- Do not attempt to lead the individual without first asking; allow the person to hold your arm and control her or his own movements.
- Be descriptive when giving directions; verbally give the person information that is visually obvious to individuals who can see. For example, if you are approaching steps, mention how many steps.

- If you are offering a seat, gently place the individual's hand on the back or arm of the chair so that the person can locate the seat.

Tips for Communicating with Individuals Who are Deaf or Hard of Hearing

- Gain the person's attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).
- Look directly at the individual, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face. Use short, simple sentences. Avoid smoking or chewing gum.
- If the individual uses a sign language interpreter, speak directly to the person, not the interpreter.
- If you telephone an individual who is hard of hearing, let the phone ring longer than usual. Speak clearly and be prepared to repeat the reason for the call and who you are.
- If you do not have a Text Telephone (TTY), dial 711 to reach the national telecommunications relay service, which facilitates the call between you and an individual who uses a TTY.

Tips for Communicating with Individuals with Mobility Impairments

- If possible, put yourself at the wheelchair user's eye level.
- Do not lean on a wheelchair or any other assistive device.
- Never patronize people who use wheelchairs by patting them on the head or shoulder.
- **Do not assume the individual wants to be pushed —ask first.**
- Offer assistance if the individual appears to be having difficulty opening a door.
- If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to reach the telephone.
- Tips for Communicating with Individuals with Speech Impairments
- If you do not understand something the individual says, do not pretend that you do. Ask the individual to repeat what he or she said and then repeat it back.
- Be patient. Take as much time as necessary.
- Try to ask questions which require only short answers or a nod of the head.

- Concentrate on what the individual is saying.
- Do not speak for the individual or attempt to finish her or his sentences.
- If you are having difficulty understanding the individual, consider writing as an alternative means of communicating, but first ask the individual if this is acceptable.

Tips for Communicating with Individuals with Cognitive Disabilities

- If you are in a public area with many distractions, consider moving to a quiet or private location.
- Be prepared to repeat what you say, orally or in writing.
- Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.
- Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.

Remember

- Relax.
- Treat the individual with dignity, respect and courtesy.
- Listen to the individual.
- Offer assistance but do not insist or be offended if your offer is not accepted.

Information for this fact sheet came from the Office of Disability Employment Policy; the Media Project, Research and Training Center on Independent Living, University of Kansas, Lawrence, KS; and the National Center for Access Unlimited, Chicago, IL.

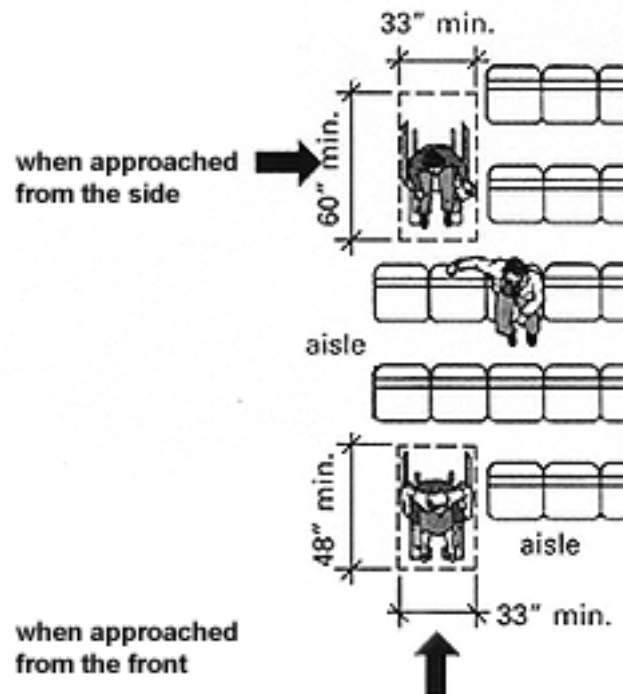
Wheelchair Seating at Talks

Ok, so the talks have become notorious for being filled with people well beforehand and that seating in general is not available for a lot of people (a good reason for the re-transmission of the talks via the Hotel's Cable TV system. But here are some tips on setting up seating space for wheelchair/mobility scooter users at the conference.

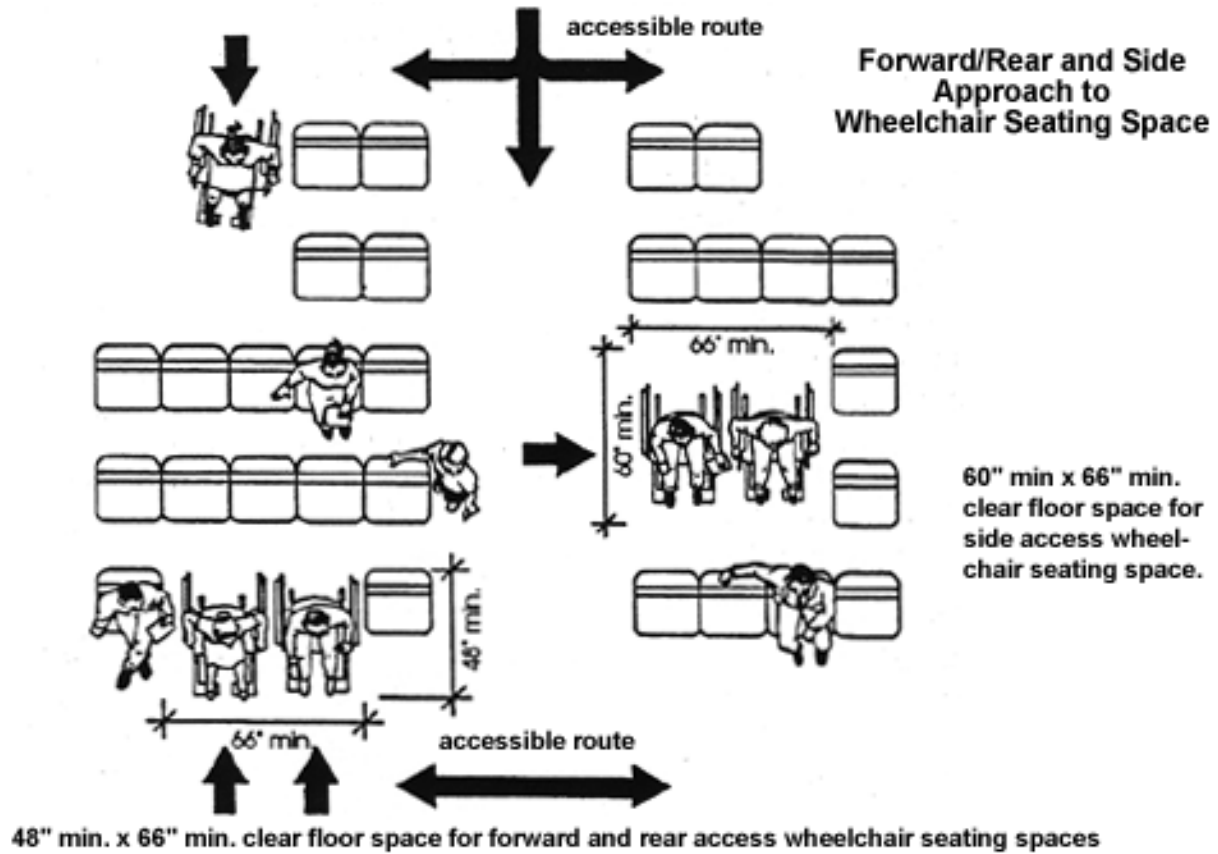
Wheelchair Seating location

I the best seating for wheelchairs would be next to the center aisle. Why? Well, since wheelchair users usually are sitting slightly higher than what the normal chairs at the conference allow, they won't actually be blocking the view to the podium, unlike if they were located in the front row or in-between normal seats. By making sure that people have a more direct viewing angle (that they don't have to turn their heads to see the stage or the screens), the less of a problem wheelchair users would be when it comes to obstructing the view.

Seating wise, the absolute minimum space needed is about 48" x 33" for wheelchairs (as shown), but in keeping the wheelchair seating a single chair wide instead of two, then we can limit any obstruction of view since the floors are flat (and that would increase seating space for everyone else). My suggestion would be, two rows of seating for every wheelchair position, and two seats wide. That makes sure people can get into their seats safely, without obstructions, and wheelchair users are free to move and exit when needed without blocking people. So I think we should go with the 60" x 33" box when putting designating Wheelchair seating areas.



Here's an alternate layout for two wheelchair wide seating. Not the best since it would block the viewing angle of too many people.



The laws stating the size of Wheelchair seating can be found here: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/background/adaag#4.33>

And for number of required wheelchair seating locations based on FIXED seating

Capacity of Seating in Assembly Area	Number of Required Wheelchair Locations
4 to 25	1
26 to 50	2
51 to 300	4
301 to 500	6
over 500	6 plus 1 additional space for each total seating capacity increase of 100

capacity in an Assembly Area: [https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/background/adaag#4.1.3\(19\)](https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/background/adaag#4.1.3(19))

While valid for fixed seating area, DEFCON organizers can use this as guidelines for the number of Wheelchair seating positions should be set up for each speaking venue.

Stage Access for Disabled Speakers

This might be a secondary problem, but if there are any disabled speakers, getting up onto the stage may be a serious issue. There are primarily two options,

1. Ramps
2. Elevators/Lifts

Ramps are well and good but there are limitations in height and length. Also you need to provide railings too. Depending on the height of the stage, the size of the ramp can be problematic to use in a small room.

Portable Elevator & Lift

There are two primary companies that sell movable lifts for wheelchairs that would be useful for DEFCON to have. If you know that a speaker needs one, it can be installed in the morning before any talks. If there are two talks that need the lift at the same time, then it might be problematic to move it around and there might be a need for a second one. But this can be limited by trying to schedule things so that speakers that need it aren't speaking on the same day.



Acension Wheelchair Lift: <https://ascension-lift.com/>

Accessibility Services, inc

Las Vegas Wheelchair Lift Event Rental: <http://www.accessibilityservices.net/VPL%20Rental.html>

Wheelchair Assistance and Tools

Well, wheelchairs, just like anything else, can brake. With many stores that sell wheelchairs and parts closed over the weekends, having some things at hand to help might actually be very helpful.

Tools:

- Metric and SAE Allen wrench set
- Adjustable wrench (small to medium in size)
- Philips head screwdriver
- 12v/110v portable compressor (up to 110psi capacity)
- Bicycle tire replacement kit (to safely remove and replace the tires without damaging the inner tube).

These tools can easily be put in any small tool box and kept on site just in case. They're cheap and plentiful in any Harbor Freight or Sears store. They're a one time buy and can be used for years.

Perishables:

- 24" x 1" and 26" x 1" inner tubes (With Schrader valves). Possibly 2 of each.
- Loctite Blue 242 thread locker
- Duct Tape
- Bicycle Tire Patching Kit

These inner tubes are actually hard to find at bike shops (normally they sell wider ones, at the same diameter). If a wheelchair with pneumatic tires has a flat, that person is not going anywhere.

Loctite, if you're going to be tightening screws, you'd better make sure they don't fall out. There's usually always some residue on screws that have used this, so it's easy to tell if and when to use it.

Duct Tape, repairing torn seats, cushions and such. Also useful for almost anything else.

These are all low cost products that would not be a burden to the organization's budget.

The idea isn't to adjust wheelchairs or set them up for the users. But performing any emergency repairs to keep them moving and active at the conference and possibly, allow them to make it back home to fully fix their chairs. These are basic maintenance things that can be done by anyone who's had experience working on a bicycle.

As always, this is a suggestion, not a requirement. But considering how many people come in from out of town, it would be nice to know that you guys are prepared for such emergencies.