

Accessibility in Airports

From the Airline Customer's viewpoint

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Why Airlines Care?



It's the right thing to do
It's good for business

Customer Stress Points

	Stress	Root Cause
Accurate Info	Where is my flight? 	Multiple input sources
Service Requests	Where's my service? 	Volume/Staff Planning/\$ Bottlenecks 
Service Animals	Why don't you trust me? Pet relief areas?	Documentation issues Airport layout/ Signage
Wayfinding	Where do I go? Who can help me?	Airport Layout/Signage Communication barriers

Making a difference : Events



Seattle: Arc Wings for Autism 9/26/15



Making A Difference: Partnerships

Alaska Airlines :: - Washington HireAbility Spotlights

www.wahireabilityspotlight.org/spotlights/alaska-airlines ▼

Alaska Airlines not only uses its website for online booking of flights but potential ... In October 2012, Open Doors Organization recognized Alaska Airline's ...



Timeline Photos - Guide Dogs for the Blind | Facebook

<https://www.facebook.com/guidedogsfortheblindfans/.../1015210493095>.

In acknowledgement of Guide Dogs for the Blind's ongoing relationship with Airlines, GDB has named a guide dog puppy "Alaska" (a female black...



Accessible Websites and Kiosks

Carrier Websites:

- December 2015 Seven core functions must meet new standards
- December 2016 All remaining functions must be accessible.

Airport Kiosks: (By December 2016)

- Airlines must make their own new kiosks accessible*
- Airports who own the kiosk and share with airlines must partner to make new “common use” kiosks accessible.

*25% of all kiosks installed after December 2012 must meet stds

* 25% of all kiosks must be accessible by 2023*

Snippets:

Advisory Boards

Inflight Training – Day in a wheelchair

Informational Video's

Share elevator maintenance down times with vendors

Push hard for inclusion during remodels