

FLY PDX

Resource Guide

A handbook for first-time and passengers with disabilities



Introduction



These people are about to go on a trip. They are flying out of the Portland International Airport. Let's follow them and see how it works!

PDX Construction



The Portland Airport has a lot of construction going on. Things might look a little different when you get here.

When you see “PDX” it is the (3) character alphanumeric code of Portland International Airport. Each airport has a unique code that helps everyone in the world know which airport you are traveling too and from.

Skybridge



This family parked in the parking garage and are taking the skybridge into the terminal. They are staying close together.

A Busy Place



The airport is a very busy place. There are lots of cars and people. Some people get stressed out when they travel. If you feel stressed out, take a few deep breaths and stay close to the people you are traveling with.

Revolving Door



At the end of the skybridge is the revolving door. Watch how other people go through and then give it a try! If it makes you nervous, there are regular doors too.

Escalator



Right away you will have to go down. You can go in an elevator, you can walk down the steps or you can ride the escalator down. Make sure you hold on tight!

Check In



The first thing you have to do is check in for your flight. Find your airlines and check in! These people are using the self check in machines. If you can't read the directions you can check in at the counter!

Bags



If you have bags to check you take them to the counter. This person is in a uniform shirt and works at the airport. They will be glad to help us!

Tag



This person's job is to put a tag on your bag so that it will be put on the same airplane as you. Don't worry. They will take good care of your suitcase!

Noise



It can be very noisy at the airport. There are machines, and carts, beeping and loud announcements. If noise bothers you, you might want to bring some headphones.

Flight Number



Your boarding pass will tell you what your flight number is. To find your gate you can look up your flight number. It will tell you a letter and a number.

Gate Number



The letter tells you what wing of the terminal (like B or E) and the number is the gate number. B-6 would be concourse B, gate 6. Follow the signs to your concourse and gate.

Stores



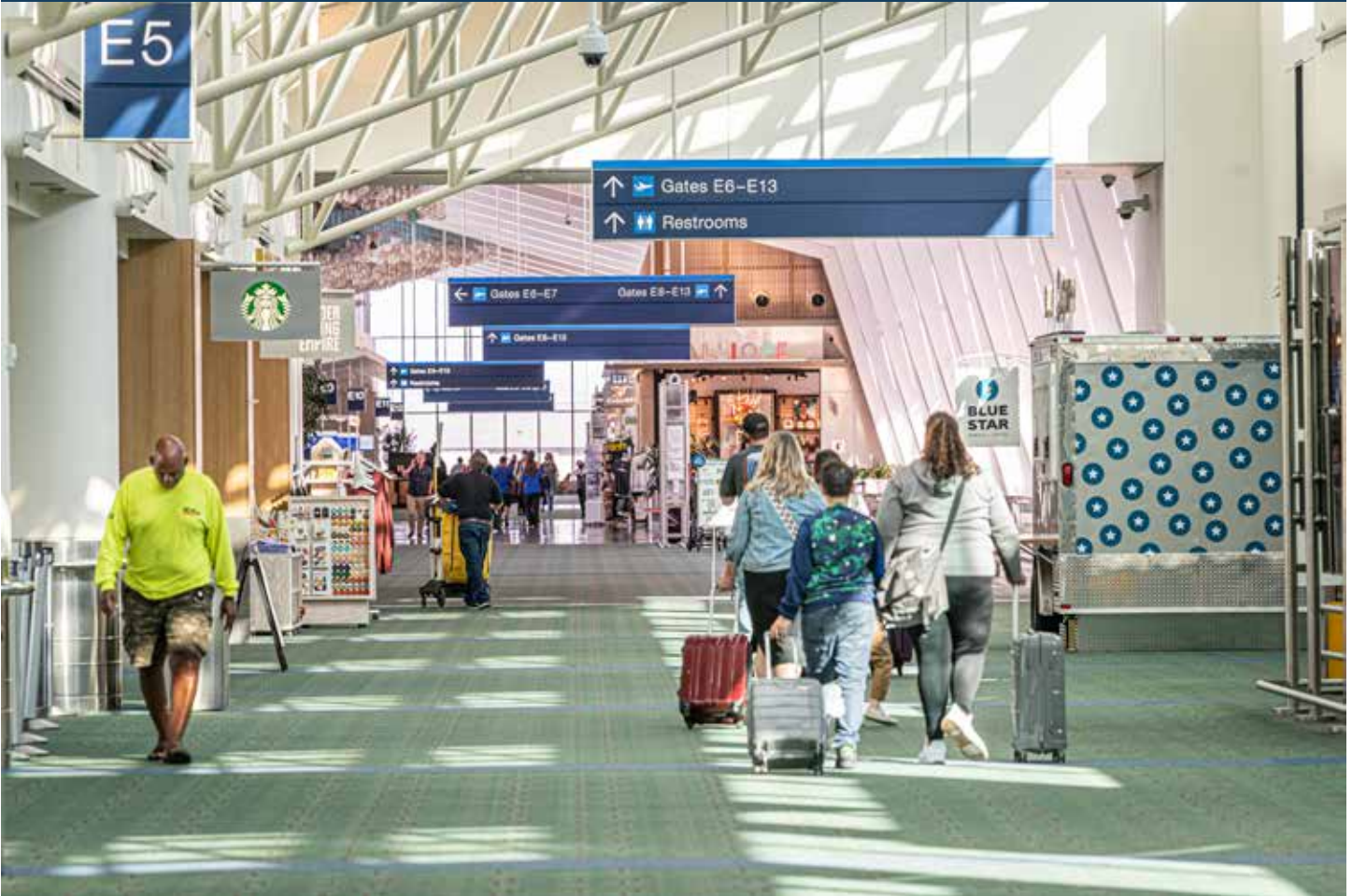
The airport has many stores. If you have some money, you can stop and buy something. Remember though, we might have to hurry to get to our plane!

Water Fountains



There are fountains all through the airport. If you are thirsty, check in with your group and then get a drink.

Bright Lights



Make sure you stay close to your group. The airport is very busy and bright. If bright lights bother you, you might consider bringing some sun glasses.

Security



To get on a plane you have to go through security. Stand in the security line until it is your turn to show them your ID and plane ticket. Some people have their plane ticket on their phone app.

Bins



After they have checked your ticket your bags have to go through the X-ray machine. Put your bags into the plastic bins along with your belt and anything in your pockets. Grown ups have to take off their shoes but kids can leave their shoes on.

Electronic Devices



Electronic devices can remain in your bags. This includes phones, iPads, laptops, and cameras.

Body Scanner



Watch the people in front of you to see what they do next. The security officer will motion you into the body scanning machine. Don't be nervous. Everybody goes through this machine!

Inside the Machine



Inside the machine, on the ground, are two footprints. Stand on the footprints and put your arms up like in the pictures. The machine will make a sound and then you can step out. They may want to pat you down or run little machine over you. Don't worry. Even the button on your pants can register on the machine.

Leave Security



Sometimes security will want to look in your bag. That's OK. When you are all done you can put your belt on, get your bags together and put your shoes back on.

Gates



This is the gate for E-5. Some gates are far away and you have to walk for a while.

Art



While you are walking you can look at the art. The airport has paintings, sculptures and even live music to entertain you.

It's fun to see the art at the airport. The art changes all the time, what you see may be different.

Moving Sidewalks



To help you move quickly there are moving sidewalks. Make sure you hold on to the railing. If you are standing, stand on the right. If you are walking, move on the left.

Bathrooms



There are bathrooms all through the airport. Look for the signs. Some bathrooms are for men, some for women, and some are for every gender.

At Your Gate



It looks like everybody made it to the gate on time. You can plug in your electronic devices and rest while you wait for your flight.

Announcement



Soon they will announce it is time to get on the plane. Wait until they call your group. You will have to show your boarding pass to the airline worker.

Boarding



Now it is time to board the plane! Keep your ticket. You have to show that to the flight attendant so they will know what seat is yours.

Enjoy Your Flight



We hope you have a wonderful trip!

Thank You



Thank you for flying from Portland
International Airport!

This guidebook was developed in close partnership with the Autism Society of Oregon, Port of Portland and Brett Bigham. We collectively see Portland International Airport is a microcosm of our community and region. We sincerely hope that it helps make your next visit through Portland International Airport more enjoyable.

Brett Bigham

Brett Bigham is the 2014 Oregon State Teacher of the Year. He has created a series of over 170 books to support travellers who are autistic. These 'Ability Guidebooks' are free online and support visitors in over 40 countries and are available in six languages. Brett is the co-editor of the NNSTOY Social Justice Book List and was named an Educator of Excellence by the National Education Association. Brett has been honored by the White House and the MUGU Foundation of India named Brett their Education Global Innovator in 2020 for his work supporting students in Southeast Asia. Brett is a special education teacher in Portland, Oregon.

The Autism Society of Oregon

The Autism Society of Oregon is a nonprofit organization providing services free of charge to Autistic individuals, their families, supporters, and professionals throughout Oregon. We serve all ages and all support needs. Our mission is to create connections, empowering everyone in the Autism and Autistic communities with the resources needed to live fully. We provide resources, education, policy advocacy, and supports. To contact us and for more information, please see our website at www.AutismSocietyOregon.org.