

SFO Guest Experience

San Francisco International Airport

- Guest Experience Team
- Disability Access Program Manager

Contact information:

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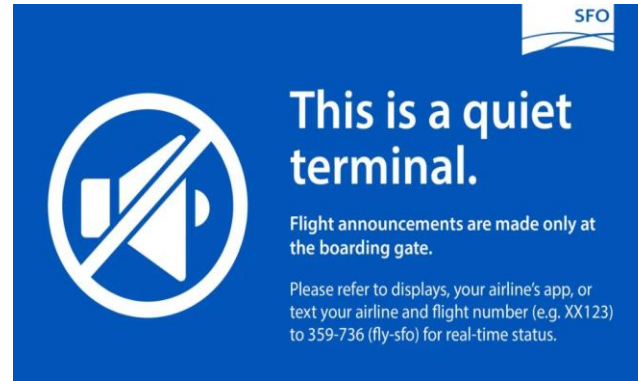
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Customer Care Programs and Initiative

- Quiet Airport
- Sensory Room
- Hidden Disabilities Sunflower Lanyard
- SFO Gate Explorer

Quiet Airport Program

- Launched in 2018
- To reduce background noise
- To enhance passenger comfort
- Eliminated unnecessary announcements



Blue sign with “x” through speaker with words, “*This is a quiet terminal*” and other instructions on how to obtain flight information at the gate and real-time status at www.flySFO.com

Sensory Room

- Opened in 2024
- Terminal 1, near Gate C2
- Specifically designed for neurodiverse travelers
- Interactive Room
 - Activity Area
 - Calming/Soothing Area
 - Life-size Cabin Experience



Purple flyer with the words, “Sensory Room” *Get Ready to Fly!*, and a figure of a man radiating. Small photos of room interior and SFO logo at the bottom.

Sensory Room and Interior Mock-Up



Travelers in Sensory Room playing with interactive graphic and video screen.



Travelers in the airplane interior mock-up using the seating, cabin lighting Controls, overhead compartments and windows.

Sunflower Hidden Disabilities Sunflower Lanyard Program

- SFO officially joined in March 2026
- Sunflower Lanyard is a discreet way for travelers to indicate that they may need extra time, understanding or assistance while navigating the airport
- Wearing the lanyard is completely **voluntary and does not give expedited access or bypass security checks.**
- Travelers can pick up a free Sunflower Lanyard at any of our Information Desks at Arrivals and Departures level



Green flyer dotted with sunflowers and joined with green sunflower ribbon flyer with the words, “*We’ve joined The Sunflower*” and Hidden disabilities with SFO logo at the bottom.

Coming Soon - SFO Gate Explorer

- Allows non-ticketed guests to access SFO's post security areas to dine, shop, or accompany loved ones to their gates.
- It offers a secure, day-pass approved through an online application and identity check.
- Designed to enhance airport experience.



Blue Flyer with “SFO Gate Explorer” and a navigation symbol in the “O” with QRC code, “Not Valid for Travel,” credentials, and use instructions.

Disability Access Program

- ADA Grievances & Reasonable Modification Requests
- SFO Accessibility Compliance Planning
 - Programmatic Access - Interviews and Implementation Initiatives
 - Architectural Access - Survey and Barrier Removal Efforts
- Staff Training, Resources, and Awareness
- Community Outreach and Event Planning

Thank you!

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