

# Inaccessibility at SeaTac Airport

From: **Hoebet, Jeff** (Hoebet.J@portseattle.org)

Sent: Thu 5/26/16 7:15 AM

To: Cindi Laws (cindilaws@msn.com); Ausbun, Vicky (Ausbun.V@portseattle.org)

Amin Shifow (aminshifow1@gmail.com); Mohammed Saleh (jamalmcalin@gmail.com); SHEILA STICKEL (smstickel@gmail.com); Merritt, Mike (Merritt.M@portseattle.org); Gregoire, Courtney (Gregoire.C@portseattle.org); Albro, Thomas (Albro.T@portseattle.org); Creighton, John (Creighton.J@portseattle.org); Bowman, Stephanie

Cc: (Bowman.S@portseattle.org); Felleman, Fred (Felleman.F@portseattle.org); Schirato, LeeAnne (Schirato.L@portseattle.org); Biddinger, John (Biddinger.J@portseattle.org); Gillebo, Sean (Gillebo.S@portseattle.org); Hansen Smith, Sue (HansenSmith.S@portseattle.org); Zenk, Daniel (Zenk.D@portseattle.org); Ehl, Michael (Ehl.M@portseattle.org); Lyttle, Lance (Lyttle.L@portseattle.org)

Ms. Laws,

Thank you for your follow-up and continued interest in our improvements for accessible transportation.

The Port's Ground Transportation team has worked for several months coordinate a pilot program to better serve customers with special needs.

One month ago today, with cooperation from our partners at Puget Sound Dispatch and the value contribution of the Wheelchair Accessible Taxi group, we initiated a curbside pick-up on the airport's Arrivals drive (picture of sign attached).

Your input has been critical to get us to this point and I appreciate your interest in refining the process.

As I suggested in our conversation on May 19, we are working closely with our contracted service provider Puget Sound Dispatch (PSD) to provide a sustainable operational solution.

We held a meeting with PSD on May 24<sup>th</sup> to discuss this very matter and concentrated on several important issues related to service delivery and accountability that support the current concession agreement.

We have a common interest in providing special needs customers with convenient transportation options, including this trial program for curbside pick-ups.

Our existing agreement with PSD identifies specific service delivery elements and accountability for a variety of things, including trip activity.

As you'll recall, the proposal that the Port has approved included, among other things, PSD dispatching vehicles from the airport's third floor.

The proposed operating procedure ensures that each trip is accounted for to honor the commitment of the concession agreement while serving the needs of customers with special needs.

The suggestion to revise the operating procedure came just last week and we are interesting in reviewing a new proposal.

In our meeting on Tuesday, PSD management agreed to provide the Port with a written plan to ensure that accurate trip counts are maintained as a part of this pilot program.

It's exciting to be working together on a solution that serves the needs of our customers and we look forward to sharing the positive news with the public.

Thank you,

Jeff Hoebet

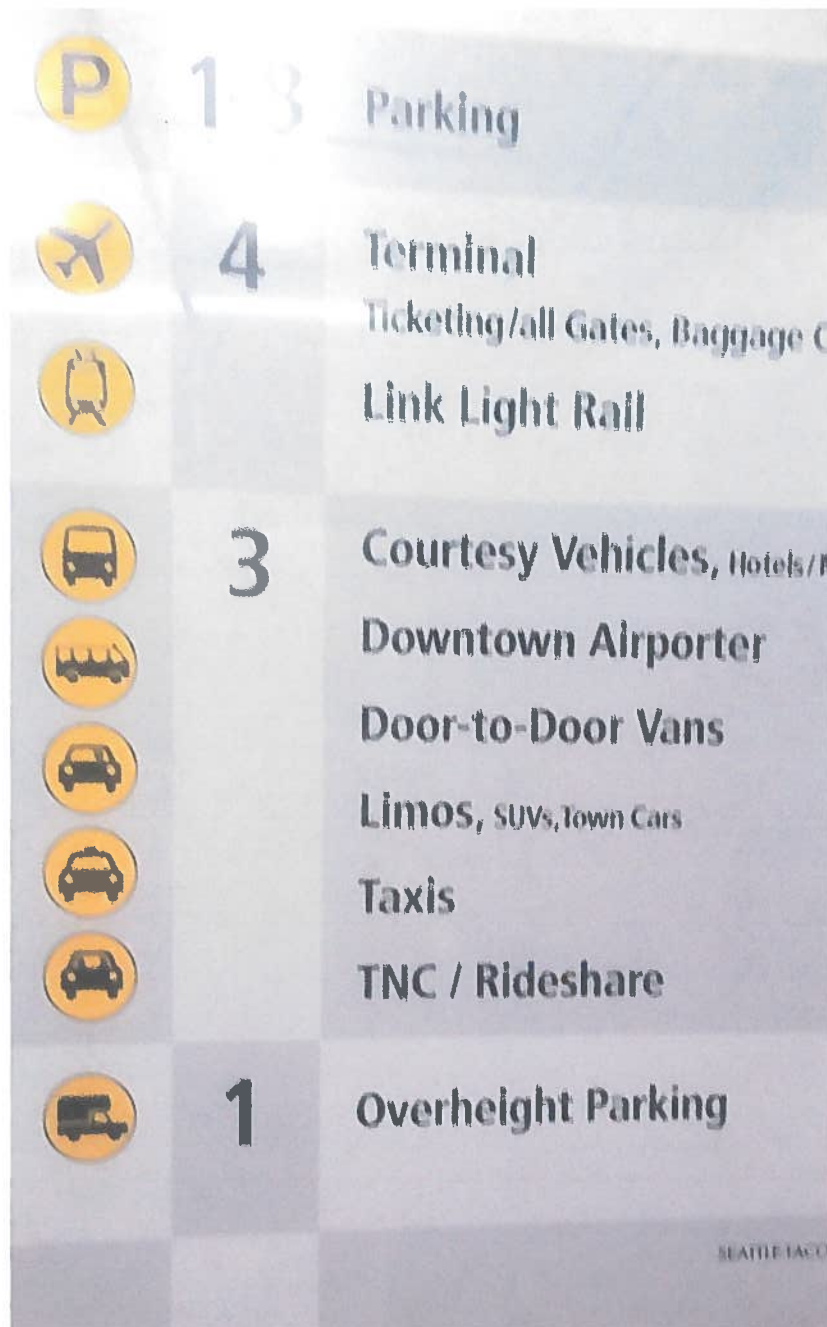
Sr. Manager, Airport Operations  
(206) 787-4073



June 1, 2016

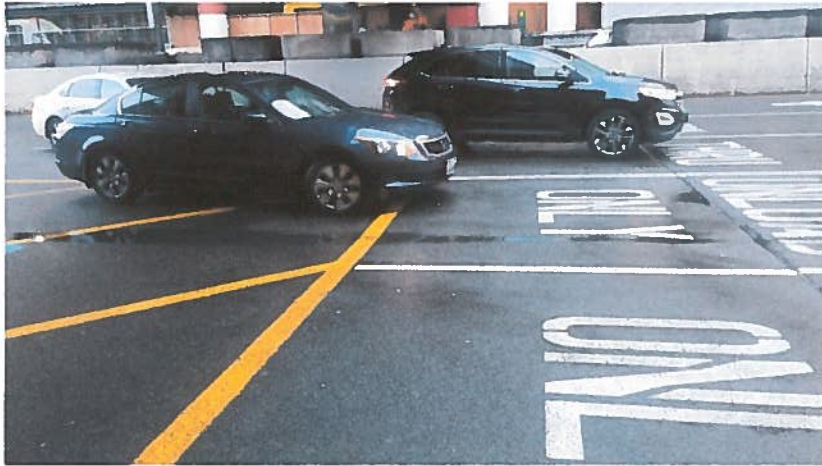


# Inaccessibility at SeaTac Airport: Wheelchair Access?



August 16, 2016. These signs were to be updated to include Wheelchair Accessible Taxis. That agreement was reached *before* TNCs were added.

# Inaccessibility at SeaTac Airport: Wheelchair Access?



December 27, 2018

Passenger cars parking in the ADA loading zones. Port Police Cars 10 yards away, no enforcement.

Parking provider vans parked in the ADA loading zones, no wheelchair users present.

No enforcement.

An actual wheelchair accessible private vehicle could not get into this loading zone, one of just two on the entire arrivals drive.

