Minutes Exhibit B Port Commission Regular Meeting of March 22, 2016

The Value of the Corporate Traveler to SEA

March 22, 2016 Suzanne Fletcher-Juneau



Puget Sound Business Travel Association (PSBTA)

- The Puget Sound Business Travel Association (PSBTA) is the collective voice of business travel management in Western Washington, and a chapter of the Global Business Travel Association (GBTA). We are dedicated to enhancing the educational and professional advancement of the travel industry and our members.
- Our Membership... PSBTA members include 175 Washington business leaders who are responsible for supplying and purchasing travel related services. The annual travel expenditure of these companies exceeds \$1.8 billion dollars.





www.gbta.org





Impact of Business Travel

- GBTA Research Business Travel is vital to the economy
- Support for business travel issues = increased jobs and trade
- \$250 Billion U.S. spend
- 30 percent of all U.S. travel spend
- 8 million travel and tourism jobs
- 1 in 10 U.S. jobs supported by the Travel and Tourism industry







Role of the Corporate Travel Manager

- Negotiate corporate contracts

 Air, Car, Hotel, Ground, Card, Agency, Risk Mgt.
- Manage travel policy
- Assure traveler's safety, comfort and efficiency
- Manage corporate travel spend, typically the largest line item second only to payroll



COST OF DELAYS

Examples of delays and/or additional costs

- Arrival/Departure Congestion
- Connecting Flights
- Poor Ground Transportation Options
- TSA!!!!!



What Works Well at SEA

- Amenities offered
- Check-in process
- Lounge offerings
- All gates accessible past any security checkpoint
- Baggage delivery
- Rapidly increasing route network, especially International routes to Europe and Asia

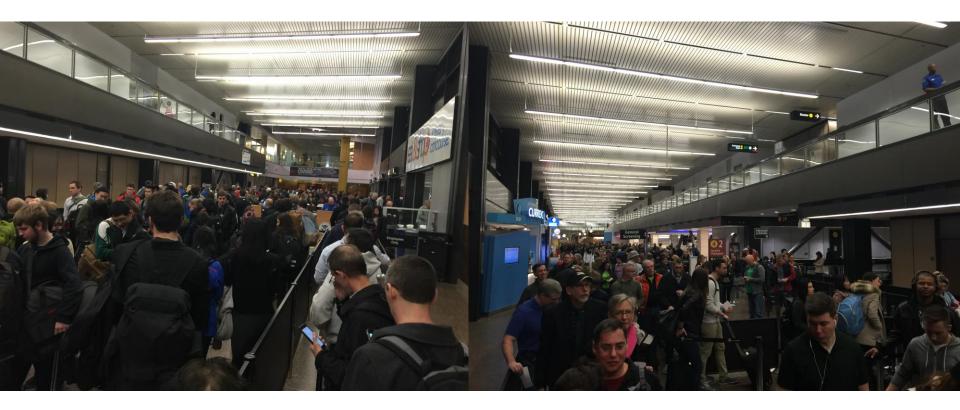


And Not So Well at SEA

- Security Lines and TSA Pre lines
- Transportation to/from Sea-Tac
- Physical airport infrastructure
- Changing gates (often different terminals)
- Fares (higher than SFO, LAX)
- 1970's Bunker, aka International Arrivals
- Signage limited languages
- Confusing shuttle service drop off and pick up



TSA – SEA Style





Value of the Corporate Traveler

Labor Force		
King County		1,600,000
Pierce County		390,246
Snohomish Country		395,317
Total		2,385,563
Estimated % that travel	25%	596,390
Estimated trips per year		5
Total trips		2,981,950



Impact of Inefficient Airport Facilities to Corporations

- Number of Trips
- Average Salary for King County area
- Average Hourly Wage

2,981,950 \$125,000 \$60/hour

- Sample: Company A
- 48,000 employees
- @ 20% traveling 5 trips per year @ \$60 per hour
- Every hour of delay cost Company A \$2,800,000/year



Impact of Inefficient Airport Facilities to Corporations (cont'd)

- Sample- Company B
- 88,000 employees
- @ 25% traveling 5 trips per year @ \$60 per hour
- Every hour of delay costs Company B \$6,600,000/year



What's on our minds?

- TSA screening improvements!
- Importance of route development
- Uber/Lyft current state
- International Arrival Facility upgrade
- Passenger Facility Charges (PFC)
- Enhanced WA Drivers License



Passenger Facility Charge

- FY 2017 US budget requests an increase in Passenger Facility Charges from \$4.50 to \$8.00
 - Corporate Travel Buyers are concerned not just about \$3.50 increase, but what's next and where and how are the funds being used
 - Impact to a Mid Size Corporate Travel Program
 - \$3.50 increase to 120,000 segments = \$378,000 increase



Real ID

- Washington State concerns
 - Is there a plan?



How do we compare to other West Coast options?

- SFO
 - Great route options, new facilities with multiple amenities, ground transportation options, airport train and BART
 - Multiple levels for checkpoint security less efficient
- SAN
 - Very user-friendly, convenient location, great signage
 - Limited international service
- LAX
 - More competitive fares and flight options
 - Challenging facility layout; increasing traffic congestion to and from airport



Future Ideas

- Improve ground service to and from SEA
 - Technology utilized to lessen vehicles in/out of airport
- Share our customers' needs for the new IAF and business travel at SEA
- Improve minimum connect time and enhance productivity of passengers in terminal



Thank You

- Voice of corporate traveler must be heard
- Think of us as your partner, not just your customer
- Thank you for listening

