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To: Seattle Port Commissioners:

1. Tom Albro
2. Stephanie Bowman
3. John Creighton
4. Fred Felleman
5. Courtney Gregoire

My wife and I travel a lot. Together we have millions of frequent flier miles and we are members in Trusted Traveler programs such as Clear and Global Entry, and I am an APEC cardholder.

We know airports. We spend a lot of time in them.

I'll start by saying that we hold the view that an airport is not a business and should not profit-maximize. An airport is a public service, and success should be measured by how well the flying public is served.

The Seattle Airport is notable for its particular indifference towards the flying public. With perhaps the most unpredictable security lines, signage which is sometimes missing, or even points in the wrong direction, electric outlets which are best described as "scarce", a light-rail station that isn't even on airport property, I tend to believe that airport priorities are not aligned with the flying public.

I am distressed at the prospect of Ivar's being evicted from the airport. Ivar's is as local as anything can be. They have good food, great personal service, and reasonable prices. They focus on what is important: service and quality over expensive signage. Most Ivar's staff will greet you by first name after just a few visits.

Seattle should particularly embrace Ivar's...more than any other business. Ivar Haglund probably shaped Seattle and its culture more than any other person. He is beloved by Seattleites. Ivar stood for diversity and equality before it was even a cause. He stood for individualism, civic pride, and enjoying life. Who he was is as aligned with who Seattle is as much today as he was 50 years ago.

In short, I feel Sea-Tac airport should keep and even expand Ivars. Why aren't they in the satellite terminals?

When we fly to Austin, the airport is filled with reminders that Austin is the live music capital of the world. Local eateries like Austin's own Amy's Ice cream are things to savor. In Chicago, the last reminder is a slice of Pizzeria Uno. I am not really pleased when the first thing I see upon arriving in Tokyo is a Starbucks.

I do not consider Qdoba, Wendy's, and Burger King to be features in an airport. Their service is industrial, they call you by a number, and their food is overpriced and of mediocre quality. While Anthony's is local, they are not family friendly with their sky-high prices.

In the bigger picture I would ask the Port Commissioners to put the flying public first in priorities. The airport is not a business, it is a public service.

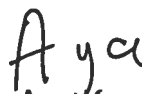
- Other airports have effective signage that is correct, readable, and where you need it.
- Other airports coordinate minute-by-minute passenger departure forecasts with TSA staffing so that there are minimal waits. (This is not rocket science.)
- Other airports do a better job of providing local ambiance, and local businesses like Ivars.
- In particular, Ivars should remain at the airport and even be expanded to the satellites.

Ivar's has quality food. They have great, personal service. Their prices are reasonable. And, they embody Seattle's diverse and delightful history.

Please don't evict Ivar's!



David Kovanen



Aya Kovanen

