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September 1, 2005

To whom it may concern:

This letter is written at the request of Troy Wilkes, a customer of San Francisco International Airport (SFO), to verify that he has availed himself of SFO's facilities while using skates to facilitate his mobility throughout the Airport.

The protocol followed by Mr. Wilkes at SFO, to accommodate his use of skates, is for him to contact the Airport's Customer Service office in advance with his prescheduled flight arrangements requesting such accommodation. The on-duty Airport Managers and the Transportation Security Administration (TSA) Managers are then notified as to Mr. Wilkes' arrival at the Airport.

This simple accommodation has been successfully arranged for Mr. Wilkes a minimum of three times within the past two years. He has successfully navigated the Airport including airline-security checkpoints, operated by the TSA, while on skates with no disruption of normal Airport operations.

Please feel free to contact me with any questions.

Very truly yours,

[Redacted signature area]

Nancy Smetanka  
Manager Customer Service

[Redacted signature area]

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