

ATTACHMENT #4



May 27, 2015

Ms. Patty deLaBruere
Airport Manager
Juneau International Airport
1873 Shell Simmons Drive
Juneau, AK 99801

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JUN - 1 2015
Juneau International
Airport

Dear Patty,

On May 13th, J.D. Power and Associates ranked Alaska Airlines highest in airline customer satisfaction among traditional carriers for the 8th consecutive year. We are honored to win this prestigious award and extremely proud of our employees who made this happen.

The J.D. Power achievement recognizes the dedication and commitment of people working together to achieve something great. This includes not only Alaska employees, but also our airport partners.

As we look forward, our focus continues to be on the value proposition we provide our collective customer. We are excited to work with your leadership team to thoughtfully focus on the customer experience and drive purposeful investment that provides a high quality and affordable experience. This award is confirmation of the success we enjoy working together and the importance of your influence.

We truly appreciate your collaborative and business focused approach in working with the airlines and airport tenants. Your leadership and dedication to transparency and communication ensures a bright future for Juneau International Airport.

We are proud of our partnership and we thank you for all you do to help make our airline the best in the business!

With appreciation,

A blue ink signature of Karen A. Gruen, consisting of several loops and a long horizontal stroke.

Karen A. Gruen
Vice President, Corporate Real Estate
Alaska Airlines, Inc.

A blue ink signature of Kathy Smith, written in a cursive style.

Kathy Smith
Director, Airport Affairs
Alaska Airlines, Inc.