

AIRTIMES

A TED STEVENS ANCHORAGE INTERNATIONAL AIRPORT PUBLICATION



IN THIS ISSUE:

AIRPORT MANAGER'S MESSAGE

FACILITIES END OF SEASON REPORT

INFORMATION TECHNOLOGY

CONCESSION NEWS

UPCOMING EVENTS:

STAND DOWN FOR VETERANS 2012

8TH ANNUAL CUSTOMER SERVICE AWARDS

HOLIDAY MUSIC

HIGHLIGHTS:

WILDLIFE CONTROL AT ANC

2012 WRAPM CONFERENCE

AIRPORT MANAGER'S CORNER

Fall 2012



Indeed, fall is in the air, and the season is changing swiftly. It has been a busy summer season with local, domestic

and international travelers passing through the airport. As we reflect on the busy summer season coming to a close, we have had some exciting developments recently at the airport.

In August, Icelandair announced that they will begin seasonal service to ANC beginning May 15, 2013. The twice weekly, non-stop service between Reykjavik and Anchorage is great news for Alaska, as it extends our connectivity for tourism and trade in Europe.

In July, Northern Air Cargo (NAC) became the first tenant at Kulis Business Park, when they entered in to a lease agreement for aeronautical use of space at the former Air National Guard Base. Northern Aviation Service (a division of NAC) reconfigured a building, transforming it into a first class charter terminal.

Overall, Kulis Business Park represents tremendous potential: 129 acres of property, 230,000 square feet of building space, three C130 hangars, four office buildings, a large warehouse, 15 acres of aircraft parking apron, and three acres of vehicle parking are available.

The airport is continuing to accept lease applications for use of the facilities, and we encourage aeronautical and aeronautical support industries to submit applications.

Our list of summer projects is nearing completion, and all our departments, particularly field maintenance, are working hard getting ready for the upcoming season. Based on last year's record snowfall and the continued prevailing weather pattern, we are preparing for another snowy year. Our snow removal equipment has been serviced throughout the summer, and we are stockpiling supplies so that we are fully prepared for snow and ice removal, even on record-setting levels.

One last item I would like to discuss is the recent windstorms here in Anchorage. On Wednesday, September 19, 2012, several aircraft diverted to Fairbanks International due to wind shear. This event clearly demonstrated the collaboration between the different airports of the Alaska International Airport System and why having both airports as alternates for each other is important to provide the reliability that we need to be able to market to our customers.

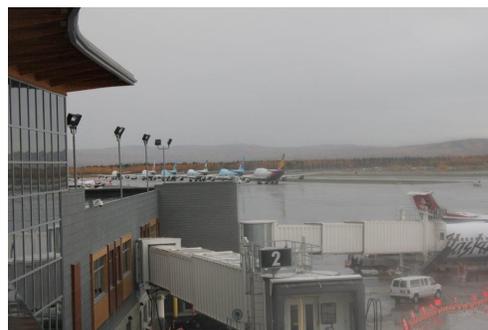
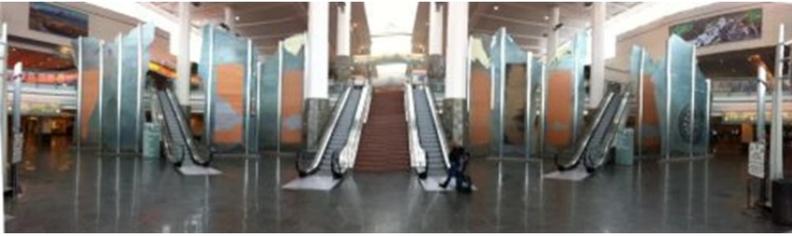


Photo courtesy of Fairbanks International Airport

FACILITIES END OF SEASON REPORT

You may have noticed a chill in the air. The days are getting shorter and there is yellow in the leaves. For the airport's Facilities Department, which oversees all the bag belts, infrastructure and maintenance of the airport public areas, this means another busy summer season coming to an end. This was a very successful season through our measurement: No reported flight delays or cancelled flights as a result of failure of airport-provided equipment.

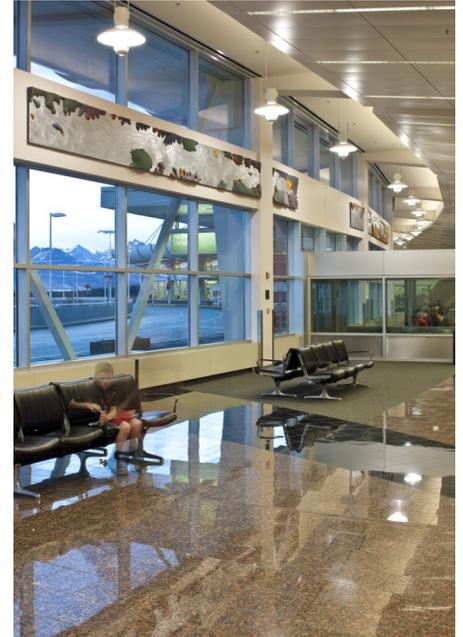
This is a true testament of the skills and efforts provided by maintenance personnel helping to ensure the safe and efficient flow of airport operations. The custodial staff has also performed superbly. With the added concessions and passenger travel this summer, they have managed to keep our facilities looking great.



The staff takes great pride in our facilities and understands that our airport is the gateway to Alaska for the majority of folks traveling in and out of Alaska.

Our terminals are where first impressions are formed about our great State and the people who live and work here. We will continue to do our part in making a great first impression for our State.

With the changing temperatures and shorter days, we are now switching gears from summer operations to winter operations. Boilers are being dusted off and prepared for winter and the chillers and air conditioners are getting prepared for their winter hiatus. We are looking forward to the new season and the challenges it will bring. Hard to believe the snow and our favorite holidays are just around the corner. — Article by Larry Swanson, Facilities Manager



INFORMATION TECHNOLOGY SECTION

Nearly every system at Ted Stevens Anchorage International Airport has a technology connection. The airport's Information Technology (IT) section is comprised of ten diverse IT professionals who are responsible for the development, maintenance, and security of the airport's computer and data communications. The IT section operates and supports the networked infrastructure for systems used by passengers, airlines, concessions, tenants, and government agencies.



The most publicly visible areas that IT is responsible for are flight departures/arrivals, gate locations, boarding times, baggage carousel information, and free internet for all passengers. Behind the scenes is a complex network of switches, servers, and systems that integrate with components as varied as the Flight and Bag Claim displays to those that manage and record access to secure areas, as well as recording radio and telephone traffic for the airport's Communications Center.

The IT section keeps the communication between the 40+ servers and their required tasks through maintenance and management of the network infrastructure. Over 130 switches comprise a network that allows communications for State of Alaska employees, airlines, and other agencies to communicate internally and externally as needed in a secure manner. Separation of communications allows the airport to run an integrated network infrastructure at a reduced cost, compared to having physically separated networks for each company or function in the airport.

On call 24/7/365, IT staff work in partnership with every other section of the airport to keep Alaska flying, thriving and providing the correct information to both workers and passengers. Through network maintenance, desktop support, server software upkeep, application support and development, the airport stays "online" and the passengers arrive "on-time". — Article by Marilyn Burdick, IT Manager

WILDLIFE CONTROL AT ANC

Moose and ducks and bears.... Oh no! Oh Yes! We have them all at the airport, and while most people who visit or live in Alaska hope to see wildlife, Ted Stevens Anchorage International Airport (ANC) is not where you want that to happen. Wildlife and airplanes don't mix. To mitigate wildlife hazards at ANC, Airport Operations cooperates under an agreement with USDA-Wildlife Services. Wildlife Services staff are on site 24 hours a day, 7 days a week, except in winter months when the need is less and their presence is cut back.



Bull Moose

Wildlife Services operate under very strict guidelines that are spelled out in permits issued by the State and Federal government, and the contract ANC has with them. In addition, weekly reports are maintained of daily activity to note trends, effective tactics and accountability.

Great Gray Owl



Habitat management is an important part of the job for Wildlife Services. This includes identifying the things that might attract wildlife, such as food, water, or cover. Mowing Gull Island or grassy areas adjacent to runways and taxiways helps to make ANC less attractive to wildlife. Eagle nest removal is allowed in accordance with the guidelines of a federal permit.

Standard deterrent methods include the use of pyrotechnics such as firing cracker shells, screamers and bangers which create loud, annoying noises in the hope the animal or birds will move on. The use of lasers, audio visual aids and even stuffed images of coyotes, owls or other predators that will scare off smaller wildlife can be effective.



Lynx

Fairly new to the team are the use of K-9s Harley and Sniper. Both are highly trained dogs that are out here to work. Their job can include nest searches, harassment of birds - as opposed to the use of pyrotechnics - and foreign object debris (FOD) retrieval. K-9s are able to add variety to the work of dispersing birds, and are very effective, as ducks do not like dogs!



Jason Kottsick with Sniper and Quinton Fiscus with Harley

This is called hazing. For instance an example would be a flock of ducks on the water at Lake Hood. The dogs are sent into the water to scare them off. The dogs do not attack the birds, they swim toward them in hopes the ducks get annoyed and find some other place to settle.

Along with ducks, ANC sees everything from raptors to the Savannah sparrow. All can be a problem if ingested into an airplane engine or as a strike to other parts of the aircraft. Wildlife Services has been capturing raptors, such as owls, hawks, and falcons in live traps. To date they have caught and relocated over a dozen raptors, and even more ducks, porcupines, dogs and cats!

As you can see the role of Wildlife Services is very important to this airport and the flying public. Their timely response may be for a stray dog, moose or even a bear that has inadvertently entered the airfield. The goal is to safely and efficiently handle the situation with as little loss to animal life as reasonably possible. Our hats are off to this great team and the work they do every day at ANC.

Public education is high on the 'to do' list. Some advice from Wildlife Services:

- * Dispose of trash properly as it attracts ravens and gulls as well as some of our 4 legged friends.
- * Don't feed the animals!!!
Human food is not good for them
Disrupts natural migration
Makes them less afraid of humans which increases encounters that can be dangerous
Creates abnormally high population of birds in one area which increases the spread of disease
- * Last but not least, when you see the Wildlife K-9 at ANC they are at work, not play. Because they may be in the water does not mean your pet, even a well trained hunting dog, is allowed in the water. These dogs are trained specifically for the job at hand and are permitted by regulation to work here.

Special thanks to Terry Smith and Marc Pratt with USDA Wildlife Services, for assisting with this article. Photos by Terri Tibbe and USDA.

LEASING NEWS

Lights, Camera, Action! Ted Stevens Anchorage International Airport supplied the set for another movie shoot! Several scenes from the film "Wildlike" were shot at the airport in the upper Concourse A area.

The film, a Frank Green production, also used the Alaska Aviation Museum at Lake Hood for a couple of scenes. The crew, director and producers were extremely grateful to the Airport and staff for making the shoot a great success and a wonderful experience! Thank you to all the airport staff that contributed time and energy to the success of the production.



InMotion opened a kiosk store in the A/B Ticketing area. Now Regional passengers and those who come early don't have to wait until they go through screening to purchase/rent movies and music equipment.



This summer, Hudson News and Gifts opened their new Euro Café store located in the car rental/railroad tunnel. Now rental car and train passengers won't have far to go for espresso, magazines and sandwiches.



The new Cinnabon concession opened in the Concourse B Hex area. This is a full service Cinnabon, including breakfast sandwiches, specialty drinks, and, of course, Cinnabons.

Next to the Cinnabon concession is the Alaska Doghaus, featuring several different types of gourmet hot dogs with a choice of many toppings.



Concourse C will welcome a new retail brewery and restaurant, Silver Gulch, scheduled to open mid November. Pizza, beer and many other foods will be available. You'll also be able to take your favorite beer to go in a growler or a six-pack.



COMMON USE PASSENGER PROCESSING SYSTEM (CUPPS)

It was a very successful year launching our Common Use Passenger Processing System (CUPPS) with AirIT as our provider.



The CUPPS system allows multiple airlines to use the same ticket counters and gate check-in without providing their own proprietary equipment.

Many thanks to Anne Stillings and her commitment, time and energy to make sure all tenants were completely satisfied and had all the support they needed any time, day or night!



FAREWELL TO SUMMER SEASONAL PASSENGER FLIGHTS

The 2012 Summer Season kicked off on May 5 with the first scheduled passenger flight from Condor with service between Frankfurt, Germany and Anchorage.

Anchorage also welcomed returning charter passenger flights with Korean Airlines, Japan Airlines, and scheduled passenger flights from Air Canada, American Airlines, Frontier Airlines, jetBlue, Sun Country, and new comer Yakutia Airlines, which offered service between Anchorage and Eastern Russia. The last of the Summer 2012 flights depart Anchorage on October 12 when Condor leaves Anchorage.



It has been an exciting summer with the opportunity for Ted Stevens Anchorage International Airport to welcome travelers from all over the world and we are looking forward to even a busier summer season next year!

LEASING CONFERENCE

The Alaska International Airport System (AIAS) was the proud sponsor of the 23rd Annual Western Region Airport Property Managers (WRAPm) Conference in Anchorage. WRAPm is a unique working group dedicated to sharing information, policies, and ideas related to airport property management. The members utilize an e-mail information exchange throughout the year to problem solve the ever changing port authority, city, state, and federal requirements for aviation property management, and meet annually to discuss airport property management face-to-face.

This year, 55 members from seven states attended the conference, which was held July 22-25, 2012 at the Hotel Captain Cook in downtown Anchorage. The conference included guest speakers, open forum discussions of current issues facing Airport Property Managers, and tours of Lake Hood Seaplane Base and the Girdwood Airport.

Each year the conference is hosted by a different state. WRAPm members are asked by the hosting state what challenges they would like to focus on during the conference. Participants at this year's conference were particularly interested in discussing how Alaska manages so many different types of airports. Participants were curious about the challenges offered by the variety of airports in Alaska, as well as the issues that the geographic size of the state present in property management.

In order to address these questions, the 2012 conference committee members partnered with airports throughout Alaska to bring guest speakers as subject matter experts from around the state. They were able to offer an incredible visual tour of the rural areas, cities, and boroughs. These experts and their presentations enhanced the WRAPm members' understanding of the unique nature of Alaska's airports and the property management issues that they face.

Other projects that were of interest to WRAPm conference attendees focused on Ted Stevens Anchorage International Airport (ANC): the consolidated Rental Car Facility and the incorporation of local concepts in the concessions program.

Guest speakers John Steiner, former in-house counsel to ANC, and Mark Pfeffer, of Pfeffer Development, LLC, gave a comprehensive presentation regarding the conceptualization, building and completion of the consolidated Rental Car Facility at ANC. The conceptual template that was used at ANC to build the consolidated Rental Car Facility is similar to that being used for current projects such as the SeaTac Rental Car Facility and the rental car facility at Austin-Bergstrom International Airport.

Javier Robinson, Concessions Manager at ANC, provided a dynamic presentation regarding the retail and concessions program at the airport. He explained that the focus shifted to include more Alaskan products after the South Terminal renovation and construction was completed. This focus on local items was risky considering the economic climate, however the result has been an increase in retail sales at the airport. Currently, ANC ranks among the top 5 airports nationwide in sales per enplaned passenger according to Airport Revenue News.



Photo by Javier Robinson, ANC



The Alaskan concept works well and dovetails the retail and dining offerings with the art exhibits, Native art galleries, Alaska Sports Hall of Fame, and open-air architecture of our terminal building. Truly, once at ANC, there is no doubt that you have arrived in "The Great Land".

The conference was organized and conducted by committee members from Fairbanks, Anchorage, Statewide Aviation and the Juneau Airport. This group teamed together to create a robust set of topics and speakers, and the conference was deemed a great success.

— Article by Gail Johnson, Leasing Specialist

ANCHORAGE POLICE AND FIRE DEPARTMENT

Approximately \$3,600 was received by the Anchorage Airport Police and Fire Department during the 2012 Fill the Boot campaign for the Muscular Dystrophy Association.

Eight officers were stationed at the corner of International Airport Road and Postmark Drive from 3 p.m. until 6 p.m. on August 31, 2012.



The funds were pooled with those received by the Anchorage Fire Department, Joint Base Elmendorf/Richardson Firefighters, and other area firefighters, for a grand total of \$97,000.

“This is a great community event,” stated Deputy Chief Dave Schulling, of the Anchorage Airport Police and Fire Department. “We appreciate the opportunity to join with other emergency response professionals in reaching out to the citizens of Anchorage to support this worthy cause. We are proud to be part of such a great fundraising effort for MDA!” — Article and Photo by Dave Schulling

EVENTS

Mark your calendar:

2012 Stand Down for Veterans will be held at the North Terminal on **Friday, October 26, 2012** from 8:30 a.m. to 4:30 p.m.. This event features health checks, hair cuts, hot meals and other assistance to Veterans in Need in our community.

The **8th Annual Customer Service Ceremony** will be held in the South Terminal, across from TSA screening on **Thursday, October 25, 2012** from 3 p.m. to 4:30 p.m. This event honors employees of airport concessions, businesses and services for above and beyond customer service in the last year. For more information on the event, please contact Sherry Cole at 266-2526.

Ted Stevens Anchorage International Airport will host live music performed by area amateur musicians and music students to entertain our holiday travelers from November 25-December 24, 2012. Performances will be located in the South Terminal, across from TSA screening. For more information, please contact Margaret Tyler at 266-2694.

Thank You! To everyone who participated in and attended the 2012 Health Fair, which was held **Thursday, September 27, 2012** in the South Terminal.

The Airport Operations Council co-sponsored the event, and HMS donated food and beverage for volunteers who worked on behalf of the Alaska Health Fair, Inc. Special thanks also to the airport's facilities section and to landside operations. Thank you all for your help in making this event a success every year!

Stay up to date on Airport Projects:
Part 150 Noise Study project website:
<http://anc150study.com/>

Coming soon!
Master Plan project website
www.ancmasterplan.com



Friday, October 26, 2012

8:30 a.m. to 4:30 p.m.

WHAT: A program to provide **VETERANS IN NEED** with all types of assistance including but not limited to; medical screening, legal assistance, housing assistance, and employment assistance.

WHERE: North Terminal, Ted Stevens International Airport

TRANSPORTATION: Free transportation will be provided by People Mover for Veterans with VA Identification Card to the Rally Points or to the North Terminal (Bus #7A).

OPENING CEREMONY: 11 a.m. **LUNCH:** 11:30 a.m. to 1:00 p.m.

RALLY POINTS - Shuttles provided courtesy of Princess Cruises

SHUTTLE #1 NORTHWAY MALL TO AIRPORT NORTH TERMINAL: Parking Lot of Northway Mall – West side of Carrs (side nearest street of Airport Heights). Look for **Princess Cruise Tour Bus**.

Pick-ups will occur at 8:00 a.m., 9:00 a.m., 10:00 a.m., 11:00 a.m., 1:00 p.m., 2:00 p.m., Last Pick-up is 3:00 p.m.

Returns will leave the North Terminal back to the Northway Mall at 8:30 a.m., 9:30 a.m., 10:30 a.m., 11:30 a.m.; 1:30 p.m., 2:30 p.m., 3:30 p.m., and 4:30 p.m.

SHUTTLE #2 VA DOMICILIARY, 3001 C STREET TO AIRPORT NORTH TERMINAL. Look for **Princess Cruise Tour Bus** on the south side of Domiciliary.

Pick-ups will occur at 8:30 a.m., 9:30 a.m., 10:30 a.m., 11:30 a.m., 1:30 p.m., 2:30 p.m., Last Pick-up is 3:30 p.m.

Returns will leave the North Terminal back to the Domiciliary at 9 a.m., 10 a.m., 11 a.m., 1p.m.; 2 p.m., 3 p.m., and 4 p.m.

To Volunteer:

Judy Thompson, VA Voluntary Services 257-5474

To be a Social Service Provider:

Shawn Duthie, HUD 677-9877

General Questions:

VA Homeless Services 273-4050

VA Public Affairs – 257-5490

Monetary Donations:

Stand Down, P.O. Box 92135, Anchorage, AK 99509

STAND DOWN IS A DRUG & ALCOHOL FREE EVENT!!