

Touching Ground



AT THE DES MOINES INTERNATIONAL AIRPORT

Winter 2010

TSA'S GOOD NEWS FOR YOU AND YOUR CHECKED BAGGAGE

They're as varied as the people who carry them. From the business person on their way to a meeting, to the grandparents off to visit family, or the student headed home for the holidays – luggage is indispensable for travelers. Today, the Des Moines International Airport (DSM) provides more reasons to check those bags with improved service and security technology.

An airport-wide remodel has been underway over the past several years, with the current focus on the airline check-in areas. This construction includes the implementation of a state-of-the-art baggage handling system located behind the airline counters. The layout of moving belts, with all their twists and turns, facilitates efficient transport of baggage from airline check-in through TSA security, and directly onto the airplanes.

In the past, passengers carried checked luggage from the airline ticket counters across the lobby to a TSA baggage screening location. Now, that extra step has been removed, and customers are able to simply leave their bags at the counter where airline staff sends them on their way.



Here two TSA Officers test some of the new baggage screening equipment that is located in an area behind the airline ticket counters.

Employee/Tenant Appreciation Picnic Huge Success

Once a year, the airport hosts an Appreciation Picnic for employees and tenants of the Des Moines International Airport. This year's event was held on September 22, 2010. Some may say that there is never such a thing as a FREE lunch, but this is for the most part. The organizers of the event, now in its 9th year, only ask that attendees bring at least one non-perishable food item and/or a monetary contribution to give as a donation to the Food Bank of Iowa. This year, about 467 lbs. of food and almost \$1,000 was raised by the airport at the event.



Aviation Director Don Smithey presents a check for almost a \$1,000 to Carey Miller, Executive Director of the Food Bank of Iowa.

Once in the baggage handling system, checked bags are transported to TSA officers who conduct security screening via new imaging x-ray machines. This equipment offers enhanced features for faster, more efficient review of each bag, ensuring the safety of all baggage before loading onto planes. Use of the best tools available for security screening is a TSA national mandate, as stated by TSA Director John Pistole, who has said that our goal is: "... to use the best technology and training available to secure the safety of the flying public."

Each month approximately 50,000 bags are processed through DSM and stowed on commercial flights. Passengers appreciate the additional room while they travel, and often they have items that can't be taken through the check-point, making the checked service invaluable.

Our recycling program has diverted 62,140 pounds of waste from the landfill since April!

DIRECTOR'S MESSAGE



As we all have enjoyed a beautiful fall, things keep getting better here at DSM. Here are some of the good things happening for the air travelers of central Iowa.

Enplanements are up over last year. We have gained capacity (seats). Parking revenue is up and the long term lots are full quite often. Frontier successfully

launched its non-stop service to Denver and the load factors have been very strong. And recently, United announced it will start non-stop service to Newark next May.

Good progress has been seen on many of our projects. The new rental car facility is pretty much enclosed for the winter. Top deck rehabilitation on both parking towers is done. The new lane and ramp designations for long term parking are in place at the south tower. The entrance lane for the new rental car return area has been installed. The nice weather has aided in getting these projects completed. But, it always takes people to move things forward, and, we have the best people.

Moving inside, the baggage handling system is operating and the "bugs" are being worked out. The older model baggage x-ray machines have been removed, while the lobby renovation is progressing as planned.

Pizza Hut Express was recently added. The next time you are here, you can now enjoy a Pizza Hut pizza in the restaurants.

Here's wishing for a mild and safe winter!

Sincerely,
Don



There is a new food vendor featured in both the landside terminal and in the restaurant on the concourse. Pizza Hut Express opened for business the first of October and is serving DSM passengers and guests. Pizzas, breadsticks, and wings are featured at both of the venues.

Service Awards

20 years:
Gina Andre - Aviation Administration

10 years:
James Frye - Field Maintenance
Tracy Reid - Field Maintenance

Craig Forney Retires:
Craig began his career with the City in 1979 starting as a Survey Helper in Engineering, later working in Public Works until coming to the Airport in 1990. He became Airport Crew Chief in 1993, and in 2004 was promoted to Airport Field Maintenance Manager.

After 31 years with the City and 20 years with The DSM International Airport, Craig will retire. Thanks Craig and best wishes!



The newest DSM International Airport employees and their positions are as follows (left to right): Matt Nizzi, Aviation System Tech; Thomas Rethman, Building Equipment Operator; Bobby Hughes, Building Equipment Operator; Meryl Miller, Operations Security Assistant; and Joke Primrose, Operations Security Assistant.



BEFORE AND AFTER

With the consolidation of the TSA baggage inspection behind the ticket counter wall, the two lanes in the terminal lobby across from the ticket counters have been taken out providing a more spacious lobby for passengers.

Social Media

DSM Airport continues to use Social Media. We have over 600 followers on Twitter (@dsmairport) and we've started doing giveaways. Our first was giving away Frontier Airline promo cards (courtesy of Frontier Airlines). Each person that tweeted us about why they wanted to fly Frontier was given \$25 off a future flight. We have also partnered with The Paradies Shops to give away a Spirit Pack of either Hawkeye or Cyclone Gear. Both promotions were also done on Facebook (make sure to 'Like' DSMInternationalAirport on Facebook). Airport luggage handle wraps (pictured) and a couple DSM Airport Golf kits have also been given away. Stay tuned for our next giveaway!



Worldwide there are over 500 million Facebook users. There are 1,686,000 Facebook users in Iowa alone. Since 2006, over 10 billion tweets have been sent via Twitter.

Recently, we also purchased a handy Flip camera to make videos of all the exciting things around the airport. For example, check out our new flower shop on opening day or a drive-thru tutorial on how to return your rental vehicle. Check out our videos on our DSMAirportVideo channel on Youtube.

Gary Hagan, Marketing Coordinator, along with Tara Ely comprise our Social Networking team here at DSM. Hagan says, "Through Twitter and Facebook, you can add another rung of customer service to your external communications and through that interaction of tweets and fans, others can advocate for your facility. That word-of-mouth is the best advertising/promotion of your services you can get and best of all, it's absolutely FREE! With social media, your interaction with the public provides an invaluable way to provide information and help to people who are using your facility, and they appreciate the fact that someone's really listening to them."



Now, all the rental vehicle returns are taken to the same location on the bottom floor of the South Parking Ramp. This will be more convenient, being right next to the terminal where car rental counters are located in the Baggage Claim area. One more added perk is the ramp provides a shelter from the elements when you return your vehicle.



Adjacent to the Meet and Greet area at the bottom of the escalators, Doherty's Flowers opened a retail outlet on November 27, 2010. Reunions and homecomings are celebrated with fresh flowers and balloons, and now you can purchase those items as you wait for your loved ones. The shop will also sell home décor items, gifts, as well as T-shirts, and cards. The telephone number for the new shop is 515.256.5705.



The consolidated rental car facility located on the airport's south frontage road is enclosed for work on the interior during the winter months. The facility will be shared by the nine rental agencies and will handle up to 480 vehicles in preparation for rental customers. The facility is scheduled to open in the fall of 2011.

Large CTX scanner units located in a spacious and easy to maneuver

TODAY AND YESTERYEAR

These pictures show two different eras of geography and technology at DSM. The two pictures on the left depict the original air traffic control tower when it was perched atop the main terminal after the building was built in 1948. The new control tower on the north side of the Airport was dedicated on September 30, 1976, and the air traffic control has been 24 hours day/seven days a week since then. The new location with the added height provides controllers with superior working conditions.



Disabled Aircraft Recovery – A Premium Service



In the reflective jacket is Glen Mikel, owner of Mid American Aircraft Recovery. On November 9, this Pilatus aircraft had a flat tire and needed assistance getting off the runway. Mikel's service, in tandem with Elliott Mechanical Line Services, got the job done in 40-minutes.

When an aircraft has a malfunction like a flat tire and is in distress on the runway, it demands a different kind of emergency recovery than if the same thing happened to your car out on the interstate.

G & S Service, a contracted vehicle towing service with the City of Des Moines, has opened a new division to help in aircraft recovery incidents at Iowa aviation venues, Mid American Aircraft Recovery. Owner Glen Mikel, whose boyhood dream of learning to fly came to fruition three years ago when he became a pilot, flies out of DSM as one of the owners of the Des Moines Flying Club. He envisioned taking his towing business to another level when he enrolled in a FAA certification course on Airport Recovery in Oregon.

"You want to maintain aircraft operations so it is important to the airport to act quickly on their behalf," said Mikel. "Management appreciates a competent and inclusive service that can cover the whole gamut of what needs to be done to clear the runway. It is a win-win for them, plus we work specifically with the pilot and the company they represent to minimize damage of expensive aircraft, while

providing site security, keeping confidentiality and risk management issues at bay."

G & S has a staff of 20 people. They can handle anything from small aircraft and corporate jets, to large commercial aircraft. They have all the specs to know how much pull and pressure can be applied to any given aircraft. They specialize in the use of low pressure air cushions (air bags) to minimize damage. Not only do they take care of the plane, but they also restore the area with an environmentally conscious clean-up.

"Glen and his team have provided a high level of service during our three most recent disabled aircraft incidents," said Deputy Aviation Director of Airside Operations Ken McCoy. "Glen's knowledge of recovery procedures, equipment resources, and the ability to coordinate a safe recovery directly with aircraft manufacturers' representatives has proven invaluable."

Mikel said the closest other recovery business is in Cameron, Missouri. He shares McCoy's sentiments of mutual respect, "They've asked what they (DSM) could keep on site to assist with recovery. The operations and management staff are a great bunch to work with and we're looking forward to a long working relationship." You can contact Mid American Aircraft Recovery at 515.276.8068 or GServicein@aol.com

DSM hosts 120 commercial air service flights daily. Those flights bring more than 9000 daily seats to central Iowans that carry some 1.8 million passengers annually. That makes DSM the 90th most active commercial airport in the nation.

9th Annual Employee/Tenant Appreciation Picnic





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American Eagle's Snowball Express



American Eagle GM, Sue Massey (left) and Kayla Jaenke. Kayla and her grandmother, Susan Jaenke, were flown to Dallas, Texas for a weekend jammed-packed with fun and activities.

On Friday, December 10, Kayla Jaenke and her grandmother, escaped from the cold of the Midwest and headed for Dallas, Texas for a weekend of FUN, compliments of a program for children of fallen military heroes sponsored by American Airlines. It is called The Snowball Express.

Snowball Express started in 2006 as a tribute to kids whose loved ones had died in active duty since the events of 9-11-2001. Memorials at a cemetery or listening to the eulogy of their parent are not the kind of memories a child wants to endure when remembering their family member. By participating in a Snowball Express program, a child can see that "service above self" is honored by others. They can honor their fallen hero not by being sad, but rather enjoying their memory with others who've experienced the same thing in their lives. Each year kids are transported to American Airlines' headquarters in Dallas for a weekend of activities to 'celebrate' the life of that someone special forever lost.

American Eagle at DSM has participated every year since the program's inception. This year, Kayla Jaenke and her Grandmother Susan, were the recipients that flew from cold Iowa to a weekend in a warmer climate with festivities such as a day at Six Flags Over Texas, a championship rodeo, and a gala dinner featuring Terry Fator and his huggable puppets.

We owe it to the children of heroes who have sacrificed much for our freedom. Thanks to American Airlines and our American Eagle staff here at DSM, those dreams really come true.

This year we gave 358 flu shots or flu mist treatments at DSM. This includes 249 from cities/towns around Iowa, 30 states other than Iowa plus Washington D.C. were represented, and two foreign countries.