

Excerpt from:

To: Mark Reis, Managing Director
Aviation Division, Port of Seattle

From: All International carriers currently
operating at Seattle-Tacoma
International Airport*

* Full list on next page - this letter has been endorsed by our AAAC representatives or Head Office equivalents

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January 2014

Dear Mark

Writing on behalf of all international carriers at Sea-Tac, we would like to express our views on the current state of the operating environment in Seattle, and urge a re-focus from the Port of Seattle.

Over the past few years, there has been a severe deterioration in the quality and service provided to international airlines and our customers at Sea-Tac. This is being reflected in customer surveys and feedback. We would like to urge you and your team to address this situation as soon as possible.

Whilst we have witnessed an improvement in the facilities for domestic carriers, there has been no improvement on the international side. Please find below a breakdown of the different areas of concern as we see things:

South Satellite/FIS

We learned at a previous ISTAMA meeting that the full refurbishment of the South Satellite has been delayed until at least 2019, behind even the North Satellite. It is regrettable that the oldest and most run-down facility in the airport has dropped to the bottom of the priority list.

The facility is one of the oldest facilities in the airport. Whilst the Port of Seattle has invested to improve domestic parts of the airport (A concourse, North Satellite etc), there has been very little investment in the South Satellite. Due to the FIS facility being located here, international carriers are forced to arrive in this facility.

Signage is extremely poor in the FIS, the FIDS and paging system lags well behind competitors in YVR and SFO, and it gives customers a poor impression of the city of Seattle.

Recommendations:

- New gate podiums, new FIDS screens, better signage
- Improved lighting system and paging system to make the customer experience more pleasant
- In FIS, new FIDS screens on the baggage carousels. The current ones are unreliable and often break down