



Your reference

Our reference/Date

Telephone ext.

13 July 2015

Ms Stephanie Bowman  
Co-President  
Port of Seattle Commission

Ms Courtney Gregoire  
Co-President  
Port of Seattle Commission

**Re: Proposed expanded International Arrivals Facility / SEA**

Thank you for your letter received 29 June 2015 regarding the collective concerns of the international carriers that were signatory to our letter of 24 April. We appreciate the response and attention this has received and welcome the increased focus on the proposed IAF Project from both the Port of Seattle Commission, and from the Sea-Tac executive staff.

We recognize that we are in a 90-day review period encompassing both the scope of the proposed IAF project and possible alternatives to that project. While taking both of these efforts forward simultaneously, we are appreciative of the commitments made by Sea-Tac administration to address the particular issues raised by the International Carriers related to the proposed IAF project, should that ultimately be the preferred option. In particular

- The commitment to make all Terminal A international wide-body gates common-use, with gating protocols that ensure that all scheduled international carriers have access to these gates;
- A commitment to bring forward investment in facility conditions in South Satellite.

In your letter you raised specific follow up questions which we will attempt to address:

Passenger Experience: For international carriers, passenger satisfaction is dependent on the following key facility impacts

Arrivals - Immediate access to gates, minimal queue times during the FIS process and APC units, ease of connections, prompt baggage delivery and minimal walking

Departures - Minimal TSA queue times, access to VIP lounge facilities, a quality concessions program, ease of making connections, minimal walking, clean and modern restrooms, and adequate hold-room seating

Passenger connection times: The proposed IAF plan as originally presented to International Carriers, had DL granted primary access to the A Terminal International gates. Our particular concern is that the majority of International to Domestic connections occur between the 'foreign-flag'

carriers to AS, yet this majority of passengers would have been subject to the lengthiest of transit distances – from South Satellite to North Terminal. We were simply looking for equity. The recent commitment by Sea-Tac to ensuring that all international wide-body gates will be common-use, with published gating protocols that ensure fair access to all international carriers, gives some comfort. We remain concerned about the incremental transit time required to cross the bridge and its impact on minimum-connect times. Target transfer times would be 90 minutes for International to Domestic, and 60 minutes for Domestic to International.

Access to Gates: As mentioned above,

- By classifying each wide-body international gate as Common-use, and equipping these gates solely with common-use equipment (not a hybrid of DL equipment and common-use as is done on some South Satellite gates),
- Gating protocols that allow fair access to all international carriers.
- Ensuring access to a Port VIP Club Lounge in proximity to both

Project Cost: Our involvement at other US airports is much the same as it is with Sea-Tac – carriers are engaged through a AAAC committee to provide input to the planning, design, funding, and use of the proposed facilities.

South Satellite: We appreciate the increased attention to improvements to this facility. We will be happy to engage with Sea-Tac on the carrier views on priorities and scope when an appropriate forum is arranged.

Again, we thank you for your involvement during the 90-day review period and look forward to a speedy resolution of the process, so that we can begin to address the overdue need for improvements in the International Arrivals Facilities at Sea-Tac.

Sincerely,



Ingrid Moeller  
Regional Director Operations  
& Airport Services  
USA West/ Canada  
Lufthansa German Airlines



Maria Haeckermann  
Station Manager Seattle  
Lufthansa German Airlines