



Airport renovations increase dining options, improve efficiency at Sea-Tac

Employees and passengers now have more dining options and amenities as construction projects move forward at Sea-Tac Airport.

With the completion of the first phase of the North Satellite Modernization Project, nine new gates are now open in the 180,000 square-foot expansion, which features open spaces, natural light, incredible views, and gate seating with easily accessible charging stations. Employees and passengers can enjoy locally-based dining and retail options: Caffe D'Arte, Bambuza Vietnam Kitchen, Skillet, and the New Stand. On the upper-level mezzanine a new flagship Alaska Lounge and a Nursing Suite with spa-inspired design and high-end finishes are now open.

Construction is nearly complete on upgrades for travelers and employees using the Satellite Train System (STS) to connect between the Concourse C, North Satellite, and Main Terminal. When complete, passengers and employees will enjoy new architectural finishes and art, as well as new, larger, more energy efficient escalators and elevators that improve access to the train level at Concourse C.

Other openings throughout the airport include Ballard Brew Hall and Camden Food Co. on Concourse D, Le Grand Comptoir on Concourse C, and Seattle Made on Concourse C.

A LETTER FROM LANCE LYTTLE

Airport Director: Thank you for you for your hard work during a busy summer

Dear Airport Colleagues,

Thank you for your hard work during Seattle-Tacoma International Airport's busiest summer ever! The peak summer travel season between Memorial Day and Labor Day are always a hectic time at the airport and this year was no exception. While it used to be rare to handle over 70,000 passengers at the TSA checkpoints in a single day, this summer we surpassed that mark on several occasions and I am pleased to say that most wait time lengths were under our goal of 30 minutes. Providing a smooth experience through the checkpoints is a TEAM effort and I am grateful to the TSA, airport staff (operations, customer service, security and external relations), FSS and VIP contract staff, the Airlines/Sea-Tac Airport Consortium and the other key partners who each played a critical role in serving our customers.

With more people are flying out of Sea-Tac than ever before, improving our facilities and services to meet the needs of our customers is a high priority. With more than one million square feet at Sea-Tac Airport currently being built new or renovated, major improvements are on the way for next year and in 2021.

We are also continuing to strengthen our culture of providing world class customer service at Sea-Tac. Hundreds of airport employees have already received the WE ARE SEA customer service training and we encourage each of you to participate in this valuable program.



Lance Lyttle

We are all working together toward a common goal – to get our customers through our airport safely, smoothly and efficiently while providing world-class customer service. From ensuring a smooth and efficient operation, to answering a question or providing directions, to helping customers discover something new, you all had a role in providing a great experience for our customers.

Thank you again for all your hard work and for continuing to raise the bar for providing excellent customer service to our passengers and guests.

— Lance

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Sea-Tac Insider is a Port of Seattle publication produced for people working at Sea-Tac Airport. We welcome your comments and story tips.

Contact the editor at drawhorn.o@portseattle.org or call (206) 787-4058.

New Sea-Tac art installation draws attention to immigration and human trafficking

A 350-foot long, two-foot wide art installation, which replicates the US-Mexico border in red sand, is now open at Sea-Tac Airport and will stay open for the remainder of the year. The large-scale artwork, which is visible to travelers in flight and on the ground at Sea-Tac, is called *Red Sand Project: Border US-MX*, and fosters conversation on human trafficking and immigration.

Created by New York-based artist and activist Molly Gochman, this is the first exterior temporary artwork ever featured at Sea-Tac Airport, and encourages more

people to look to the airport as a place to experience art. The presentation of *Red Sand Project: Border US-MX* dovetails with Sea-Tac Airport's own efforts to bring awareness to human trafficking.

Earlier this year, the Port joined other organizations to launch a public awareness campaign, encouraging survivors to call a national hotline for assistance at 888-373-7888, text 233-733, or visit WATraffickingHelp.org.

Red Sand Project: Border US-MX may be visible from the sky from departing



and landing flights, depending upon approach; from the Link Light Rail, both approaching and leaving the airport; from the top deck of the parking garage; and from inside the airport at Concourses N and D.

Upcoming trainings and classes for airport employees

Airport University

Registration is currently open for Airport University, which allows Sea-Tac Airport employees to take an assortment of courses for college credit at no cost. Through a partnership with Highline College and South Seattle College, Airport Jobs offers credit-bearing courses onsite at the airport with class topics and times that fit airport worker and employer needs.

Offerings include Microsoft Excel, Event Planning, Leadership and Supervision, Business Math, and Introduction to Communication. Airport University Classes start September 24 and run through December and are free. Priority for all classes is given to current Sea-Tac Airport workers.

For more information on the classes offered, go to: <http://www.portjobs.org/our-programs/airport-university>.

Come to the Airport Jobs office to complete registration paperwork. New students will also need to complete a 30-minute reading assessment plus computer assessment. Airport Jobs is in Room 6626 on the Mezzanine above the Alaska Airlines ticket counters.

Airport Jobs is open Tuesday through Friday from 9:00 am – 4:30 pm.

Mass Evacuation Training

The Port of Seattle Emergency Preparedness Department recently updated the airport's Mass Evacuation Plan to help employees understand their roles and responsibilities during a mass evacuation plan. The new Mass Evacuation online training is currently available in the LMS (EMRG107-Airport Mass Evacuation Plan) and is required for all badged employees.

For more information, please contact the Port of Seattle Emergency Preparedness Department at EmergencyPreparedness@portseattle.org.

Trauma Kits located with AEDs throughout airport

Trauma Kits are now collocated with Automated External Defibrillator (AEDs) throughout the airport. The kits, used to control bleeding and save lives, are meant to prepare emergency personnel for emergencies and enhance overall safety. There are close to 170 AEDs located throughout the terminals equipped with instructions that anyone can follow to help save a life. They can be located in the Sea-Tac interactive map at <https://www.portseattle.org/sea-tac/maps> or on the Sea-Tac App by searching for "AED".

Learn more about these trauma kits: https://youtu.be/Ua0mpr_UhYo



Trainings and classes are available for airport employees.

"Paying for College" Information Session

Current and future college students can attend a Paying for College Information Session to explore different financial aid options to help pay for college. Attendees will learn about FAFSA, WASFA, grants, scholarships, student loans and workforce education.

The event is presented by Seattle Education Access and is 1-2 p.m. Friday September 20 at the Airport Jobs Office, located at Sea-Tac Airport, Mezzanine Level – Room 6626.

Questions? Call Abdul at Airport Jobs (206) 787-4672 or alam.a@portseattle.org.



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