

Fall 2016

Elevations



Happy holidays from the Salt Lake City Department of Airports. Wishing you a year of safe and memorable travel.

SLC TSA Named Airport of the Year

SLC Airport's TSA has been recognized with the "Airport of the Year" award. The award recognizes airports that exhibit exceptional internal and external customer service, including courtesy and attention to detail with respect to passengers, customers and stakeholders. The award recognizes the seamless execution of

exemplary customer service, while maintaining the highest level of airport security. In addition, airports receiving this award have established a record of customer confidence and satisfaction through proactive and vigilant efforts to protect and serve the traveling public.

SLC Ranks High in National Surveys

The SLC International Airport continues to receive high marks on everything from on-time departures/arrivals and friendly staff to ease of access. Here are some recent rankings:

TOP FIVE

- ✈ Trip Advisor's 2016 Traveler's Choice Favorite awards listed SLC in the top five U.S. Airports. Travelers raved about the beautiful mountain views, easy navigation and friendly airport staff.

FOURTH BEST

- ✈ *The Points Guy* named SLC Airport as the fourth best in the U.S. The ranking was based on accessibility, amenities and timeliness. In addition, SLC tied with Honolulu for the best on-time records with fewest delays and SLC took top honors for the lowest percentage of flight cancellations.

FIRST

- ✈ AirportXP ranked SLC Airport number one in the nation for easy parking and terminal access. The ranking is in the large-hub category and is based on more than 540,000 traveler responses.

Maureen Riley Named Top Woman in Airports

Congratulations to SLC Airport Executive Director Maureen Riley on being named one of the Top Women in Airports by *Centerlines* magazine. To read more, go to www.nextbook.com/naylor/ACIQ/ACIB0216/index.php#/20





Cranes and crews worked over the summer to install 7,640 underground stone columns.



Construction crews work to drive the first steel pile in what will be the baggage processing tunnel.

SLC Airport Completes Another Milestone in Rebuild

Salt Lake City International Airport (SLC) reached a major milestone in the Airport rebuild program in October when the final stone columns were installed. About 7,640 stone columns have been driven into the ground for seismic stability. Each stone column is 3 ft. wide

by 40 ft. deep. Construction crews have now begun to "drive pile." Steel piles will hold the structure on which the new terminal and concourse are being built. To see a description of stone column installation go to, www.youtube.com/user/slcIntlAirport

Northwest Chapter AAAE Elects SLC Airport Director as President

Pete Higgins, A.A.E., Director of Operations at the Salt Lake City Department of Airports, has been elected as President of the Northwest Chapter of the American Association of Airport Executives (AAAE) for 2016-2017. Founded in 1971, NWAAGE is an

affiliate of AAAE the world's largest professional organization representing those who work at public-use commercial and general aviation airports. Higgins has worked at SLC for more than 15 years.



Delta Announces Baggage Tracking Technology

Delta has deployed Radio Frequency Identification (RFID) baggage tracking technology—a first for a U.S. carrier—to provide customers with improved real-time tracking of luggage throughout their travel experience. Delta is preparing for the new technology to come online at SLC soon.

This move marks a historic shift for Delta and the 120 million bags it handles annually. RFID replaces barcode hand scanning – the industry standard since the early '90s. With this new technology, scanners use radio waves to capture highly accurate and consistent data stored on an RFID chip embedded in the luggage tag, driving superior tracking and increased transparency.

With RFID, customers will see their bags on and off the aircraft during their journey via push notifications to the Fly Delta mobile app.



New Air Service Comes to SLC

Delta Air Lines and Southwest Airlines recently announced new air service from SLC to destinations in California and Florida.

In November, Southwest began flying from SLC to San Jose. Then in December, Delta initiated service from SLC to Miami. In addition, on Dec. 17, SkyWest begins one daily flight from SLC to Aspen. On March 9, Southwest begins new service from SLC to Burbank and Sacramento.

During a recent visit to SLC, Delta Air Lines CEO Ed Bastian noted that adding more international destinations may also be in SLC's future, including Latin America.