Process to update and consolidate accessibility information on the Seattle-Tacoma International Airport website:

1. Background
   New Role + ODO + New Information + Good Timing = Inspiration for Change

2. Progress to date
   Existing Site + Teamwork + New Ideas = Current Webpages

3. Challenges to date
   Large Organization + Time + Staying Current = More work to do!

4. Next Steps
   Keep going…
Challenge of New Role:

- Private Practice Architect to Public Sector Architect & ADA Coordinator
- Same information, different context and focus

Open Doors Organization:

- 2017 Port of Seattle commissioned a study of Seattle-Tacoma International Airport
- Port of Seattle website was under development
- Final report included multiple suggestions to consider for website development as part of overall recommendations.
New information:

• Attended 8th Annual Civil Rights Conference for Airports (August 2017) in Washington D.C.
• Collaboration with other ADA Coordinators
• Reviewed ATL website and was inspired to see how Sea-Tac compared

Good timing:

• Transition between webhosts was still in progress
• Window of opportunity to make changes

“Imitation is the sincerest form of flattery.”
Colton
The Team:

- Keith Gillin
- Sue Hansen-Smith
- Frank Irlanda
- Rosa Johnson
- Sarah Magelky
- Laura Smith-Huda
- Mandy Sulman
- Debbie Warfield

“When you hand good people possibility, they do great things.”

Biz Stone
Existing Site:

• Previous website was hosted by SharePoint and current is a Drupal hosted site
• Limited ability for staff to quickly update information on pages
• No formal way to increase the text size of the site other than to adjust the resolution of one’s screen
• Alternative text was not standard on every photo
• Overall limited information
  • Only listed a few services for wheelchair services, not comprehensive or completely clear.

“In the midst of chaos, there is also opportunity”

Sun Tzu
Current Accessibility Webpages:

- Drupal hosted site allows for easy updates based on site permissions
  - Goal is for information to only live in one place and link on different pages
- 2 clicks to main accessibility homepage
- Alternative text is a required property for every photo or image on the new website
- Consolidated a wide variety of information in one place through links and “buttons” based on recommendations from ODO report and Sea-Tac specific amenities
- Progress is slow but steady, meet regularly with small team
  - Collaboration between departments – e.g. customer service, feedback from social media

“Even the smallest steps move you forward.”
Oprah Winfrey
What Is the Port of Seattle?
The Port keeps Washington state connected through aviation, maritime, logistics, trade and travel services. Learn More
CURRENT SITE

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Accessibility at Sea-Tac Airport

Accessible Travel for All
At Sea-Tac Airport we strive to make your travel experience as easy, safe, and comfortable as possible. Whether you are visiting Seattle, passing through, or accompanying someone else in their travels, our staff and facilities are here to assist. The airport is fully equipped with special access facilities to provide all travelers -- as well as meeting, greeters and airport employees -- with a safe, convenient means of getting around.
Accessibility and Mobility Services

Transportation and Arrival

Personal Vehicle Drop-Off
Loading areas are marked with blue signs and located along the drives. The signs indicate the locations of curbs. More information on accessible parking.

Public Transit
Many of the scheduled public transit buses on airport routes are lift-equipped. Contact Metro, Sound Transit or the Ground Transportation Booth for further information.

The airport is also served by Link Light Rail.

E-Cab also provides accessible cabs. Please visit ground transportation for pick up.

Rental Cars
Rental car companies rent vehicles equipped with hand controls at no additional charge. To ensure availability of these cars, be sure to make advance reservations.

Airports/Hotel Shuttles
Contact your ground transportation provider directly for information on available lift-equipped van service. Many hotels also have courtesy van shuttles that can pick up on the baggage claim level (lower drive) for disabled individuals; for more information, contact your hotel.

Curbside Services
Some airlines offer curbside check-in during peak periods. Travelers should check directly with their carrier about check-in services. There is no parking or waiting allowed on the airport drives. Vehicles left unattended, even if the driver is nearby, will be ticketed and towed. A good alternative to loading and unloading on the drives is to use the Airport Garages.

Wheelchair Services at Sea-Tac
From Link Light Rail Station to Check-In Counter
Sea-Tac Airport provides complimentary wheelchair service from Link Light Rail Station to check in through Prospect Airport Services.

How to Arrange Wheelchair Service:

1. Contact Prospect Airport Services at (206) 246-1550 prior to your arrival at the airport to make a reservation.
2. Exit train and take the elevator or escalator down to the lobby of the Link Light Rail Station.
3. Call Prospect Airport Services at to confirm your arrival. Prospect Airport Services staff will meet you in the station lobby (Note: Follow sign to the side of the station lobby leading to the parking garage and airport building.)
4. If you need assistance getting from the airline ticket counter through security and to your gate, please arrange this directly with your airline.
5. This service is provided at no charge, but gratuities are greatly appreciated.

From Your Ticket Counter to Your Departure Gate

Please contact your airline directly to make a reservation prior to your arrival at the airport.
Port of Seattle Announces Release of New Sea-Tac Airport App

Features including up-to-date checkpoint wait times, geolocation maps and directions, parking location reminders, flight notifications, and more.

Aug 28, 2018

- Download on the App Store

Check Wait Times ➔ Search Shops ➔ Track Flights

A new smartphone app for travelers is available for download, giving people access to information across Seattle-Tacoma International Airport at their fingertips. Whether you’re looking for the fastest TSA security checkpoint line, the closest dining options to your gate, or the fastest transportation to get you to downtown Seattle, the Sea-Tac Airport app can help.

Combined with the airport’s free WiFi, the Sea-Tac Airport app can give you terminal maps, flight information, transportation tips, and more.

Explore More
- Seattle Harbor Deepening Project Receives Corps Leadership Approval
- Sound Reduction for Airport Neighbors
- 2017 Was a Record-Breaking Year at Sea-Tac Airport
- A Tree to Take Root in the North Satellite
- Airlines Can Help Make Air Transportation More Sustainable
- Another Record Cruise Season Begins
- Apps for the Airport
- Arrive at the Airport Early!
- Beach Monos Connect with the Environment
- Blended Port of Seattle Welcomes Inaugural Air France Service to Paris
- Burien Garden Grows Both Vegetables and Relationships

Other Documents
- Ballard Locks Economic Impact One Pager
- Ballard Locks Report 2017
- Sea-Tac Economic Impact 2018

The directories below provide additional detail about the services, amenities, and dining and retail options available at Sea-Tac Airport’s main locations.

For help navigating a route between airport locations, please also see our interactive map.

Printable Directories by Location

Baggage Claim
Central Terminal
Ticketing Area
A Gates
B Gates
C Gates
D Gates
N Gates
S Gates

Locator Map

The directories below provide additional detail about the services, amenities, and dining and retail options available at Sea-Tac Airport’s main locations.

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**CHALLENGES**

**Large Organization**
- Port of Seattle includes Maritime and Airport Operations
- Collecting information

**Time**
- ADA Coordinator duty is just one aspect of job
- Collaborating with others, research, and making updates (ongoing education process)

**Staying Current**
- Ongoing maintenance and updates to confirm accuracy and relevancy of information
- Consistency of messages within overall website

“If you aren’t in over your head, how do you know how tall you are?”

T.S. Elliot
To-do List:

- Continue working through the suggestions in ODO Report
  - More research on industry best practices
- Reach out to local and national disability community for feedback and suggestions
- Update and/or coordinate related information on other parts of the website
  - e.g. Grievance policy update
- Keep information current - update links and information regularly
- New Innovations or Opportunities?

“Success is never getting to the bottom of your to-do list.”

Marissa Mayer
CONCLUSION

“Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life forever.” Amy Poehler

Success to date:

• Timing
• Teamwork
• Energy

Thank you!