

Accessibility Improvements at Seattle-Tacoma International Airport

Background

- 2017 Open Doors Organization (ODO) conducted Accessibility Assessment at airport.
- 2018 ODO issued their final report that included multiple recommendations organized by suggested priority and timeline.
- Facilities & Infrastructure (F&I) Architecture group is working collaboratively with multiple departments to move forward initiatives based on recommendations in report

Progress To Date

- Passenger Amenities
- Passenger Information
- Infrastructure Updates
- Staff Training
- Engagement


Passenger Amenities





Passenger Information


Welcome to
SEATTLE - TACOMA INTERNATIONAL AIRPORT


Port of Seattle


 NO SMOKING in the Garage or the Terminal. Follow signs to the Designated Smoking Areas from the Baggage Claim level.
NO SMOKING
RCW 70.160.030


 NO PETS in the Terminal unless crated for shipment, with the exception of Service Animals.
NO PETS

 LOST CAR?
BATTERY JUMP?
FLAT TIRE?
HOW TO PAY?
Contact the parking office at 206-787-5308 (Press 0)
NEED ASSISTANCE?

 Passengers Requiring Special Assistance:
Call PROSPECT (206) 246-1550
SPECIAL NEEDS

 **How do I find my ride?**

 **Need a wheelchair taxi?**

 **Call (206) 242-6200**

Get the Sea-Tac Airport App!

SEATTLE-TACOMA INTERNATIONAL AIRPORT

Available on the Google play | Available on the iPhone App Store

Port of Seattle

To and From Taxi & Limo

Taxi

There are Taxi stands on the 3rd floor of the parking garage with taxis waiting. Sedans and 8-10 passenger vans are available.

Wheelchair accessible vans and 11-seat passenger vans are available upon request.

Limited Mobility Passengers

Drivers may arrange curbside pick-up for passengers with limited mobility or in a wheelchair as requested.

More information:
<https://www.portseattle.org/sea-tac/ground-transportation/taxis>

Limousine (STILA)

To and From Rideshare

Rideshare

Lyft, Uber, and Wingz now provide pick up and drop off service at Sea-Tac airport.


Pick Up

After you have arranged for your ride, proceed to the parking garage Ground Transportation Plaza on the 3rd floor. Follow the signs to the TNC/Rideshare (Lyft, Uber, Wingz) pickup area in sections I & J.

Limited Mobility Passengers

Drivers may arrange curbside pick-up for passengers with limited mobility or in a wheelchair as requested.

More information:
<https://www.portseattle.org/sea-tac/ground-transportation/app-based-rideshare>


Services Choices 

B1 ICE-International Currency Exchange

B4, B7 ATM, Charging Station, Lotto, Vending

B6 Baggage Storage by Smarte Carte
Baggage storage, packaging and shipping, rentals of strollers and wheelchairs and other traveler-friendly services

B5 Bicycle Assembly Station
Disassemble or assemble your bike before or after a flight

 **Need a wheelchair taxi?**
Call (206) 487-2507

US Customs & Border Protection,
Global Entry Office
USO - United Service Organizations

 www.bit.ly/SEAaccessibility

 **Connect to the internet on your mobile device through SEATAC-FREE-WIFI**

Passenger Information

SEATTLE-TACOMA INTERNATIONAL AIRPORT



ACCESSIBILITY AT SEA



Seattle-Tacoma International Airport is committed to becoming the most accessible airport in the U.S. We are making improvements to welcome all passengers to the airport, even going beyond the Americans with Disabilities Act (ADA) requirements where we can.

Learn more: bit.ly/SEAAccessibility



Accessibility at SEA

Learn more: bit.ly/SEAAccessibility

AUDITORY ASSISTANCE



Hearing loop induction systems are provided in select locations at SEA, including Alaska Airlines, Delta Air Lines and jetBlue ticketing and service counters, gates and baggage claim.

If you would like to use this service, please request it from your airline customer service representative wherever you see this logo posted.

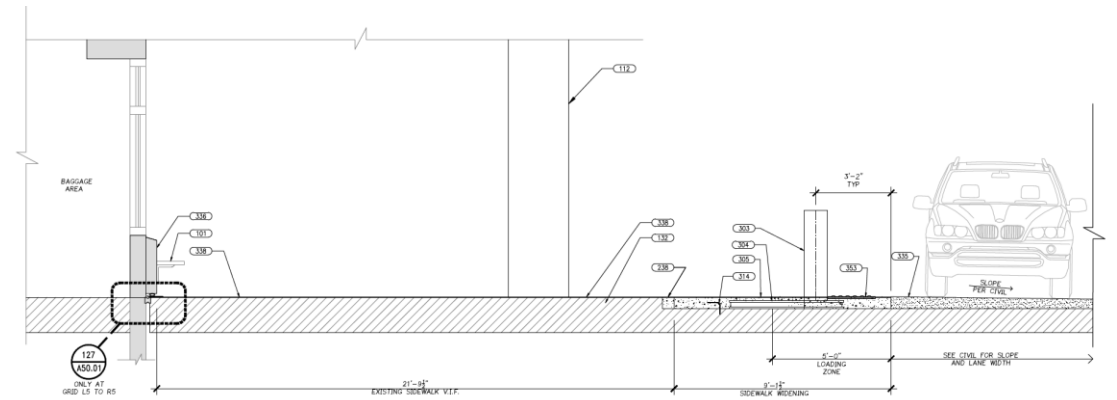
SEATTLE-TACOMA INTERNATIONAL AIRPORT



Infrastructure Updates

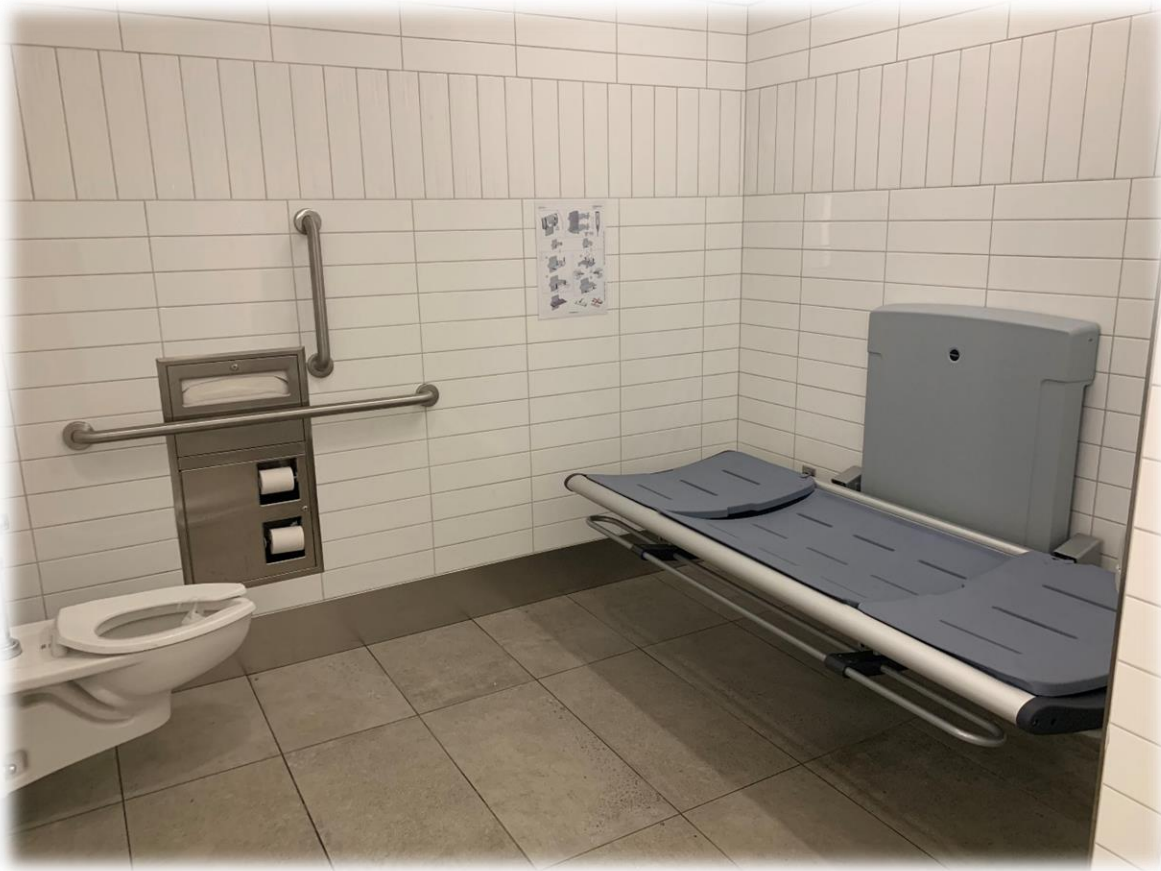


Updated Departures Curbside



Updated Arrivals Curbside

Infrastructure Updates



Unlawful Discrimination

Unlawful Discrimination

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Port of Seattle General Counsel or Federal Aviation Administration.

Port General Counsel
Pats Samels, General Counsel and Chief Compliance Officer, Legal, PO Box 1200, Seattle, WA 98111

Federal Aviation Administration
Office of Civil Rights, ACR-1, 800 Independence Avenue, S.W. Washington, D.C. 20591

Allegations of discrimination because of disability should be promptly reported to the Federal Aviation Administration, Office of Civil Rights or the Sea-Tac Airport Office of the Coordinator for Disability Services:

ADA Coordinator: Heather Karch
Phone: 206-787-4402
Address: PO Box 68727 Seattle, WA 98158
adaordinator@portseattle.org

Federal regulations on unlawful discrimination are available for review in the ADA Coordinator's Office.

Discriminación Ilegal

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deben ser reportadas inmediatamente al Consejo General del Puerto de Seattle o a la Administración Federal de Aviación.

El Consejero General del Puerto
Pats Samels, General Counsel and Chief Compliance Officer, Legal, PO Box 1200, Seattle, WA 98111

Administración Federal de Aviación
Office of Civil Rights, ACR-1, 800 Independence Avenue, S.W. Washington, D.C. 20591

Las denuncias de discriminación por razón de discapacidad, deben ser reportadas sin demora a la Oficina Derechos Civiles de la Administración Federal de Aviación o Oficina del Coordinador de Servicios de Discapacidad Sea-Tac Airport:

Coordinador: Heather Karch
Teléfono: 206-787-4402
Dirección: PO Box 68727 Seattle, WA 98158
adaordinator@portseattle.org

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Coordinador de ADA.



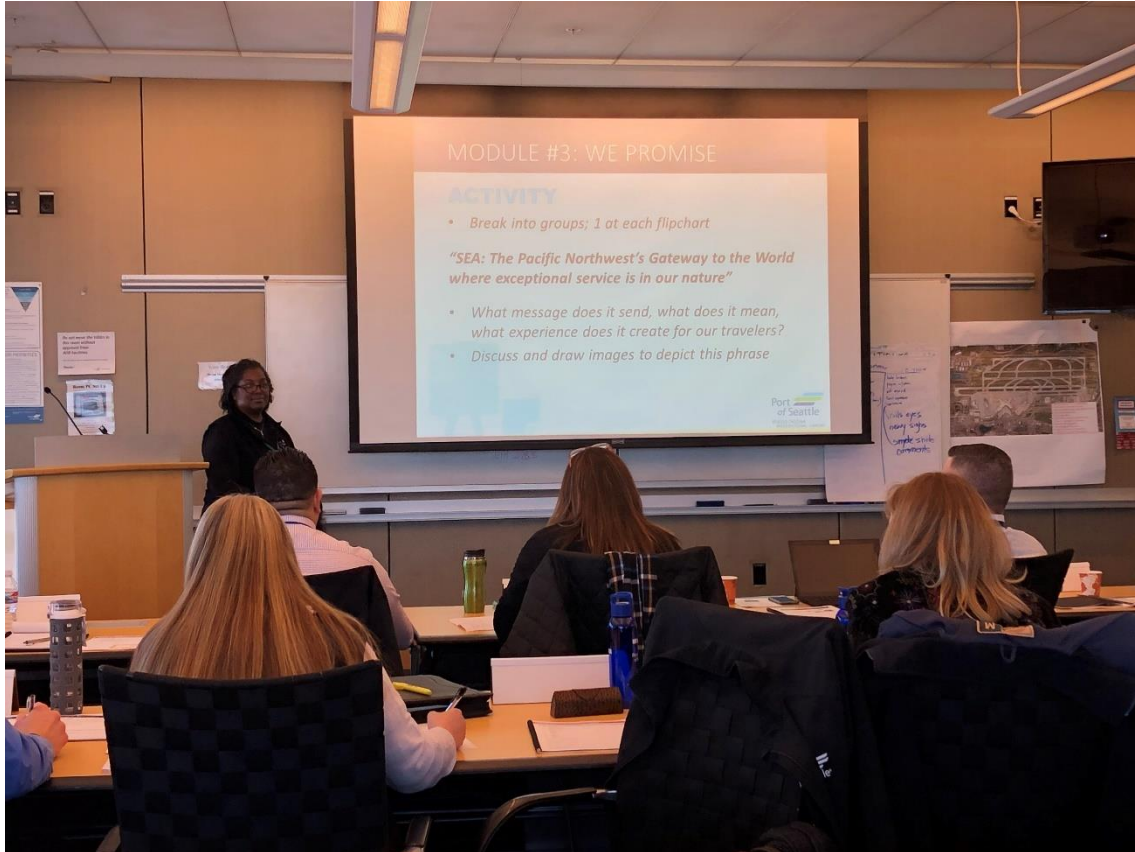
U.S. Department of Transportation
Federal Aviation Administration



SEATTLE-TACOMA INTERNATIONAL AIRPORT



Staff Training



SEA Accessibility highlights:

- Accessible restrooms, elevators, and drinking fountains
- ADA parking and accessible Ground Transportation options
 - Rental Car busses are accessible
 - Rental cars can be requested with hand controls available
 - Area courtesy shuttles and busses
- Relief area for service animals
- Wheelchair services (Prospect Airport Service—206.246.1550)
 - To and from gate—arranged with the airline
 - Wheelchair service to/from the garage and Light Rail



Staff Training

Guidelines to Effective Communication

Effective interaction and communication with or about people with disabilities

- Speak directly to the person with a disability.
- Do *not* refer to a person's disability unless it is relevant. Focus on the word "accessibility" not "handicapped"
- Most people with disabilities prefer "person-first" terminology such as:
 - "person who is blind," "people with disabilities" since this acknowledges them as people first rather than their disability.
 - Avoid referring to groups of people by their condition or disability such as "the blind," "the deaf," etc
- Introduce and identify yourself and ask "How may I assist you?"
 - Wait for instructions on the help needed and follow the instructions.
- Let people know, especially those who are blind or have low vision, where they are and where you are taking them; be descriptive.
- Do *not* pet service animals as they are working. Provide escort or descriptive instructions to an animal relief area if requested.
- Remember, your attitude can make or break someone's travel experience.
- Never say anything that you would not want said to or about yourself.
- Respect the privacy, individual preferences and independence of people.
- If you say something wrong, apologize and move on, do not try to deflect.

Acceptable Language

- Person with a disability, or person who is disabled, people with disabilities, person with reduced mobility
- Non-disabled, able-bodied
- Uses wheelchair, uses assistive device
- Congenital disability
- Person with a physical disability
- Person who is deaf, hard of hearing
- Has a speech disability
- Person who is blind, has low vision
- Person with an intellectual, cognitive, or developmental disability
- Person living with epilepsy, seizure disorder
- Person with a psychiatric disability

Unacceptable Language

- The disabled, handicapped, invalid, physically challenged
- Normal or healthy
- Wheelchair bound, confined to a wheelchair
- Birth defect or deformed
- Crippled, lame, invalid, gimp
- The deaf, hearing impaired, deaf/mute
- Has a speech defect
- The blind, blind people
- Stupid, retarded, slow, subnormal, mentally challenged
- Epileptic, has fits, spastic
- Crazy, nuts, loony




Disability Sensitivity Training Video

Capture from ADA Sensitivity Video


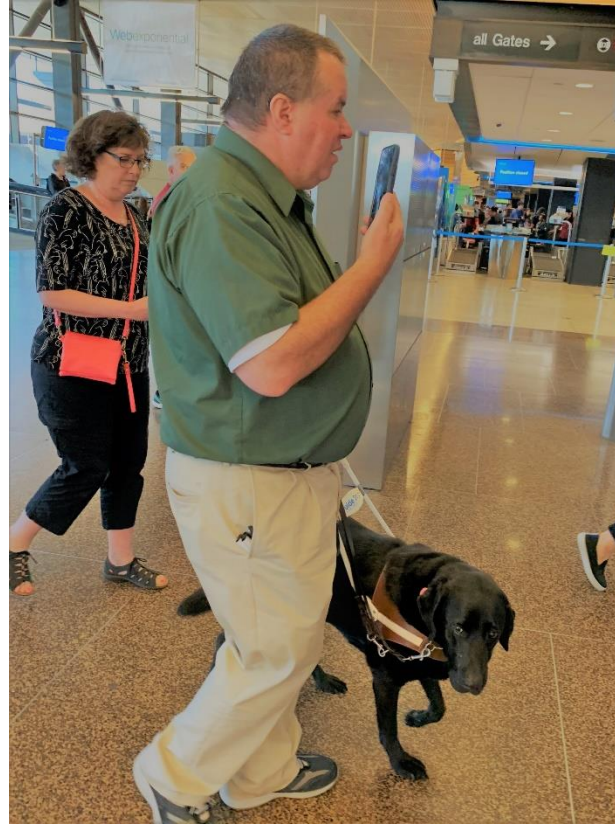
With permission from the District of Columbia Office of Disability Rights

Engagement



SEA-TAC
Accessibility
Advisory
Committee

SEATTLE-TACOMA INTERNATIONAL AIRPORT
Port of Seattle



ACCESSIBILITY @ SEA-TAC

Universal Access in Airports (UAIA)
August 28, 2018

SEATTLE-TACOMA INTERNATIONAL AIRPORT
Port of Seattle

Next Steps

- Aviation will continue to address the recommendations in the report and in addition:
 - Hire an ADA Coordinator for Aviation, Maritime, and additional facilities throughout the Port as a dedicated resource for addressing accessibility requirements
 - Perform self-audit to evaluate new opportunities for improvement and ongoing community engagement
 - Continue to develop accessibility focused online and in person training
 - Ongoing updates to the STIA app and accessibility webpages including text maps to improve wayfinding for passengers with vision loss.
 - The Port of Seattle website will be evaluated for Web Content Accessibility Guidelines (WCAG) v 2.1 compliance