Ted Stevens Anchorage International Airport

Airtimes

A publication of Alaska's Ted Stevens Anchorage International Airport

Winter 2006/2007

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The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

Our mission: To provide for the movement of people and goods, and the delivery of state services.

HMSHost

Offering Great Choices and Excellent Customer Service

Today's sophisticated travelers want choices. They frequently spend up to 2 hours at an airport and that time is often filled with eating or drinking! The Anchorage Airport worked closely with HMSHost to determine the best selection of restaurants to meet the needs of all passengers, resulting in the many choices available at the Airport such as Starbuck's, Quiznos, Burger King and Chili's. Choices are just part of a happy traveler's expectations – they also want good customer service. And when it comes to excellent customer service you need not look any farther than HMSHost General Manager, Sherri Fessenden.

Sherri Fessenden
HMSHost General Manager

Sherri has worked for HMSHost since 1990 and is responsible for all Airport food and beverage (F&B) outlets, P & L/budget, a staff of 9 managers and 170 employees. It's a 24 hours-a-day/365 days-a-year operation. Some days Sherri arrives at 5am and other days she's at the Airport after midnight.

In addition to the challenges of running round-the-clock restaurants, the Airport frequently calls upon Sherri to assist with receptions for visiting VIP and "Heads of State." When asked to provide refreshments for a visiting Ambassador from the P.R.C., Sherri discovered a Chinese bakery in Anchorage and had authentic pastries and tea available. It made quite an impression on them. Sherri feels, "It's important to the Airport, as well as a reflection on our community, how well our guests are treated when visiting or traveling through the Airport."

One of the challenges prevalent in the F & B business is staffing. And although there are some things that you can't control there are those that you can influence. Sherri served on a task force with Anchorage Assembly members and other public transportation proponents to bring bus service (People Mover) to the Airport. For years the bus had stopped at the corner of Jewel Lake and International Road and the task force was able to obtain funding to have full route service to the front door of the Airport. This not only was good for travelers but was critical to her staff's transportation needs.

HMSHost was one of the first airport tenants to sign-up when the Airport introduced a Customer Service Program, and Sherri quickly stepped up as treasurer of the program. She said, "I've been a part of this program since its inception and recognized that in addition to being great for the traveling public it is also good for the tenants. It has brought all of us together." HMSHost is also a generous Airport partner with other events, frequently providing food and beverages for employee gatherings or special events such as the emergency exercise and airport clean-up program.

Airport Director, Morton V. Plumb Jr. says, "Sherri is a tremendous asset to HMSHost and the Airport. Her enthusiasm, energy and dedication to customer service makes the Airport a better place to visit and work."

HMSHost is a recognized leader in retail, food and beverage concessions. They've been in business for more than 100 years and today operate in more than 90 airport locations around the world. HMSHost has had the exclusive contract for food and beverage outlets at the Anchorage Airport for over 30 years.

Director's Corner:

The Holiday season is upon us and we are all busy preparing for this time of year. Passenger flights are full and cargo shipments now include holiday items. The Airport will once again serve as the perfect venue for holiday greetings and this month we will see many performances from elementary, middle and high school students. The performances will take place in the baggage atrium area and will delight passengers of all ages as they travel through the Airport.

The New Year is already looking bright. UPS recently announced that Anchorage will be a new domicile for 80, MD-11 pilots. This is great news for the industry and will result in more development and new jobs for Anchorage and the state of Alaska. The Airport team has worked closely with the private sector to ensure that the Airport meets the needs for cargo development and I predict there will be more good news announcements in the future and this is good for development and jobs in Alaska.

ANC is a busy airport and a major contributor to the local economy. In 2005, more than 5 million passengers passed through the Anchorage airport. And on a weekly basis, more than 650 wide-body cargo flights land here making ANC the number one airport in the U.S. for landed weight of cargo aircraft. The Anchorage Airport generates 15,776 jobs – that's one in nine jobs in Anchorage.

All of us at the Ted Stevens Anchorage International Airport wish you a Happy and Safe holiday season and I hope the New Year holds good news for you too!

Best Regards,

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Meet Cary Webb Airport Operations Officer

A day in the life of an Airport Operations Officer includes a wide variety of responsibilities, from responding to aircraft emergencies to inspecting runways and taxiways for hazardous conditions that sometimes includes chasing wildlife off of a runway. These officers serve as airport managers and are the "eyes and ears" of the Airport to help ensure that it is safe at all times. "It's a huge responsibility, I take my job seriously, and I come to work mentally prepared and ready to respond to any situation," says Cary.

Cary Webb started his career at the Airport in 1992 as an Airport Police/Fire Dispatcher. During this time, the Airport was looking into creating an operations section. Many airports in the states had operations centers and ANC had been evaluating the idea. When it was finally approved Cary applied and was hired as one of the first Airport Operation Officer's in 1993. In fact, today, he is the "Senior" Airport Operations Officer.

Cary says, "Working in Airport Operations opened the door of opportunity to learn more about the Airport. I've enjoyed working with my peers, the mobility of the job and meeting people from various walks of life, including members of local, national and international governments. It's been a very good experience." Airport Operations Manager, Jim Iaguilli had this to say of him, "Cary is the ranking member of the operations team. He epitomizes professionalism in every aspect of his job and serves with distinction as the Director's night representative. He is a true gentleman and a pleasure to be associated with."

In 1983, Cary, his wife and two small children moved from Germany to Alaska when he transferred to Elmendorf AFB. After 20 years with the United States Air Force he retired and they chose to make Anchorage their home. Before retirement he received his FAA Aircraft Dispatcher license with the intent of going to work for a major airline. In fact, he worked briefly at Delta Air Lines before starting with the Airport in 1992. He obtained his AAS degree in Human Services while attending the University of Alaska Anchorage (UAA) and has plans to further his education.

Cary and his wife Viron now have a daughter, two sons, a 2-year-old grandson and have been loving, foster parents to a 13-year-old Alaska native girl with mental and physical disabilities for the past seven years. Cary says, "My family is very important to me and they are a major joy and inspiration in my life." He also serves as a board member of his local church council and his neighborhood homeowners association.

Lake Hood Manager Andy Hutzel standing next to the FAA Weather Cam Kiosk.

FAA Weather Cam Kiosk

The Federal Aviation Administration Alaskan Region has placed a Weather Cam Kiosk in the "Pilot Shack" at Lake Hood as part of a demonstration project. The intent is to provide access to important weather information and allow pilots to view Web camera pictures of various Alaskan mountain passes just before taking off from Lake Hood Seaplane Base. The Weather Cam Kiosk is scheduled to run through August 30, 2007 and will then be evaluated for continuation and/or further deployment. Lake Hood Manager Andy Hutzel is very pleased that Lake Hood was selected as the test site and said, "This kiosk will contribute greatly to aviation safety."

Traveling over the Holidays

If you're planning to travel over the holidays this year, or your family and friends are traveling to visit you, here are some reminders and tips:

- **Arrive Early** – It's a busy time of year.
- **Holiday Gifts** – If you are planning to carry-on any gifts, make sure that they are unwrapped.
- **311** – TSA has rules on liquids and gels, remember these numbers **3-1-1**. **3** ounces or less size containers for liquids and gels packed in a **1**-quart size clear plastic zip-lock bag and only **1** bag per traveler.
- **New Passport Requirements** – Effective January 23, 2007, all persons, including U.S. citizens, traveling by air between U.S. and Canada, Mexico, Central and South America, the Caribbean and Bermuda will be required to present a valid passport, Air NEXUS card, or U.S. Coast Guard Merchant Mariner Document.
- **www.AnchorageAirport.com** – Look up your flight on the Airport's Website for arrival and departure information.

Safety Award Presentation

On September 22, 2006, Ted Stevens Anchorage International Airport presented four ANC employees with Safety Incentive Awards for their outstanding safety performance. Dan Hartman, Manager of ANC Field Maintenance said, "These four employees are receiving the Safety Incentive Award for excellent safety records. They have not had any accidents or injuries, nor has there been any damage to equipment. They set a good example for all of us."

Left to right: Dan Hartman, Robert McEwen, Wade George, Charles Clyburn, Dean Powell and Local 71 Representative Dale Johnson.

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What's New at ANC:
2008 Master Plan

Ted Stevens Anchorage International Airport (ANC) is working on a new Master Plan, a document originally written back in 1971. Since then there have been four updates, the most recent in 2002. This Master Plan will reflect industry changes, growth and operating priorities that have taken place, and will provide a road map so that we may more accurately assess our operational needs. This will be done in two phases. The first phase of the Master Plan started this fall and will be completed in summer 2007. The longer, second phase focuses on environmental and funding documentation for the FAA on long-range Airport projects. ANC must be prepared for future development including larger aircraft, facilities, and maximum utilization of runways.

Tell us your thoughts about Airport improvements. Contact us by mail, fax, phone or email. Knowing your concerns will help us to improve your airport and serve you better. Contact Project Manager,
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