



海南航空  
HAINAN AIRLINES

July 14, 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 @ SeaTac**

This is in response to your letter received June 29th regarding our concerns and those of the collective carriers that were signatory to the letter dated April 24th. 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 Hainan Airlines and the other 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 Hainan Airlines, passenger satisfaction is dependent on the following key facility impacts:

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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 the 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, including Hainan, to Alaska, yet this majority of passengers would have been subject to the lengthiest of transit distances – from the South Satellite to the 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 us 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: We are not involved with this type of situation at other U.S. airports.

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.

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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,

Joel M. Chusid  
Executive Director, US

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