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Services and General Manager for Elliott's DSM operation. "With the initial impact of this building and its potential, I can see us possibly growing our business two-fold within a year." The new lease signed with the Airport is a 40-year agreement.

The new facility houses such amenities as: a huge lobby capable of holding as many as 60 people; pilot's lounge with a panoramic

view of the new apron; sleeping quarters for crews; fully equipped pre-flight rooms; a multi-electronic, interactive conference room with seating for 20; laundry, food catering, and storage areas; and executive offices for Elliott.

Elliott's Grand Opening occurred on May 15, 2008, from 5-9pm. "Elliott's vision and allowances in construction to grow the business with options for future expansion means that the future of DSM and GA here at the Airport is on solid ground," concluded a DSM Airport official.



Elliott Aviation General Manager Rick Michalski stands in front of one of the three 16,000 sq. ft. hangars to give perspective to how large it is. Michalski said that these bays could house any size of GA aircraft on the market today.

Air Service NEWS

Enplanements at DSM in 2007 were up by 12,000 over 2006. The airlines that operate here boarded almost 992,000 people, the second best year in the Airport's history. The average roundtrip ticket price dropped by another \$2. Allegiant Air started new service to Tampa/St. Petersburg, Continental announced upcoming service to Cleveland, and United announced, and has now started, non-stop service to LAX. How's that for good news?

Now, everyone wants to know how all this merger talk will affect service. You've heard the rumors. Will Northwest join with Delta? How about United and Continental? The short answer is: Your guess is as good as anyone's. The long answer is a lot more complicated.

Industry experts predict that if mergers take place they will result in lower capacity (fewer seats) and higher fares. Small commercial airports, like DSM, will be more adversely affected than large airports. If you have a

smaller passenger base and are located close to a large airport that features low cost carriers, you are more apt to see passengers "leak" to those larger airports. Obviously, with our proximity to Kansas City and Omaha, we fit that profile and have been fighting that battle for years.

What can airports like DSM do? Really, we can only continue to do what we have been doing: educate the community on the importance of using DSM, reduce operating costs for airlines to make us more attractive to retain or gain service and increase customer service enhancements. The rest is up to the carriers. They are going to do what produces the most profit for them. That is their job. That means putting service at the airports where the most people go. That is why we have been telling central Iowans "There is power in your enplanement. Invest it wisely." Soon, that may be more important than ever.

DSM STAFF UPDATES

Vicki Dickinson... Vicki retired from the Airport on December 28, 2007. Vicki started with the City of Des Moines on November 13, 1978, working for the Human Rights Commission as a clerk/typist. She transferred to the Airport in July 1981 and was promoted to Executive Secretary in 1984. In 1993, Vicki's workload doubled by serving as the Airport Board Clerk. One of Vicki's passions was overseeing the Scavo Internship Program at the Airport.



Airport Board Chairman James Erickson gives Vicki her service plaque



This is a small sampling of the many Airport workers that contributed to DSM winning the Federal Aviation Administration's Airport Safety Enhancement Award for the third year in a row. From left to right: Larry Keck-Equipment Mechanic; Dennis Miller- Field Maintenance Worker; Gary Miller- Field Crew Chief; Sara Arnold-Operations Officer; Scott Williams (holding plaque)-Operations Officer; Sam Blair- Building Equipment Operator; Capt. Marty Smith of the Air Rescue & Fire Fighting Unit (ARFF); John Dluhos, ARFF; Asst. Chief/Capt. Phil McKinley, ARFF; and Craig Stephens- Senior Operations Officer.

IN MEMORY...



John R. Fitzgibbon... It is with deep remorse that the Airport reports the sad news that John passed away on March 2, 2008. John served on the Airport Board and its predecessor Advisory Board since its inception in 1982. Prior to his retirement on June 30, 2007, he was the only Board Chair since the Board was created in 1993. It was John's vision and leadership that guided the growth of the Airport during the past 25 years.



Tore Nelson... Tore Nelson passed away unexpectedly on February 24, 2008. Tore had worked for the City of Des Moines since October 17, 2000, after moving from Washington D.C. Originally in the Parks Department, working as a City Property Technician, he moved out to the Airport on October 3, 2005, serving as Airport Properties Administrator.

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AT THE DES MOINES INTERNATIONAL AIRPORT

Spring 2008

Preparation was Key to Post-Caucus Success

The day after the 2004 Iowa Caucuses the Des Moines International Airport (DSM) experienced a mass exodus of candidates, media press corps, and campaign workers. Long lines through security screening, missed flights, and angry passengers were common throughout the Airport. Thanks to the preparations of the people working at DSM, the day after the 2008 Iowa Caucuses was entirely different.

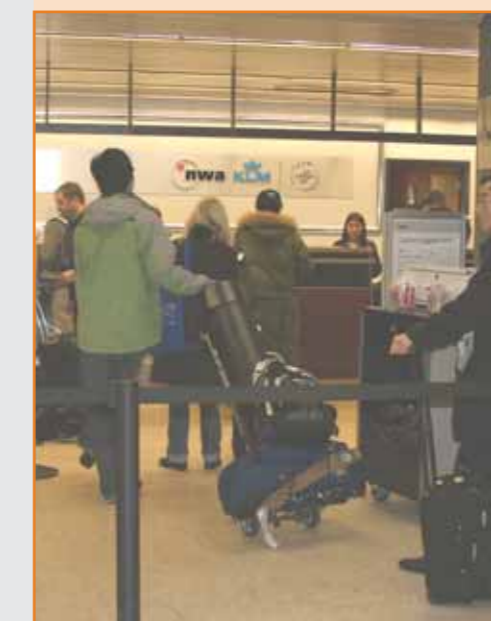
"In the fields of observation chance favors only the prepared mind."

— Louis Pasteur

Airport Director Craig Smith met with Mike

Casey, Assistant Federal Screening Director (AFSD), and Federal Security Director Jay Brainard to identify problems, analyze solutions, and devise a plan that would make 2008 a success. The result of these meetings was to design a team effort involving all DSM entities that would provide the highest level of customer service, as well as ensure successful passenger throughput. A list of responsibilities and expectations for each participating group was created to ensure all traveling customers a great experience as they left Des Moines.

DSM had just completed a \$4 million renovation



The day after the Iowa Caucuses, a popular baggage check was cameras and gear for the throng of news crews covering Iowa's first-in-the-nation Caucuses.

to widen the stem area, doubling security from two to four lanes. Adding extra divesting table space and rollers to the checkpoint lanes gave passengers more time and space to get their possessions through security. Extra ticket checkers and TSA personnel came in from other airports allowing DSM screeners to do their jobs with no distractions, and Airport Ambassadors provided great assistance to inexperienced travelers.

Nearly 4,500 passengers boarded planes that day, compared to a normal day of 2,700. TSA reported a high of 581 passengers during a one-hour period with a wait-time of around three minutes. During the time period from January 3 to 7, over 16,500 bags were screened, with a one-day high of 4,102 bags on January 4.

Staff anticipated that another major problem would be where to house the high volume of rental cars being returned. "The Airport staff was outstanding in helping with our post-caucus efforts," said Susie Deskin, Avis Car Rental Manager. They also provided additional signage and an overflow parking facility for fleet cars. DSM staff, stationed around the Airport, gave directions to returning customers expediting the check-in process. For those passengers in a hurry and forgot to leave their rental car keys, TSA came to the rescue. "TSA employee focus groups generated an idea to have a box for rental car keys next to the checkpoint," said TSA Lead Agent Chuck Croat. Within an hour grateful passengers turned in 10 – 15 sets of rental car keys.

"All the things we did to expedite or streamline the operation did not compromise security," said AFSD Mike

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DIRECTOR'S MESSAGE

I don't know about the rest of you, but I am ready for spring. December and January were bad weather months for us. This has been the most snow and inclement weather (ice and fog, too) I can remember. I am sure we lost several enplanements due to the weather as many airlines had to cancel flights on a number of occasions.

Even with those cancellations, we still finished 2007 with 992,000 enplanements. That is a 1.3% increase over 2006, or 12,000 more enplanements. Obviously, our goal this year is to get that elusive 1 million. We held pretty strong with cargo this past year. We were down just slightly, but still handled more than 200 million pounds.

We have completed all the necessary planning and design for the Mesaba Regional Jet Maintenance Facility. We are only waiting for good weather to start construction. It will be aggressive when we do start. We need to have the facility functional by October 1, 2008.

The day after the Iowa Caucuses was just as busy as we expected, just not nearly as frustrating. A lot of coordinated planning by Airport, TSA, airline, car rental, G2 Secure, restaurant and gift shop personnel paid off big time. We handled a 50% increase in daily enplanements with a high-peak security wait time of

three minutes. About 1500 rental cars were returned on January 4 and I have heard of no complaints or real problems. I want to say a huge THANK YOU to everyone who gave us such a favorable impression on a national stage!

Work is moving along on securing bonds to cover the cost of building additional parking structures. We are planning to build two more ramps, one each at the north and south ends of the existing ramps. These would accommodate an additional 1300 cars. We will also make some very much needed changes to the car rental facilities.

Lastly, I have announced an organizational restructuring for the management and staff of this airport. So much has changed over the last several years: more enplanements, more parking needs, more security requirements, higher customer expectations and more. The reorganization will realign some existing staff along while adding a couple of new positions. The response from everyone so far has been positive. I look forward to getting all these changes in place and seeing the benefits from them.

Have a nice spring.

- Craig

Elliott Aviation Builds for the Future

As spring finally moves in, the new 62,476 sq. ft. Elliott Aviation project begins the next phase of construction as an "inside job." The building facade, the new apron, and the NE service road expansion access is completed as the contractor concentrates on the interior of the Midwest's premier corporate and general aviation facility on site here at the Des Moines International

Airport (DSM). Everyone is gearing up for the grand opening of the Airport's Fixed Based Operator (FBO) in late spring which will take the business to the next level of customer service.



This is the lobby of the new Elliott facility that holds upwards of 60 customers and includes such high-tech options as wireless headphones for guests to watch TV privately.

AIRPORT ENERGY SAVINGS CITED

Des Moines Mayor Frank Cownie has challenged all City departments to go "Green" and find innovative ways to reduce energy consumption. The Des Moines International Airport has proven that replacing old light fixtures in a number of buildings that operate at night, predominantly air cargo buildings, can amount to BIG savings overall.

Staff Electrician Larry Thompson reports that they've been "swapping" out old fixtures in the Field Maintenance, South Cargo, and East Cargo buildings. All three buildings used a total load of

26,000 watts of power. With the installation of the new fixtures, there is a swing of 11,600 watts of savings, or almost a dollar per hour for each individual light that's turned on. The old lights had to warm-up to obtain maximum capacity while the new lights come up to full instantly, eliminating surge drops and excessive draws of electricity.

The new lighting is also much brighter and has improved working conditions. The lamp life of



FedEx employees working under the old lighting system in the new air cargo building. The mercury-vapor lights had to warm-up for 5-minutes before they came up full. To avoid power surges, sometimes the lights would be left on for long periods of time prior to usage.

the old bulbs was 5,000 hours contrasted to the new ones which have 20,000 hours of longevity. The emergency exit signs were also replaced with new LED lights which extend the life of these bulbs from 1,000 hours to 25,000 hours. The Airport will also receive a \$36 per light fixture and \$5 per exit sign rebate from MidAmerican Energy.

Shawn Arena, Deputy Aviation Director of Airport Operations & Maintenance said it's a

4-point advantage for the Airport: "1) It dramatically decreases the energy consumption in these highly energy dependant work areas; 2) decreases staff labor in repairs related to replacing less efficient fixtures; 3) provides an overall savings in the Operating Budget related to Field Maintenance repairs and maintenance; and 4) since the overall nature of air freight activity in this area is conducted at night, the newer fixtures enhance the safety and efficiency of our cargo operators."

"My expectations are that their new facility will have the latest technology in place at the fingertips of their clients and offer options not previously available," stated DSM Properties Manager. "The project allowed us to extend the northeast service road providing Elliott access to the road, but overall it benefits the whole General Aviation (GA) and corporate network of buildings and hangars encompassing the northeast side of the airfield. We need an FBO with the credentials of Elliott which provides so many airport services. And their ability to do the job well will only get better with one of the finest facilities, not only in the Midwest, but the nation."

Elliott's operation started at DSM in 1958 and currently has about 60 employees. As a partnering FBO on 17.5 acres, they provide such services as: fueling; hangar space; flight crew staffing and services; maintenance and service for Hawker Beechcraft Aircraft, Embraer Phenom 100-300 aircraft, and King Air; avionics design and installations; aircraft parts sales; and also sell refurbished aircraft and pre-owned Citations. With the addition of the new building, complete with three massive 16,000 sq. ft. hangars (with room to build a fourth), the 50-year old building will house the maintenance operation while the new one will attend to the needs of some of the 25 current based corporate and GA tenants.

"Both DSM and Elliott Aviation are making a bold statement in regard to the lengths we are taking to provide a state-of-the-art general aviation facility for our joint customers," says Rick Michalski, Vice President of Technical

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As of April, most of the exterior was done, thus leaving the contractors to work on finishing the shell of the new Elliott Aviation Facility. Here's the final look for the exterior.

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Casey. "In fact, there are more security enhancements in place now than four years ago and I can assure you that no shortcuts were taken in regards to passenger safety."

We want to thank the Transportation Security Administration (TSA), airlines, car rentals, Skycap G2 Airline Support, food and gift concessionaires, Des Moines Police, DSM Ambassadors and Volunteers, Republic Parking, and Airport staff for their continued efforts to ensure that the day after the caucuses went smoothly. Thanks to their commitment our passengers enjoyed a safe, efficient, and quick departure from the DSM Airport.

Passenger flow at the Security Screening Checkpoint ran smoothly, largely due to adding extra personnel to check tickets and even mingle in the lines to answer passenger's questions/concerns.

