AIRTIMES

A TED STEVENS ANCHORAGE INTERNATIONAL AIRPORT PUBLICATION

Ted Stevens Anchorage International Airport

Summer 2011

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HIGHLIGHTS:

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AIRPORT MANAGER'S CORNER

Summer officially starts next week with solstice and the tourist season is in full swing, cruise lines are bringing tourists in and out of the airport. With summer, comes our seasonal carriers, American, Frontier, Sun Country, and this year, Jet Blue. and our charter flights from Thomas Cook/Condor, Air Canada, JAL and also Edelweiss, this year.

Our construction projects are well underway. The 7R reconstruction and extension is on track as well as the A concourse ramp rehabilitation. With no significant terminal construction effort we continue to concentrate on operating more efficiently and more businesslike. If you see an opportunity for us to help provide a better, more efficient travel experience, please don't hesitate to let us know. Other projects that the airport is involved in include the West Anchorage District Plan, the Anchorage Title 21 rewrite and the recently concluded Kulis Land Reuse Plan.

We are looking forward to the challenges and opportunities of taking possession of the former Kulis Air National Guard Base and finding the best uses for the remaining facilities. It continues to be an exciting time at the airport as we deal with changing federal regulations, new opportunities, volatile fuel costs for the air carriers and a slowly recovering global economy.

Whether you live here or are just visiting, I hope you get an opportunity to enjoy this Alaskan Summer!

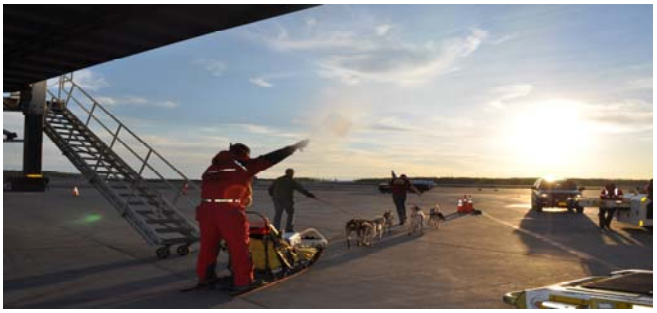
JETBLUE SERVICE BEGINS AT ANC

The long awaited jetBlue inaugural flight from Long Beach, CA to Anchorage, AK arrived on Monday, May 23, 2011. The inaugural flight event took place in the B Concourse with food, cake, and native dancers. The mouth watering food was catered by Chef Al, owner of Kincaid Bar and Grill. There was glacier ice from Blackstone Glacier on display.

Also, the critters from "Big Wild Life" were there to meet and greet the passengers of the flight.

Outside the festivities continued. After the plane landed the Airport Fire Fighters lined up next to a taxiway to give the new aircraft an impressive water salute.

As the aircraft taxied to the gate, Alaskan Musher G.B. Jones and his dog sled team circled the aircraft to welcome the aircraft. Later he brought up a couple of his future lead dogs, as well as a couple from his current team to greet everyone.



Afterwards, there were speeches from the Commissioner of DOT&PF Marc Luiken, Deputy Commissioner of Aviation Steve Hatter, Airport Manager John Parrott, Mayor Dan Sullivan, AEDC's Bill Popp, and jetBlue Representatives.

WELCOME JETBLUE!!!

PENAIR'S SPIRITS ARE SOARING

As the provider of many of the Medallion Foundation's procedures, safety policies are being implemented throughout the United States at many aviation facilities. PenAir has internally branded their central focus to be 'Safety through Compliance', according to PenAir President, Danny Seybert. This focus has empowered their employee group to achieve a greater understanding of the company's policies, assuring that all are being met.

"PenAir has a new and modern paint scheme with revitalized energy and enthusiasm. The Spirit of Alaska continues!"

This positive move has guided PenAir to a newer, fresher, streamlined look with a new attitude, energy and dedication. A new logo, complete with an all new paint job was unveiled at their company BBQ on April 29th. The unveiling was a complete surprise to many of the attendees. Seybert, commented, "It's a fresh, modern, executive look for PenAir. The combination of our new look as well as our continued focus on Safety has truly rejuvenated our employee group. We are excited in the direction we are headed!"

LAKE HOOD BANK STABILIZATION IN PROGRESS

Over several decades high winds created waves on Lakes Hood & Spenard strong enough to erode away shoreline and many slips. Along the east side of the North/South float takeoff channel several of the aircraft parking slips had eroded to the point the pilots had very little space to park their vehicle on the shoreline whenever they were flying. Granite Construction is the Airport's contractor that will recapture the eroded shoreline, create new parking slips with vinyl sheet pilings, a soft gravel landing/docking area, back filling eroded shoreline, and hydro-seeding the entire area. Granite believes all the Lake Hood and Lake Spenard (north shore) slips will be completed by the end of September 2011. Granite's contract also includes rebuilding slips on the north side of Lake Spenard.

Bag wall will be installed between sheet piles.

NEW FOOD AND SOUVENIERS

Cinnabon/Yogurtland are now Open!

The Ted Stevens Anchorage International Airport is please to offer visitors additional concepts for the sweet tooth. If you're looking for something health conscience, Yogurtland uses fat-free yogurt and many natural fruits toppings. The Cinnabon store is open 24/7 and the Yogurtland store is open from 10am to 10pm daily. Cinnabon's can be taken through security, however, the yogurt cannot.

Last Taste of Alaska:

The new AK & Co. Gourmet Market opened May 6th. This new store offers Alaskan made candies, sauces, jellies, packaged salmon, souvenirs and gifts of all kinds. This will provide travelers with a last chance to take home a piece of Alaska!

Need More Luggage?

Next door to AK& Co. there is a new Hudson News and Gift store called Travel+Leisure. This store features carry-on luggage for the whole family, from Disney® characters to leopard spots to even a simple basic black.

Need to Ship Some Seafood?

The Alaska Luggage and Seafood shipping service kiosk are open for business. They will sell and ship frozen seafood almost anywhere, offering shipping services via USPS, FedEx, and UPS. They are conveniently located across from the TSA Screening Check Point.

ALASKA
LUGGAGE & SEAFOOD SHIPPING

Pizza Anyone?

The Airport awarded the new landside food and beverage concession to the Great Alaska Pizza Company. Their plan is to offer a variety of pizza, breakfast, lunch and dinner menus. Not only will they have hot fresh pizza, but they will also offer prepared take-n-bake pizza and pizza kits for carry-out. This restaurant will fill the gap left of the closure of the old food court. They are anticipated to open by late summer or early fall this year.

GREAT ALASKA PIZZA Co.

North Terminal Lobby Make-Over

The North Terminal lobby is getting a new look! The old carpet and tile have been removed and the cement floor has been decoratively stained and polished. The design on the floor has been modeled after the South Terminal floor to resemble a flowing river. The old ticket counters have been removed and new counters have been installed. Once the TSA's screening equipment is removed, the lobby work will be completed. The international air carriers are going to be elated.

POLICE & FIRE CHIEF RETIRES AFTER 29 YEARS

On April 29, 2011 Lauri Burkmire, Chief of the Ted Stevens Anchorage International Airport (ANC) Police and Fire Department, retired after 29 years of service to the State of Alaska and to the traveling public at ANC.
Over that time span, Chief Burkmire held various positions within the Airport Police & Fire Department. For many years she served as the Security Coordinator for the Airport. She quickly rose through the ranks and was promoted to Chief of the Department in December 2004.

During her tenure as Chief, she is credited with modernizing the department's fleet of Aircraft Rescue and Firefighting (ARFF) vehicles. She was also responsible for spearheading the fire station's expansion and remodeling project, which was completed in the summer of 2010. Her valuable leadership in the constantly changing aviation security arena has been insurmountable. One of her achievements that she particularly took pride in was the establishment of the department's K-9 unit.

To celebrate her retirement and wish her a fond farewell, there was a BBQ held in her honor for all of her peers, family and friends to show their appreciation. She thanked all her employees, other airport departments, and the airport tenants for their support during her career.
As she departed the Police and Fire station for the last time in her outstanding career, the firefighters saluted Chief Burkmire with a "water arch" salute as she drove away.

ANNUAL LIVE FIRE TRAINING

On May 11th and 12th, airport firefighters conducted their annual "live fire" training. Federal Aviation Regulations requires all airport firefighters to participate in this type of training once every year. This training is conducted at the Airport's fire training area located on the south side of the airfield.

The training is conducted in a self-contained pit with simulated aircraft wreckage. Approximately 500 gallons of an aviation-type fuel is burned for each training fire. The Department conducted four training fires each day.

The training teaches firefighters valuable lessons in fire behavior, the application of extinguishing agents, firefighting tactics, firefighting operations, and incident command. Typically the whole department can be trained in a two-day period.

Another training session will be required again next week, when five new employees will participate in live fire exercises as part of their certification process.
This year's training session was planned and organized by the Department's training officer, Sergeant Jesse Davis.

TORCH RUN SPECIAL OLYMPICS

The Law Enforcement Torch Run for Special Olymics took place on May 21st. The 5K run started at West High School, winding through the local Turnagain neighborhood and back to West High. The Ted Stevens Anchorage International Airport Police & Fire runners, known as the "Airport Flyers" did a spectacular job of representing the airport and their department! They raised just under $900 for Special Olympics of Alaska. It was a great run for such a worthy cause.

Great Job, Team "Airport Flyers!"

As pictured from left to right (back row) are Officer McQullian, Officer Stone, and Sergeant Schulling.
In front are Rachel (McQuillin's sister in law), Katie (McQuillin's wife), Officer Hellrung, Officer Perry, Officer Sparrs and Officer-Miller.

INMOTION GETS HIGH HONORS– BY JEWEL MCCLAIN

As Manager of InMotion Entertainment at the Ted Stevens Anchorage International Airport (ANC), I am pleased to announce we were awarded two very high honors during the annual Managers Conference in Las Vegas, Nevada. This conference is where all of the store managers who are involved with Project Horizon Inc (i.e. InMotion Ent., Sound Balance, and BlackBerry By Wireless Giant) have an opportunity to participate in a week of training, trade shows, and sessions with business partners.

The store managers get to see what new products will be incorporating into our product line. Our company is the #1 specialty airport retailer in North America. We pride ourselves on being innovative, providing product knowledge, and the best shopping experience for our customers.

We were recognized as "Medium Store Of The Year for 2011" because of the great attitude, determination, and willingness of our employees to provide a one of a kind shopping experience for our patrons. We were also awarded the #1 UPT (Units Per Transaction) award. This means that when passengers are shopping with us, we are making sure that they leave our store having everything they need for a pleasant traveling experience.

When I became the store Manager at ANC five years ago, my goal was to make the airport a memorable experience for our passengers. Since then, our store has had three consecutive years of sales $1,000,000 or more. We will continue to raise the bar, providing great customer service and products to our passengers.

MAY 2011 CUSTOMER SERVICE AWARD WINNERS

The Customer Service Program awarded 3 winners for the month of May. They each received a certificate, an Outstanding Customer Service Award pin, free covered parking for the month of June in the South Terminal parking garage and monetary award.

CONGRATULATIONS WINNERS!!!

Haisini Fitiseman
Conoco Phillips/Shared Services

Collin Peirce
Continental Airlines

En En Illian
HMS Host Humpy's

ON A SIDE NOTE:

The Airport Customer Service Committee delivered 19 gift bags to the Airport Businesses that participate in the program year round. Gearing up for summer tourism, the committee wanted to remind everyone of the airport's commitment to excellent customer service.

A big **THANKS** to the following Airport businesses that support this program:
Alaska Airlines, Anchorage Convention & Visitors Bureau, Conoco Phillips/Shared Services, Continental Airlines, Delta Air Lines, Dollar/ Thrifty Rent-A-Car, Enterprise Rent-A-Car, Era Alaska, FedEx, Grant Aviation, HMS Host, Hudson News Group, InMotion Pictures, McDonalds, Peninsula Airways, Republic Parking Systems, Sourdough Mercantile and US Airways.