

ACCESSIBILITY @ SEA-TAC

Universal Access in Airports (UAIA)

August 28, 2018

OVERVIEW

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...

BACKGROUND

“Whether you think you can or you think you can’t, you’re right.”
Henry Ford

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.

BACKGROUND

“Imitation is the sincerest form of flattery.”
Colton

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

PROGRESS

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

The Team:

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

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.

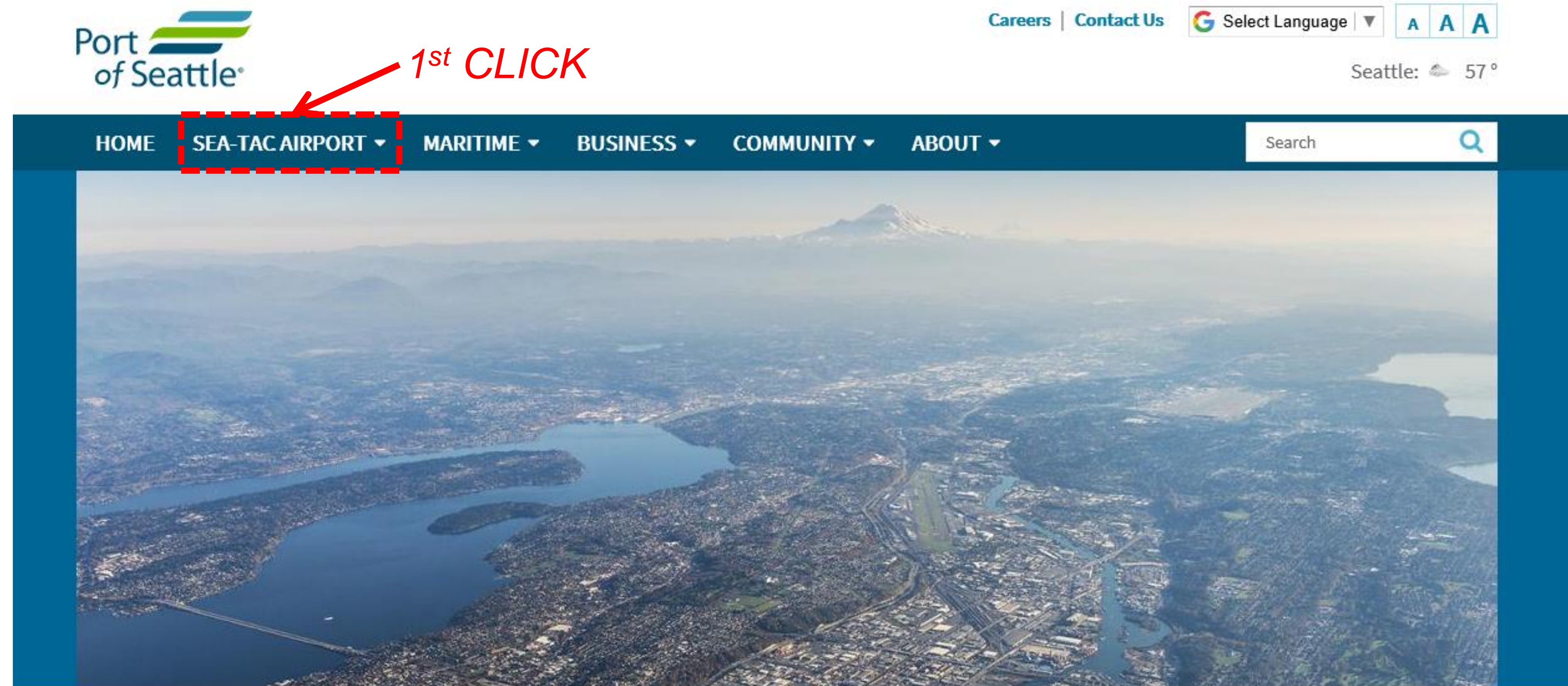
PROGRESS

“Even the smallest steps move you forward.”
Oprah Winfrey

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

CURRENT SITE

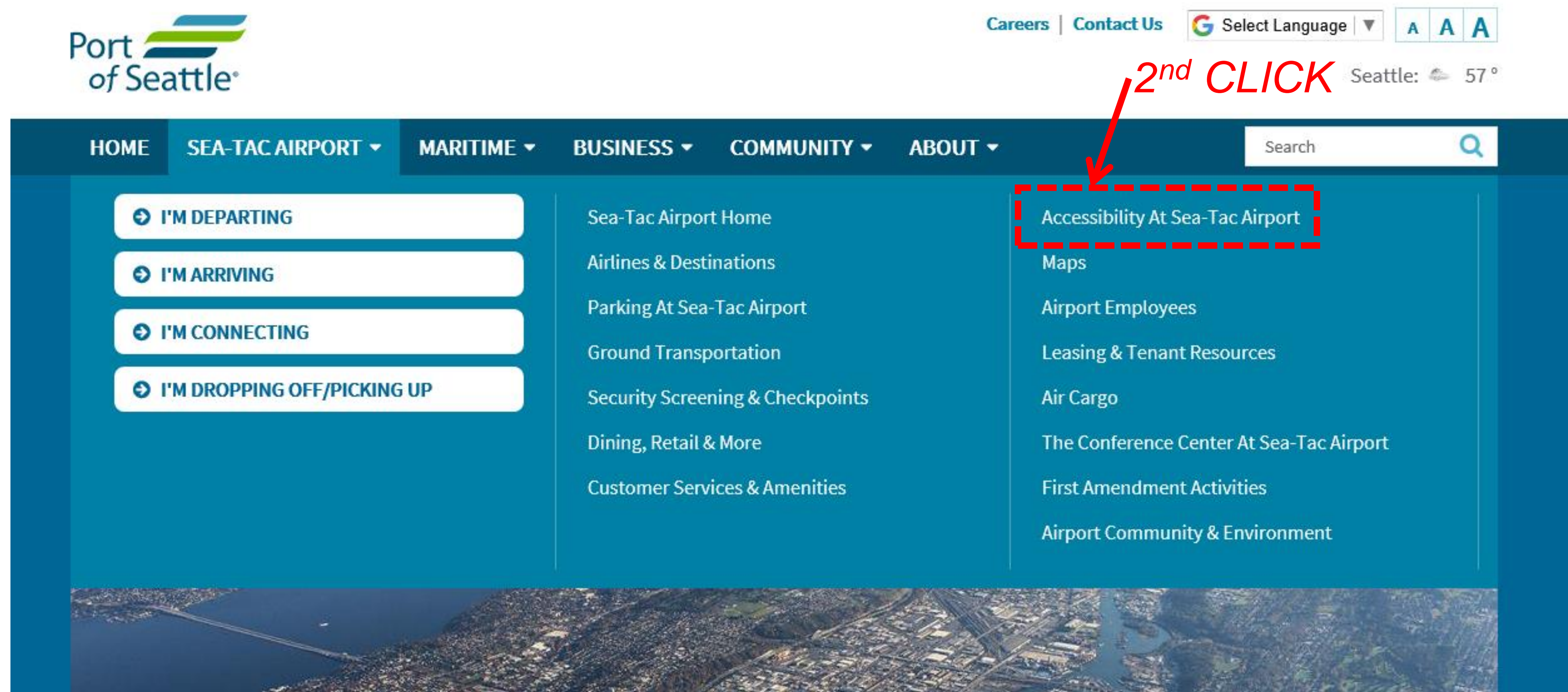


What Is the Port of Seattle?

The Port keeps Washington state connected through aviation, maritime, logistics, trade and travel services. [Learn More](#)



CURRENT SITE

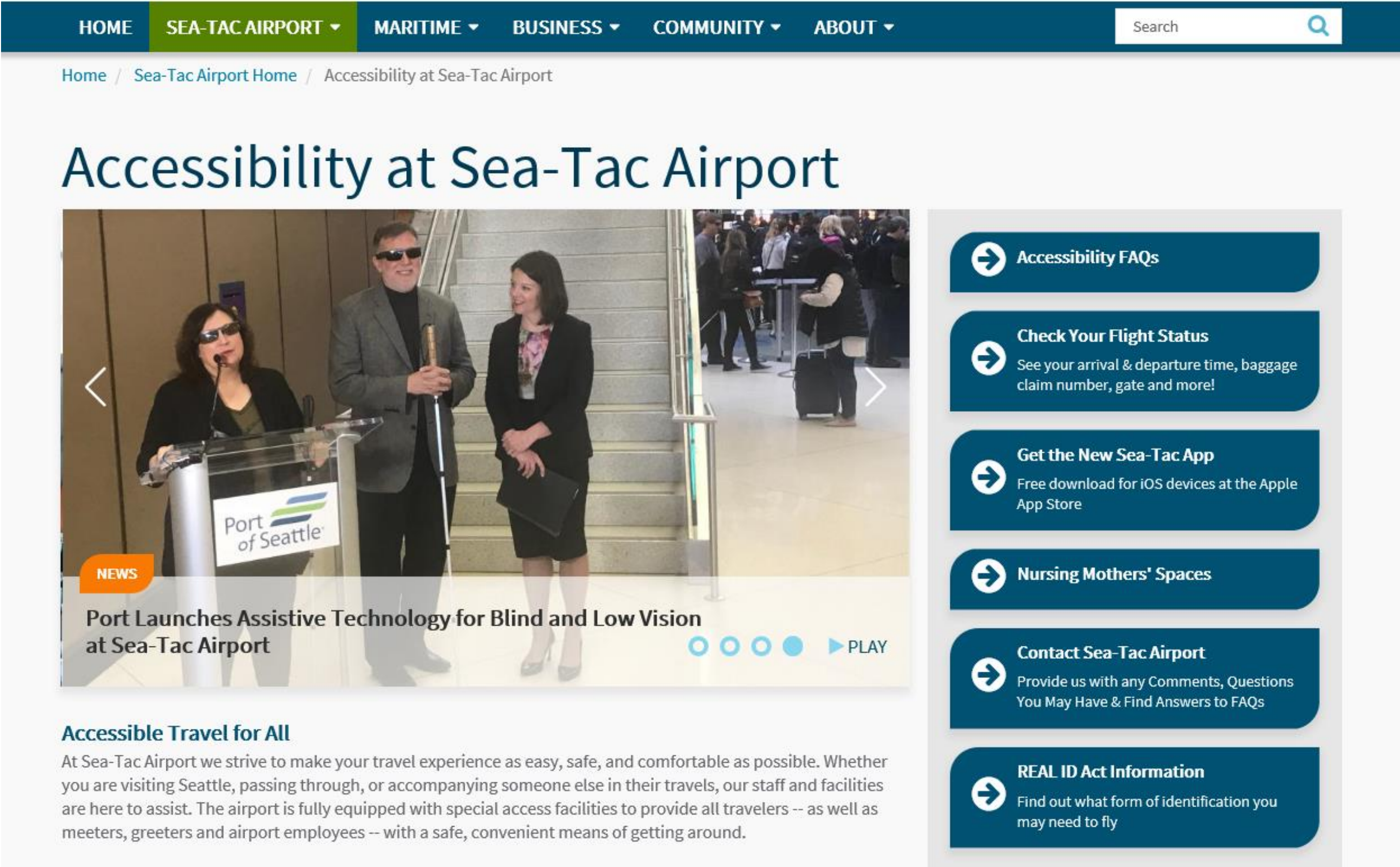


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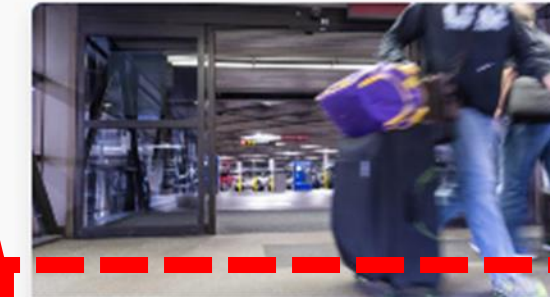


CURRENT SITE



Ongoing Commitment to Excellence

The Port of Seattle Commission is dedicated to the task of making Sea-Tac the most accessible airport in the USA. Sea-Tac has recently partnered with the Open Doors Organization to evaluate our current conditions and further improve the experience we provide for all passengers. We are currently working on implementing recommendations proposed in the report. If you have any additional questions or suggestions to help us achieve that goal, please contact us.



Accessibility and Mobility Services



Accessible Restrooms, Elevators and Drinking Fountains



Developmental and Intellectual Disabilities Assistance



Information for Transgender Travelers



Links and Resources



Security and Special Needs

Service and Support
Animals (Service Dog Area)

Vision and Auditory Assistance



Accessible Parking

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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 curb cuts. [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 taxis. 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.

Airporter/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 do 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 Garage](#).

➔ Accessibility FAQs

➔ Check Your Flight Status

➔ Get the New Sea-Tac App

➔ Nursing Mothers' Spaces

➔ Contact Sea-Tac Airport

➔ REAL ID Act Information

Explore More

[Accessibility at Sea-Tac Airport](#)

[Accessibility FAQs](#)

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 signs towards 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.

[Accessible Restrooms, Elevators and Drinking Fountains](#)

[Links and Resources](#)

[Printable Airport Directories](#)

[Sea-Tac Airport Accessible and ADA Parking](#)

[Security and Special Needs](#)

[Service and Support Animals \(Service Dog Area\)](#)

[Vision and Auditory Assistance](#)

[Wheelchair services](#)

Follow Sea-Tac Airport on Social Media

SEATTLE-TACOMA INTERNATIONAL AIRPORT

Port of Seattle

CURRENT SITE

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 08, 2018



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](#)
- [Airports Can Help Make Air Transportation More Sustainable](#)
- [Another Record Cruise Season Begins](#)
- [Apps for the Airport](#)
- [Arrive at the Airport Early!](#)
- [Beach Heroes Connect with the Environment](#)
- [Bienvenue! 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 Impacts: 2018](#)

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Printable Airport Directories

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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.

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](#)

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[Wheelchair services](#)

CHALLENGES

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

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

NEXT STEPS

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

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?

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!