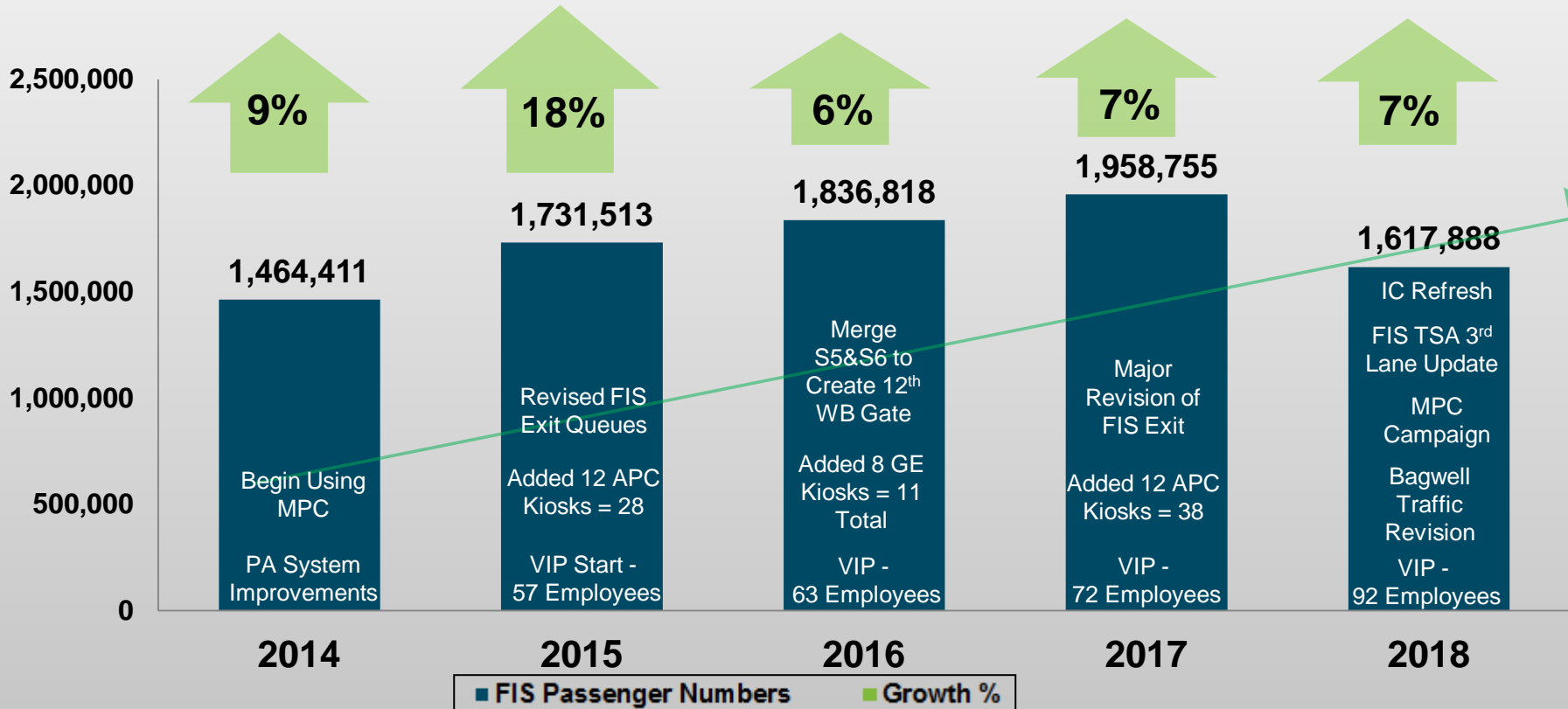


Item No. 8c supp

Meeting Date: November 13, 2018

Centralized International Support Service Contract Amendment

FIS Growth



Unprecedented Growth Continues

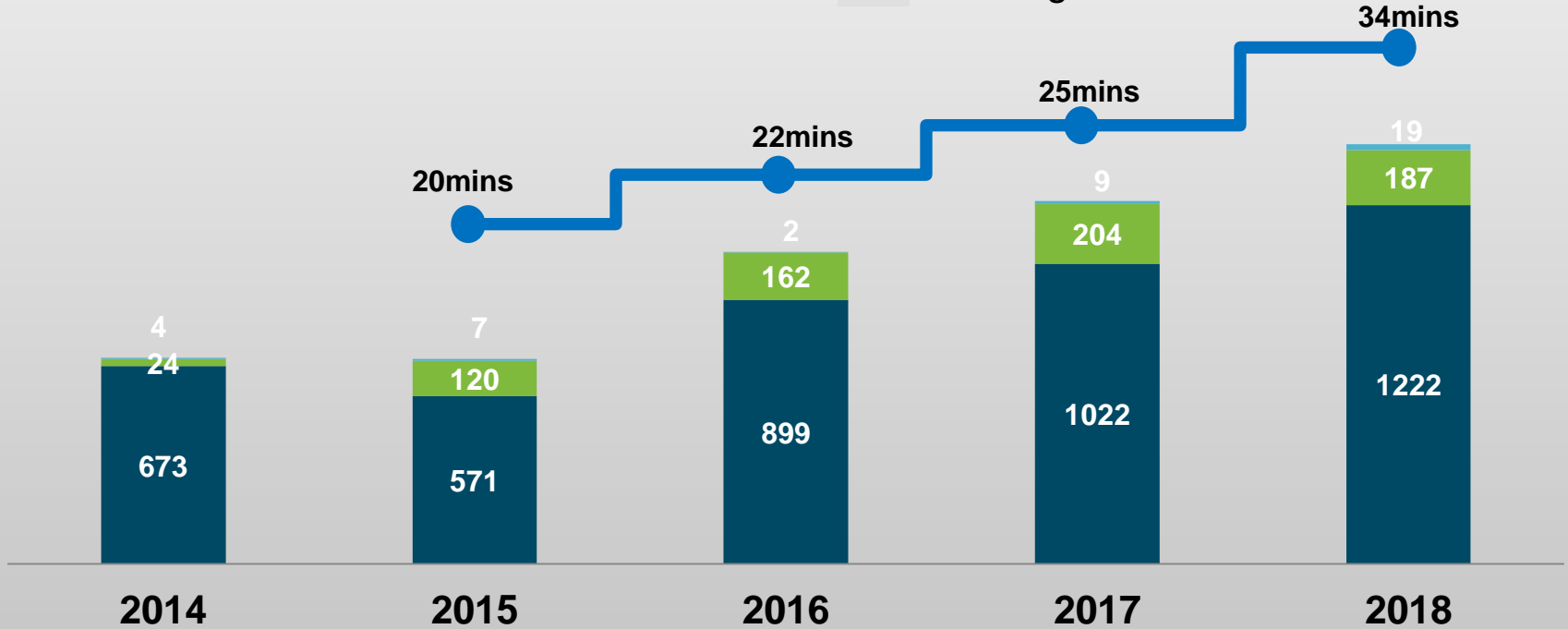
CISS Contract Costs

Year	Planned Contract Budget	Actual	Contract Balance (based on actual)
	Starting amount		\$8,690,168
2015	\$1,612,511	\$1,526,257	\$7,163,911
2016	\$1,612,511	\$2,174,008	\$4,989,903
2017	\$1,821,715	\$2,666,033	\$2,323,870
2018	\$1,821,715	\$2,592,000 (Forecast)	-\$268,130
2019	\$1,821,715	\$2,951,870 (Forecast)	-\$3,220,000 (amendment)
Total	\$8,690,168	\$11,910,168	

Commitment to Customer Service Requires Growth in Contracted Support Resources

FIS Holds

■ HIC ■ HFG ■ HOB —●— HIC Avg Wait Times



Peaking Airline Activity Results in Reduced Level of Service to SEA Guests

Past and Future

Past Lean Team Improvements

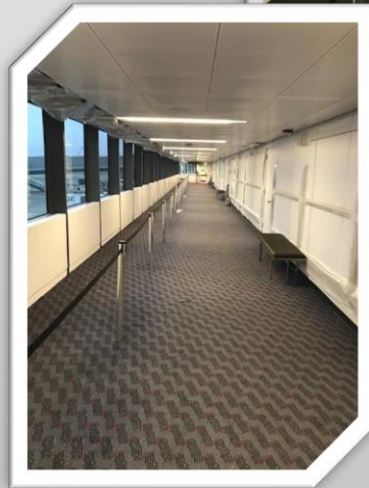
- Express Connect Program
- TSA 3rd Lane Upgrade
- Exit Podium/Queue Remodel
- MPC Signage/Enrollment

Passport Control Remodel

- Remove Booths/ Add APC
- Replace LED Screens
- Add GE Kiosks

Structural Improvements

- Replaced Walls at TSA
- Reclaim Room for Passenger Queuing
- Upgrade PA System



Future Lean Team Improvements

- Customer Service Focus
- Dynamic Signs
- FIDS Displays – Bagwell
- Simplified Wayfinding
- Biometrics Entry/Exit
- Carousel Assignments
- STS Train Outage Plans

Passport Control

- Upgrade CBP to Fiber Connection
- Remove Redundant CBP Screens
- Trial Passenger Queue Models

Signs

- Simplify All FIS Signs
- Remove Replace Old Signs

Continuous Improvement an Ongoing Customer Promise