

Utah Transit Authority *Opens* the Airport TRAX Line

Alaska Airlines *Starts Seattle* Service

Alaska Airlines started twice-daily service between Seattle and Salt Lake City on April 4. The flights will be operated using Boeing 737 Next Generation aircraft with morning and afternoon departures.

“Our customers have lobbied us to serve this popular route for more than a decade,” said Andrew Harrison, Alaska Airlines’ Vice President of Planning and Revenue Management. “These conveniently timed, daily nonstop flights between Salt Lake City and Seattle provide leisure travelers access to excellent outdoor recreational options as well as easy connections to destinations through Salt Lake City on our partner Delta Air Lines.”

“We are delighted to have Alaska Airlines serve Salt Lake City,” said Maureen Riley, Executive Director of the Salt Lake City Department of Airports, “This new service offers travelers additional routing possibilities and enhances customer service at Salt Lake City International Airport. We look forward to them growing their operation in this market.” For more information visit: www.alaskaair.com or call Alaska Airlines reservations at (800) 252-7522.

*Maureen Riley,
Executive Director
of the Salt Lake
City Department
of Airports, joins
airline representa-
tives and Alaska
Airlines’ passenger
to cut the ribbon
at the inaugural
flight celebration.*



The Airport TRAX Line is six-miles long and extends Salt Lake City’s light rail system from the Arena Station at 400 West South Temple to North Temple and the Salt Lake City International Airport.

There are six stops on the Airport TRAX line: the Arena stop, stops at 500 West, 800 West, 1100 West, 1950 West and the Airport Station.

For a schedule and fare information visit: www.rideuta.com or call (888) UTA-RAIL.

Mobile Website Launched

The Salt Lake City Department of Airports recently introduced a mobile web site to streamline access to airport information.

Users of mobile devices can log into: <http://www.slcairport.com> to get instant details on parking, ground transportation, dining and shopping options, airline and flight information, customer assistance options, and visitor information. Airport maps are also available.

The site will provide a quick alert link in the event of weather delays or emergencies along with a link to Airport twitter messages. The site icon can be set to home screens as an app.

This tool provides users with quick access to basic information when the full website isn’t required.



Skytrax names SLC International Airport

Among Best Airports in the World

In an annual survey conducted by Skytrax consultants, Salt Lake City International Airport was ranked number 94 in the top 100 of the world's best airports. Only fifteen US airports were named in the top 100 and only 4 were named in the top fifty. Survey data was gathered from worldwide frequent travelers.



Airport Employee Recognition

“We are keenly aware of the important contributions our 500 employees make daily to the success of the Salt Lake City Department of Airports”, comments Maureen Riley, Executive Director, “We have diligently created a program that rewards their extraordinary efforts.”

In 2012, peers and supervisors nominated 330 employees for acts of heroism, consistently exceeding job expectations, contributions to quality improvement, customer service, innovations or savings, safety or security, and teamwork.

The program is structured to award submissions on three levels of merit. On a monthly basis, each person nominated is entered into a drawing and one winner from each category receives a \$25.00 gift card as a Level One award.

In the next step, the Department of Airports' Employee Council evaluates the submissions and makes recommendations for Level Two awards. A committee of managers reviews the Employee Council's recommendations to select Level Two awards which is a \$50.00 gift card. They also recommend “above and beyond” service for Level Three awards.

Annually, the Executive Team (made up of the Executive Director and eight airport Directors) reviews the Level Two award recipients and selects Level Three award recipients. That group is presented with a \$100 gift card.

Level Three award recipients for 2012 are Dusty Bills in the Maintenance Division, Dave Hofer, David Huff, Ed Lovato from the Operations Division and Jeff Holt and Dean Warner from the Information Technology Division.

“It is interesting to observe this program and see the wide variety of ways our employees are engaged every day,” notes Ms. Riley, “It is very rewarding for Airport management to see how motivated they are. Another strong benefit of this program is the ability for peer to peer recognition.”

The Salt Lake City Department of Airports

Enters the Next Phase of the Terminal *Redevelopment* Program

The program manager, lead architect, construction legal counsel, and a communications consultant that will collaborate with the Salt Lake City Department of Airports' on the Terminal Redevelopment Program are gearing up for the next phase of the project.

Michael Williams, President of Making Projects Work, is the Program Manager. With over 34 years of experience in construction project management, his background includes expertise with aviation, transportation, commercial construction, telecommunications, information technology, hospitality, industrial and electric utility industries.

HOK (Hellmuth, Obata & Kassabaum) will continue in the role of lead architect. The firm has worked with the Airport and airlines since 2009. Tom Darmody and Nazila Duran from HOK's San Francisco office will direct the effort and will conduct an outreach program with the architectural and engineering community.

Michael Brimley with Peel Brimley, LLP is the specialized construction legal counsel that will support the 8-10 year project.

Thom Lang, with Delta Air Lines, will serve as the airlines representative for the project and will be a liaison to the Airport Airline Affairs Committee. He is currently serving as the Deputy Program Director for the redevelopment project at New York City's JFK International Airport.

Wilkinson & Ferrari, a local strategic communications firm, has been engaged to conduct a public engagement campaign in conjunction with the project.



Utah Quilt Guild *Donates* Handmade Quilts

The Utah Quilt Guild is hand making and donating 12 quilts to be placed in police vehicles at Salt Lake City International Airport for officers to use in the line of duty. The Guild has made this offer to local law enforcement agencies in the area.

“Our guild is full of generous people that have donated quilts to many charity projects over the years,” comments Wendy Jones, President of the Utah Quilt Guild, “It is fun and encouraging to know that we are making quilts for police officers in our communities to provide comfort for those in need.”

“Having a blanket available for people in certain situations will be useful for responding officers,” comments Steve Marlovits, Airport Police Chief, “On behalf of our 65 officers and the people they encounter, I thank the Guild for their work and this thoughtful gesture.”

Concessions Management Honored

Airport Revenue News recently cited Salt Lake City as “the Airport with the best concessions management team” for its Concourse C operation. The announcement was in conjunction with the magazine’s Best Airport & Concessions Award program and comes after a complete renovation of the concessions program.

Vino Volo, Starbucks, XpresSpa, The Paradies Shops and HMSHost, airport concessionaires, were also given accolades at the magazine sponsored Revenue Conference and Exhibition.



Global Entry *Enrollment Center* Now Open

Conditionally approved travelers are now able to complete their enrollment for U.S. Customs and Border Protection’s Global Entry Program at the new enrollment center in Salt Lake City International Airport.

A personal interview is the final step of the application process for the program that allows passengers streamlined access at security screening checkpoints. During this interview, biometric information is collected and travelers are oriented in the use of Global Entry kiosks.

The Airport enrollment center is located in the U.S. Customs and Border Patrol Office in the International Terminal. Operating hours are Sunday through Friday from 10:40 a.m. to 1:00 p.m. and 3:40 p.m. to 6:00 p.m. It operates on Saturday from 10:40 a.m. to 1:00 p.m. Appointments are scheduled online through the Global Online Enrollment System (www.CBP.gov) after an applicant receives a conditional approval notification.

The Salt Lake City center is one of 28 located throughout the nation. For more information, consult: www.globalentry.gov.