

# AIRPORTREPORT

AMERICAN ASSOCIATION OF AIRPORT EXECUTIVES

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## UPCOMING EVENTS

AAAE/ACC Airport Planning, Design and Construction Symposium ..... Feb. 18-20

AAAE Regional Basic ASOS School ..... Feb. 23-24

AAAE Airport Liability Insurance and Risk Management Workshop ..... Feb. 22

AAAE/SEC AAEE 15th Annual Finance and Admin. Conference ... Feb. 22-24

AAAE/GLC AAEE/ACI-NA National Air Service Conference ... Feb. 29-March 2

AAAE/South Central Chapter AAEE Accreditation/Certification Written Exam Review ..... Feb. 29-March 6

## NOTES

Post your position open ad or resume today at [www.airportjobsonline.com](http://www.airportjobsonline.com)! **Employers:** Have resumes of qualified applicants delivered to your e-mail inbox! **Job seekers:** Receive e-mail notification of jobs that meet your qualifications! Check it out today!

## Senate Clears Spending Bill

After months of contentious debate, the Senate on Jan. 22 by a vote of 65-28 approved the \$820 billion fiscal year 2004 omnibus appropriations bill, which includes funding for the Airport Improvement Program (AIP).

Since the House cleared the measure on Dec. 8, the Senate's action means that the bill can be sent to the President for his signature and enactment into law. The Senate vote also clears the way for the release of AIP funds to airports, since FAA has been waiting for enactment before proceeding with the distribution of grant money.

In addition to AIP funding, the omnibus bill includes a number of funding and policy items of importance to airports. It also includes a 0.59 percent across-the-board spending cut that applies to all programs and projects.

## Mineta: O'Hare Delays Signal Traffic Gains

DOT Secretary Norman Mineta warned that recent delays at Chicago's O'Hare airport mark the return of increased passenger demand for air travel and potential gridlock in the skies.

"I've challenged my department to develop a comprehensive strategy to promote technology that will offer added capacity to relieve congestion, while supporting a strong commercial capability, facilitating private-sector expansion and creating jobs," Mineta recently told Washington's Aero Club.

He said FAA's initiatives would increase technology and are aimed at tripling airspace capacity.

Mineta's comments followed action by FAA directing American and United to reduce flights by 5 percent at Chicago O'Hare during the peak hours between 1 p.m. and 8 p.m.

The reduction of 62 flights, which takes effect in early March and lasts for six months, is intended to

return the airport's scheduled operations to October 2003 levels, the last month prior to the development of significant delays, the agency said.

Both airlines signed the agreement and issued statements of support for the agency's action.

Mineta said that the department would closely monitor and evaluate the effect this schedule reduction has in relieving O'Hare delays. "If flight delays return to unacceptable levels, we will use our authority to consider what additional steps may be necessary to reduce congestion at O'Hare," Mineta said.

FAA said it will convene a national meeting in March to discuss further improvements to increase national airspace system capacity. The meeting will focus on advanced enroute procedures and airspace redesign in major metropolitan areas, the agency said.

## U.S. Airport Sector 'Poised For Recovery'

The U.S. airport sector remains "fundamentally sound and poised for long-term recovery," Standard & Poor's reported in a new study issued Jan. 27.

However, the ratings firm noted that U.S. airports continue to be affected by changes in the airline industry as carriers adjust to financial pressures, including competition from low-cost companies.

As major airlines have confronted economic pressures and focused on cost-cutting and reducing their fleets, airport operators with exposure to these weaker carriers have been pressured to lower their costs and scale back or delay debt issuance for capital projects, S&P said. "This contributed to airport downgrades (in 2003) at St. Louis, Cleveland, Tulsa and Dallas Love Field," S&P said.

The ratings firm said it expects this trend to continue this year "as airport operators look to enhance their revenues from non-airline sources (made easier by a

*(continued on following page)*



recovering economy) and slip large-scale projects further off into the planning horizon.”

The global airport sector also is fundamentally sound, S&P said, and is demonstrating some improvement in passenger traffic. “The pace of global economic recovery, passenger confidence and airline sector developments will be key to renewed sustainable growth,” S&P noted.

### **PANY&NJ Rating Outlook Set At ‘Stable’**

Standard & Poor’s assigned a double A minus rating to the Port Authority of New York and New Jersey’s \$244 million and \$250 million consolidated bonds, 133rd and 134th series. The company also affirmed the ratings on all outstanding consolidated notes and bonds issued by the port authority.

S&P said the outlook has been revised to stable from negative due to the port authority’s recovery in passenger activity at all three of its airports and solid financial performance.

Among the strengths that led to the rating was the solid recovery in airline passenger activity from Sept. 11, 2001, and a continuation of this trend anticipated for fiscal 2003 and fiscal 2004 at all three of the port authority’s airports, S&P said. Passenger activity at all three airports declined 11 percent in 2001 and an additional 3 percent in 2002.

However, passenger traffic increased 2 percent in 2003 to 83 million and is anticipated to increase an additional 4 percent in fiscal 2004, S&P said.

“Since 2001, the airports collectively have performed better than national trends for recovery,” S&P stated. “However, air traffic at all three airports is expected to continue to be negatively affected over the intermediate to longer term as a result of weaker air traffic levels nationally and the general instability and financial stress of the air carriers.”

### **Roberts To Head Airport Planning Office**

FAA has named Dennis Roberts as director of the Office of Airport Planning and Programming. He replaces Kate Lang, who became the deputy associate administrator for airports last fall.

Prior to joining FAA, Roberts served as deputy executive director of the Louisville (Ky.) Regional Airport Authority.

### **San Francisco Airport Bonds Rated**

Standard & Poor’s said it has rated San Francisco International’s \$32.6 million revenue refunding bonds at A, based on the strength of the region’s air travel market. However, S&P noted that these strengths are somewhat offset by factors that include very high costs; the weak credit quality of United, the airport’s primary carrier, and a suspended but outstanding large capital improvement program totaling \$1.1 billion.

### **Company To Acquire Leigh Fisher Assoc.**

Jacobs Engineering Group Inc. announced that a subsidiary company has agreed to acquire Leigh Fisher Associates, an international airport consulting firm based near San Francisco.

In addition to enhancing Jacobs’ capabilities in the airport and aviation sector, the acquisition provides synergies with the company’s transport consultancy capabilities in road, rail, shipping, and airline operations, the company said.

Leigh Fisher Associates, established in 1946, provides physical planning, financial planning, and business advisory services to more than 200 airports in the U.S. and around the world from offices near San Francisco, Calif., and Washington, D.C.

### **Continental CEO Bethune To Retire Dec. 31**

Continental announced that Chairman and CEO Gordon Bethune will retire, effective Dec. 31, 2004. Larry Kellner, 44, Continental’s president and COO, will succeed Bethune, effective Jan. 1, 2005.

Continental also announced that it will decrease the size of its board from 14 members to 10 members, and that current directors David Bonderman, Pat Foley, Richard Pogue and William Price will not stand for re-election. The company’s remaining 10 members, including Bethune and Kellner, have been nominated for election at the March 12, 2004, annual meeting.

Standard & Poor’s airline analyst Philip Baggaley said S&P’s ratings and outlook on Continental are not affected by the announcement.

### **MWAA, United Sign Dulles Improvement Deal**

The Metropolitan Washington Airports Authority and United Airlines have signed a permit enabling United to begin construction of facility improvements at Washington Dulles International Airport (IAD). The cost of the project is expected to be no more than \$22 million.

James Bennett, A.A.E., president of the Metropolitan Washington Airports Authority said, “United has been an anchoring partner at Dulles International Airport for many, many years. We are pleased that we were able to reach an agreement that supplies United Express with the operational facilities they may need, and also promises to provide Washington area consumers good service and a broad array of flights and destinations to choose from for the future.”

United will construct a customer waiting area on the C30 ramp area and a larger United Express passenger terminal and gate in an area designated on the F apron. Approximately half of all United Express flights will continue to leave from the C and D concourses and, with the addition of a new United Express terminal and gates, United and United Express passengers will no longer need to transfer to another concourse at IAD, the

## **AIRPORTREPORT**

Editor ..... Holly R. Ackerman

Charles M. Barclay, A.A.E.  
President

AIRPORT REPORT is a twice-monthly publication of the American Association of Airport Executives, the largest professional organization for airport executives in the world, representing more than 2,400 airport management personnel. Find out more about us on our World Wide Web home page at <http://www.airportnet.org>

company said.

The F-apron passenger waiting area is designed to be a full-service facility as well where customers can check in, proceed through gate readers and board aircraft, United said. This design includes a sizeable passenger seating area; covered, climate-controlled walkways to aircraft; a full staff of United Express employees, including customer service representatives, ramp and maintenance personnel, food and beverage concessions and baggage operations situated nearby.

### **Tim Callister, A.A.E., Retires From MSP**

Tim Callister, A.A.E., retired Jan. 23 as director of Minneapolis-St. Paul International Airport.

Callister, who has been with the airport 30 years, said he is "looking at opportunities available in the airport/aviation area" but as yet has made no decision about his future plans.

Among Callister's achievements in AAAE during his tenure at Minneapolis-St. Paul International were being a member of the Board of Directors and chairing the 1997 annual conference. He commented that, "AAAE has been great association to be involved with, with all the acquaintances, great friends and great opportunities."

Callister's successor as airport director is Steve Wareham, who is currently assistant airport director-facilities. Wareham joined the Metropolitan Airports Commission staff in 1998.

### **Orlando Sanford Regains Hub Operation**

Orlando Sanford International said that Vacation Express will return its Caribbean hub operation to Orlando Sanford on April 23.

Under the terms of a recently executed seven-year agreement with the airport, flights will operate every Friday, Saturday, and Monday using 148-seat 737 aircraft. U.S. cities served by Vacation Express are Atlanta, Cincinnati, Baltimore, Charlotte, Louisville and Nashville.

### **AAAE Directors Name USCTA Policy Board**

At a Jan. 14 meeting, AAAE's Board of Directors approved the 2004 U.S. Con-

tract Tower Association (USCTA) Policy Board.

Tim Rogers, A.A.E., executive director of the Salina (Kan.) Airport Authority, is the new policy board chair. Other policy board members for 2004 are: Bryan Elliott, A.A.E., Charlottesville, Va.; Ted Soliday, Naples, Fla.; Steve Stockam, Joplin, Mo.; Michael Covalt, Flagstaff, Ariz.; Lynn Kusy, Mesa, Ariz.; Walt Strong, C.M., Norman, Okla.; Russ Chandler, Jacksonville, Fla.; Michael Feeley, Spinks, Texas; Russ Johnson, Manhattan, Kan.; Jack Schelter, A.A.E., Phoenix, Ariz.; Bill Gatchell, C.M., Hobbs, N.M.; Jerry O'Sullivan, Greenbrier, W. Va.; Richard Baird, Hailey, Idaho; Robert Bryant, Salisbury, Md.; Steve Harvey, Chennault, La.; Scott Carr, Titusville, Fla.; Scott Driver, Tucson, Ariz.; Cliff Nash, Tunica, Miss. Ex-officio members are Shane Cordes, Midwest ATC; Pete Dumont, Serco Management Services; Will Mowdy, RVA, and Brian Lally, PBS&J.

At a Jan. 22-24 USCTA Policy Board strategic planning meeting in Tucson, AAAE Chair Bonnie Allin, A.A.E., presented Jack Schelter with a plaque to honor his three years of service as USCTA Policy Board chair. For information on USCTA, contact Spencer Dickerson at (703) 824-0500, Ext. 130.

### **FAA Honors SW Florida's Robert Ball**

FAA has honored Robert M. Ball, A.A.E., executive director of the Lee County Port Authority, with the Appreciative Partnership Award in recognition of significant contributions to the Southern Region Runway Safety Program.

The award recognized Ball's commitment to making the skies and runways safer and his leadership in the safe construction of Southwest Florida International Airport's Midfield Terminal Complex. Last summer the airport's runway was closed late each night to allow work on a new taxiway. Procedures for the runway shutdown and other construction operations were developed through a cooperative effort of airport staff, local FAA representatives, contractors and DMJM Aviation Inc., manager of the construction project.

"Southwest Florida International Airport deserves recognition for its innovative solutions to the issue of airplanes and construction personnel operating in close proximity to each other," said Anna Cohen, manager of the FAA Southern Region Runway Safety Program. "By developing this program, the airport is able to maintain its outstanding safety record. We view it as a model to be shared throughout the Southeast."

Don't miss this new AAAE conference  
for general aviation airports!

### **AAAE Sponsor Assurances, Leasing Policies and Minimum Standards Workshop**

March 1-3, 2004 ■ Denver, Colorado ■ Sheraton Denver Tech Center Hotel

Join us for this informative conference covering everything you ever wanted to know about sponsor (airport) assurances. If you want to gain a better, more intimate understanding of the airport assurances and if you are interested in developing or updating and implementing some of the best, most valuable tools available today to ensure that your airport remains compliant with these and other related FAA requirements, this workshop is for you!

The following topics will be covered:

- Airport assurances
- Primary guiding documents
- How minimum standards, rules and regs are developed and enforced
- Leasing policies
- Rates and charges policies

For further program information, contact Margie Smith, C.M., AAAE, at (703) 824-0500, Ext. 158, or e-mail [margie.smith@airportnet.org](mailto:margie.smith@airportnet.org). For registration information, contact Natalie Fleet at Ext. 132, or e-mail [natalie.fleet@airportnet.org](mailto:natalie.fleet@airportnet.org).

## POSITIONS OPEN

### AIRPORT DIRECTOR

Wittman Regional Airport, Oshkosh, Wis. Directs all aspects of operations at the home of EAA AirVenture. Directs the administrative operations, maintenance, marketing, planning and development of the 14,000-acre facility. Responsible for assets valued in excess of \$1 billion. Excellent leadership ability, persuasive oral/written skills, keen negotiating talent, in-depth knowledge of airport operations/management and airport-related economic development ability required. Ability to establish and maintain effective working relationships with broad range of groups, including key federal, state and local government officials required. Winnebago County Department of Human Resources, 448 Algoma Boulevard, P.O. Box 2808, Oshkosh, WI 54903-2808.

### AIRPORT EXECUTIVE DIRECTOR

Rapid City, S.D. Top position for Rapid City Regional Airport ([www.rcgov.org](http://www.rcgov.org)). Salary \$61,900/year DOE, and excellent benefit package. Must have B.S. in business administration, airport management or related field and five years of progressive experience in aviation management field. AAAE accreditation strongly preferred. Submit application and detailed resume by 4:30 p.m. MDT Feb. 6 to City of Rapid City, Human Resources, 300 Sixth Street, Rapid City, SD 57701. EOE.

### AIRPORT MAINTENANCE TECHNICIAN

Fayetteville, N.C. Responsible for analyzing and repairing various equipment and facilities, including airport lighting systems, navigational aids, underground cables, mechanical gates, tractors, mowers, trucks, generators, electrical/electronic equipment and participation in airport facility and ground maintenance. Requires a combination of education and experience equivalent to completion of the 12th grade and two years of increasingly responsible experience in maintenance/repair. Applicants must have Limited Electricians Certification, must possess or be able to obtain a valid N.C. driver's license and have an acceptable

driving record in accordance with the city of Fayetteville driving standard policy. For information and applications, visit [www.cityoffayetteville.org](http://www.cityoffayetteville.org) and click on employment. Send applications and resumes to Fayetteville Personnel Department, 433 Hay Street, Fayetteville, NC 28302. The city of Fayetteville is an equal opportunity employer. Applications by March 1.

### AIRPORT MANAGER, SECURITY

Broward County Aviation Department, Fort Lauderdale, Fla. Salary \$56,417 - \$92,524. Administrative/supervisory work in development, coordination and execution of the TSA-approved airport security program for Fort Lauderdale Hollywood International Airport. Requires graduation from an accredited, four-year college or university with major course work in aviation management, business administration or related field, and six years of experience in airport management that must have included four years of supervisory experience at medium- or large-hub airport in the U.S., or an equivalent combination of training and experience. Extensive knowledge of TSAR Parts 1540, 1542, 1544. All experience must be clearly documented on resume. Send resumes to the Broward County Aviation Department, Attn: Administration/Human Resources, 320 Terminal Drive, Fort Lauderdale, FL 33315-3608. Resumes must arrive no later than 4:30 p.m. Feb. 27. For more information, visit [www.broward.org](http://www.broward.org).

### AIRPORT PLANNER I/II

San Diego County (Calif.) Regional Airport Authority. Under direction, the successful candidate will conduct long- and short-range planning regarding airport site selection and land uses; conduct research and perform difficult air transportation-related land-use planning and compatibility studies, projects and assignments; develop and update airport system plan, regional comprehensive and transportation plan updates and other long-range plans and associated policies and programs; participate in public outreach programs and represent the authority with federal and state transportation agencies, and perform related work as assigned. Incumbents are expected to exercise sound, independent

judgment, and assignments require thorough professional knowledge and ability in identifying and solving problems, interpreting and analyzing federal, state and local codes and policies and maintaining effective contacts and relationships with authority management and staff, representatives of other governmental agencies, business and community agencies and the public. Apply to P.O. Box 82776, Attn.: Human Resources Department, San Diego, CA 92138-2776; fax (619) 400-2514, job line (619) 400-2777, or [www.san.org](http://www.san.org). Specify announcement number 04/04 on cover letters or resumes.

### BUILDING & GROUNDS MANAGER

Duluth (Minn.) International Airport. Primarily a working manager responsible for facility maintenance, snow removal, grass cutting, etc. Also responsible for training, scheduling and supervising contract maintenance personnel, as well as requisitioning necessary material/supplies and equipment and overseeing work of outside contractors. HVAC, plumbing and electrical experience preferred. Valid C driver's license required. Available for emergency call outs. Salary range \$29,076-\$45,229. Starting pay commensurate with qualifications. Deadline to apply is Feb. 15. To be considered, all applicants must complete and submit a Duluth Airport Authority employment application on or before the deadline. For additional information and application, contact Al Grady at (218) 727-2968, Ext. 13, or e-mail [agrady@duluthairport.com](mailto:agrady@duluthairport.com). Duluth Airport Authority, 4701 Grinden Drive, Duluth, MN 55811.

### CHIEF OF ENGINEERING AND CAPITAL PROGRAMS

Providence, R.I. Seeking a seasoned individual, preferably with airport construction and renovation project experience, knowledge of federal grant programs and the initiative, to drive forward with capital improvement programs, on-point, on-time and on-budget. Ensures that capital projects are properly identified and justified, adequately funded, programmed and delivered efficiently and effectively to end users. Prioritizes capital projects, ensures that needs analyses, feasibility stud-

*(continued on page 15)*



American Association of Airport Executives  
Federal Aviation Administration



## AIRFIELD SAFETY, SIGN SYSTEMS & MAINTENANCE MANAGEMENT WORKSHOP

April 4-6, 2004 • Memphis, Tennessee • Mtg. #040404

The Federal Aviation Administration (FAA) and the American Association of Airport Executives (AAAE) announce the Eleventh Annual Airfield Safety, Sign Systems & Maintenance Management Workshop. Join us at the only school designed specifically for airfield maintenance personnel.

### PURPOSE

The Airfield Safety, Sign Systems & Maintenance Management Workshop will increase awareness of FAA's FAR Part 139 certification program and enhance the professionalism and resources of airport safety and maintenance personnel. This school is tailored to airport personnel who are responsible for the day-to-day maintenance, safety, construction and engineering of public-use (both commercial and general aviation) and military airports. Presenters will include FAA experts from regional offices, airfield maintenance personnel from airfields across the United States, and airport maintenance experts from the consultant community.

### WORKSHOP DESIGN

The workshop includes presentations, discussions with FAA officials, and case studies. The case studies are developed by airport maintenance and safety professionals to ensure that they reflect real-life airfield situations.

### LOCATION

All sessions will take place at the Radisson Hotel Memphis Downtown. The workshop begins with early registration and the Welcome Reception at 5:30 p.m. on Sunday, April 4. Sessions will take place all day Monday and Tuesday, concluding at 4 p.m. on Tuesday, April 6. Dress for the workshop is casual. Confirmation of registration will be faxed to all attendees. Registration fees include one reception, two continental breakfasts, two lunches, refreshment breaks and all handout materials.

### SESSION TOPICS

Tentative topics (subject to change) include:

- FAA Hot Topics
- Pavement Management/Inspection Programs
- Friction Improvement and Rubber Removal from Runways
- Airfield Communications and Safety
- Runway Markings, Standards, Inspection and Maintenance
- Airfield Lighting Standards, Inspection and Maintenance
- Airfield Sign Systems Standards, Inspection and Maintenance
- Facilities Maintenance Management

### CONTACTS

For further **program information**, contact **Greg Mamary**, AAAE, at (703) 824-0500, Ext. 176, or e-mail [greg.mamary@airportnet.org](mailto:greg.mamary@airportnet.org). For further **registration information**, contact **Natalie Fleet**, AAAE, at Ext. 132, or e-mail [natalie.fleet@airportnet.org](mailto:natalie.fleet@airportnet.org).

### AGENDA

*(subject to change)*

#### SUNDAY, APRIL 4

5:30 - 6:30 p.m. Registration and  
Welcome Reception

#### MONDAY, APRIL 5

8 - 8:30 a.m. Registration and  
Continental Breakfast  
8:30 a.m. - 4:30 p.m. Sessions (includes luncheon  
and breaks)

#### TUESDAY, APRIL 6

8 - 8:30 a.m. Continental Breakfast  
8:30 a.m. - 4 p.m. Sessions (includes luncheon  
and breaks)



American Association of Airport Executives  
Federal Aviation Administration



# AIRFIELD SAFETY, SIGN SYSTEMS AND MAINTENANCE WORKSHOP

April 4-6, 2004 • Memphis, Tennessee • Mtg. #040404

**Hotel reservations**—Rooms are being held at the Radisson Hotel Memphis Downtown, 185 Union Avenue, Memphis, TN 38103, phone (901) 528-1800. All attendees will receive a special rate of \$89 single/double. **Reservations must be made by Friday, March 12, 2004, in order to guarantee this rate.** Reservations made after this date can only be honored on a space available basis. To make your hotel reservations, call the hotel directly at (901) 528-1800 and identify yourself as part of the AAAE group.

**Airline reservations**—American Airlines and Delta Air Lines have been selected as the official air carriers for this meeting. Attendees can receive 10% off American's and Delta's full coach fares or 5% off all other published fares. Rules and restrictions apply. To take advantage of American's and Delta's special fares, call American Airlines directly at (800) 433-1790 from 6 a.m.-1 a.m. eastern time daily and refer to star file #2644AQ; call Delta Air Lines directly at (800) 241-6760 from 8 a.m.-11 p.m. eastern time daily and refer to file number 198265A.

**Ground transportation**—A cab ride costs \$24 and the ride takes about 20 minutes. Avis Rent-A-Car is the official rental car company for this meeting. To make reservations or for further information from Avis, please call (800) 331-1600 and reference J097316.

NOTE: AAAE reserves the right to cancel this program if the number of registrants is insufficient. In this event, we will notify all registrants and refund the registration fee in full. **However, any costs incurred by the registrant, such as hotel cancellation or airline penalties, are the responsibility of the registrant.** Confirmation letters will be faxed to attendees.

**Future correspondence will be sent to the below address, fax number and/or e-mail address.**

Nickname for Badge \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Full Name \_\_\_\_\_

Title \_\_\_\_\_

Airport/Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_



Please indicate any special needs to participate and attach a description of your needs.

*Registrations and cancellations must be submitted in writing. Refund requests received before 3/19/04 are subject to a \$125 processing fee. There will be no refunds after this date. Substitutions will be accepted without penalties and no-shows will be billed. For all inquiries regarding cancellations and refunds, please contact the AAAE Meetings Department at (703) 824-0504.*

## REGISTRATION FEE (in U.S. funds drawn on a U.S. bank)

(includes all handouts, the opening reception and one luncheon)

- 1.  AAAE members ..... \$370
- 2.  AAAE Member/ARDF\* Member ..... \$355
- 3.  Non-member ..... \$425
- 4.  Non-member/ARDF\* Member ..... \$410

\*ARDF—the Airport Research and Development Foundation

## DISPLAY TABLES

- 5.  Display table (includes one registration) ..... \$750

*(Please provide a 25-word description of your company to be used in the conference program and return it with this registration form.)*

**This course is worth 12 credits in the AAAE Continuing Airport Management Education Unit (CEU) program.**

## PAYMENT METHOD

Enclosed is my check payable to AAAE     Purchase Order # \_\_\_\_\_

Upon receipt of this form, please charge my (circle one):                      American Express      MasterCard      Visa

Cardholder Name \_\_\_\_\_

Account Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

**RETURN TO: AAAE • 601 Madison St., #400 • Alexandria, VA 22314 (USA) or Fax to (703) 820-1395.** Photocopies of this form will be accepted. AAAE accepts registration regardless of race, religion, sex, physical disability and national or ethnic origin. This includes but is not limited to admissions, employment and educational services.



American Association of Airport Executives and Seattle/Tacoma International Airport present

## AIRPORT VOLUNTEER AMBASSADOR/ CUSTOMER SERVICE PROGRAMS WORKSHOP

April 18-20, 2004 • Seattle, Washington • Mtg. #040401

It's wintertime. The weather outside is frightful. And your terminal building is bursting at the seams with tired, frustrated and increasingly irate passengers who don't understand why they can't get a seat on the next flight going out, or why their plane is at the gate and has a mechanical problem that is keeping them in this crowded, noisy, stressful environment when all they want to do is go home.

It's situations like these that most visibly demonstrate the true value of having airport volunteer ambassadors and customer service personnel who can soothe jangled nerves and distribute much-needed valuable information — not to mention coffee and doughnuts and a friendly attitude.

Much more evidence, exists, however, that superior airport customer service is needed now more than ever. The terrorism threat against the U.S. continues to fluctuate and airports must respond accordingly, as well as cope with new regulations, such as the US-Visit restrictions being imposed on foreign air travelers entering this country.

As has been the case since 9/11, airport employees need to continue to concentrate on understanding customer needs and concerns and to ratchet up their communication skills to a whole new level. Consumer confidence is slowly increasing, and passenger traffic numbers are on the rise. At the same time, consumer expectations have changed, and we need to change with them.

To assist airport executives in meeting these new challenges, AAAE and Seattle/Tacoma International Airport are pleased to present the Fifth Annual Airport Volunteer Ambassador/Customer Service Programs Workshop, set for April 18-20, 2004, in Seattle, Washington. The workshop is intended to broaden the participants' understanding of the importance of customer service and volunteer ambassador programs to airports, and highlight the employee's role in restoring consumer confidence.

The first part of the workshop will focus on airport volunteer programs and the renewed importance of communication, training and retention for volunteer ambassador personnel. The second half of the workshop will feature marketing and public relations

personnel from airports of all sizes, sharing their expertise and giving advice on how best to function under the difficult circumstances we continue to face.

A major element of both sections of this workshop will be roundtable discussions and interactive brainstorming by the group as a whole. Workshop attendees are encouraged to bring individual experiences and scenarios from their airports, and have the group discuss problems and solutions.

All sessions will take place at the Westin Seattle Hotel. The workshop will begin with a reception from 6-7:30 p.m. on Sunday, April 18, and the business program will begin at 8:30 a.m. on Monday, April 19, (registration starts at 8 a.m.) and end at 12 p.m. on Tuesday, April 20. The registration fee includes the evening reception, two continental breakfasts, one luncheon, coffee breaks and all handout materials. Dress for the workshop is business casual. **For further program information, contact Ellen Horton, AAAE, at (703) 824-0500, Ext. 140, or e-mail [ellen.horton@airportnet.org](mailto:ellen.horton@airportnet.org). For further registration information, contact Jonna Thoma, AAAE at Ext. 185, e-mail [jonna.thoma@airportnet.org](mailto:jonna.thoma@airportnet.org). Registration confirmation will be faxed to all attendees.**

### TENTATIVE AGENDA

*(subject to change)*

#### SUNDAY, APRIL 18

6-7:30 p.m. Registration/Reception

#### MONDAY, APRIL 19

8-8:30 a.m. Registration/Continental Breakfast

8:30-8:45 a.m. Welcoming Remarks

8:45 a.m.-12 p.m. Airport Volunteer Ambassador Programs

12-1 p.m. Lunch

1-3 p.m. Ambassador Programs (cont.)

3-5 p.m. Airport Customer Service Challenges

#### TUESDAY, APRIL 20

8-8:30 a.m. Registration/Continental Breakfast

8:30 a.m.-12 p.m. The New Reality of Airport Customer Service



American Association of Airport Executives and Seattle/Tacoma International Airport present
AIRPORT VOLUNTEER AMBASSADOR/
CUSTOMER SERVICE PROGRAMS WORKSHOP

Register On-Line at:
http://www.airportnet.org/meetings

April 18-20, 2004 • Seattle, Washington • Mtg. #040401

Hotel reservations—Rooms are being held at the Westin Seattle Hotel, 1900 5th Avenue, Seattle, WA 98101-1281, phone (206) 728-1000. All attendees will receive a special rate of \$139 for single or double occupancy. Reservations must be made by March 26, 2004, in order to guarantee this rate.

Airline reservations—American Airlines and Delta Air Lines have been selected as the official air carriers for this meeting. Attendees can receive 10% off American's and Delta's full coach fare or 5% off all other published fares. Rules and restrictions apply.

Ground transportation—The most convenient form of transportation from Seattle/Tacoma International Airport to the Westin Seattle Hotel is via taxi, which costs approximately \$25 one way and takes approximately 20 minutes. Another form of transportation from the airport is the Gray Line of Seattle, which provides airport transportation to the hotel at a cost of \$8.50 one way or \$14 round trip.

NOTE: AAAE reserves the right to cancel this program if the number of registrants is insufficient. In this event, we will notify all registrants and refund the registration fee in full. However, any costs incurred by the registrant, such as hotel cancellation or airline penalties, are the responsibility of the registrant.

Future correspondence will be sent to the below address, fax number and/or e-mail address.

Nickname for Badge \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Full Name \_\_\_\_\_

Title \_\_\_\_\_

Airport/Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Wheelchair icon: Please indicate any special needs to participate and attach a description of your needs.

Registrations and cancellations must be submitted in writing. Refund requests received before April 2, 2004, are subject to a \$125 processing fee. There will be no refunds after this date. Substitutions will be accepted without penalties and no-shows will be billed. For all inquiries regarding cancellations and refunds, please contact the AAAE Meetings Department at (703) 824-0504.

REGISTRATION FEE (in U.S. funds drawn on a U.S. bank)

(includes all handouts, 2 continental breakfast, coffee breaks, the opening reception and one luncheon)

- 1. AAAE member ..... \$345
2. AAAE Member/ARDF\* Member \$325
3. Non-member ..... \$410
4. Non-member/ARDF\* Member .... \$380

\*ARDF—the Airport Research and Development Foundation

This course is worth nine credits in the AAAE Continuing Airport Management Education Unit (CEU) program.

PAYMENT METHOD

Enclosed is my check payable to AAAE Purchase Order # \_\_\_\_\_

Upon receipt of this form, please charge my (circle one): American Express MasterCard Visa

Cardholder Name \_\_\_\_\_

Account Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

RETURN TO: AAAE • 601 Madison St., #400 • Alexandria, VA 22314 (USA) or Fax to (703) 820-1395. Photocopies of this form will be accepted. AAAE accepts registration regardless of race, religion, sex, physical disability and national or ethnic origin. This includes but is not limited to admissions, employment and educational services.

American Association of Airport Executives



# THE 2004 FAA AIRPORT TECHNOLOGY TRANSFER CONFERENCE AND EXPOSITION

April 18-21, 2004 • Atlantic City, New Jersey • Mtg. #040402



## THE PROGRAM

The Federal Aviation Administration (FAA) is pleased to announce The 2004 Airport Technology Transfer Conference – Back to the Future: Rethinking Airport Technology Research, which will be held April 18-21, 2004, in Atlantic City, New Jersey, USA. This conference also is being cosponsored by AAAE, Airports Council International-NA (ACI-NA), American Concrete Pavement Association (ACPA) the Asphalt Pavement Alliance (APA).

The conference will showcase the FAA National Airport Pavement Test Facility, which was built in a partnership between the FAA and the Boeing Company, and has been in operation since 1999. This conference will provide a unique opportunity for both the aviation industry and the research community to interact and exchange information to ensure safe and efficient airport operations.

The conference will include plenary sessions with internationally recognized keynote speakers, technical presentations, exhibitions, tours of the FAA William J. Hughes Technical Center, and a site visit to the National Airport Pavement Test Facility.

This technology transfer conference provides an opportunity for airport operators, field engineers, construction contractors, research engineers and academic researchers to interact and exchange information. Presentations will include:

- Pavement Modeling and Design Methods
- Construction Materials and Methods
- Pavement Evaluation, Analysis, Maintenance and Management
- Computer Applications to Airport Pavements
- Full Scale Pavement Testing
- Aircraft Rescue and Firefighting (ARFF)
- Runway Surface Technology
- Runway Incursion Reduction
- Visual Guidance
- Wildlife Hazards
- Airport Planning and Design
- New Large Aircraft (NLA)

## WHO WILL ATTEND

Attendees from various fields in aviation, technology, research, concrete pavement, design and construction, environment and safety, aircraft rescue and firefighting and more will meet for four days to review the latest news and updates in the industry.

### Aviation personnel

Key FAA officials; national and international airport executives; technology personnel; safety, planning and design specialists; airline and helicopter industry representatives, and general and state aviation agency officials will be present.

### Research scientists and engineers

Scientists, research specialists and engineers will come together to study problems and to share their findings and ideas for development of new and more efficient means of pavement design, computer applications to airport pavements, environmental issues and more.

### Aviation consultants, manufacturers and suppliers

Aviation, technology and software consultants, as well as suppliers of airport and airline products and services, will be on hand to share their expertise and exchange ideas. Also attending will be airport master planners, design and construction representatives and specialists in safety, the environment, lighting, signs and markings, among others.

## EXHIBITS AND SPONSORSHIP

**For information about exhibiting, please contact Greg Mihelic, AAAE at (703) 824-0500, Ext. 136, or e-mail [greg.mihelic@airportnet.org](mailto:greg.mihelic@airportnet.org). For information on sponsoring an event at the conference, contact Greg Mihelic or Tom Zoeller, AAAE, at (703) 824-0500, Ext. 172, or e-mail [tom.zoeller@airportnet.org](mailto:tom.zoeller@airportnet.org).**

All sessions will take place at the Atlantic City Hilton Casino Resort. The conference will begin with a welcome reception in the exhibit hall from 5-7 p.m. on Sunday, April 18 (registration opens at 3:30 p.m.). Registration will re-open at 7:30 a.m. with a continental breakfast in the exhibit hall on Monday, April 19 and sessions begin at 8:30 a.m. Sessions will conclude at 5:30 p.m. on Tuesday, April 20, and a tour of the FAA Technical Center will be held on Wednesday, April 21. The registration fee includes the welcome reception, two continental breakfasts, two luncheons, coffee breaks, and all handouts. Dress is business casual attire.

**For further program information, contact Tom Zoeller, AAAE, at (703) 824-0500, Ext. 172, or e-mail [tom.zoeller@airportnet.org](mailto:tom.zoeller@airportnet.org). For further registration information, contact Kate Hood, AAAE, at Ext. 174, or e-mail [kate.hood@airportnet.org](mailto:kate.hood@airportnet.org) or Natalie Fleet, AAAE, at Ext. 132, or e-mail [natalie.fleet@airportnet.org](mailto:natalie.fleet@airportnet.org). For additional information, go to the FAA's Conference website at <http://www.airporttech.tc.faa.gov/att04>.**

## REGISTER ON-LINE!

<http://www.airportnet.org/meetings>

American Association of Airport Executives



# THE 2004 FAA AIRPORT TECHNOLOGY TRANSFER CONFERENCE AND EXPOSITION



April 18-21, 2004 • Atlantic City, New Jersey • Mtg. #040402

### HOTEL INFORMATION

Rooms are being held at the Atlantic City Hilton Casino Resort, Boston & The Boardwalk, Atlantic City, NJ 08401; phone (609) 347-7111. All attendees will receive a special rate of \$115 from Sunday, April 18, through Tuesday, April 20, for single or double occupancy. A limited number of rooms will be available at a rate of \$175 for Saturday, April 17. After these rooms are filled, rooms on April 17 will be available at the current casino rate. There is also a \$2 New Jersey state occupancy fee per day. **Government per diem rates will be available for a limited number of rooms on a first come, first serve basis and are subject to availability and proper government credentials. Reservations must be made by March 18, 2004, in order to guarantee AAAE rates.** Reservations made after this date can only be honored on a space and rate available basis. To make your hotel reservations, call the hotel directly at (800) 257-8677 and identify yourself as part of the American Association of Airport Executives conference. **For further details, please contact Kate Hood, AAAE, at (703) 824-0500, Ext. 174, or e-mail kate.hood@airportnet.org.**

### TRANSPORTATION

**Airline reservations**— American Airlines and Delta Air Lines have been selected as the official air carriers for this meeting. Attendees can receive 10% off American's and Delta's full coach fares or 5% off all other published fares. Rules and restrictions apply. To take advantage of American's and Delta's special fares, call American Airlines directly at (800) 433-1790 from 6 a.m.-11 p.m. eastern time daily and refer to star file 2644AQ; call Delta Air Lines directly at (800) 241-6760 from 8 a.m.-11 p.m. eastern time daily and refer to file number 198265A.

**Ground transportation**—From Atlantic City International Airport and Philadelphia International Airport, use Frank's Airport Shuttle. From Atlantic City International, the cost is \$25 plus a 20% gratuity per person. The ride takes approximately 20-25 minutes. From Philadelphia International, the cost is \$75 plus 20% gratuity for one to two people, and an additional \$45 plus 20% gratuity for each additional person. The ride takes about 1 hour and 15 minutes from Philadelphia International Airport. Drivers will meet your party in baggage claim. Reservations must be made in advance by calling (609) 748-2238. Cab service from Atlantic City International costs approximately \$45-\$50.

Avis Rent-A-Car is the official rental car company for this meeting. To make reservations or for further information from Avis, please call (800) 331-1600 and reference J097316.

NOTE: AAAE reserves the right to cancel this program if the number of registrants is insufficient. In this event, we will notify all registrants and refund the registration fee in full. **However, any costs incurred by the registrant, such as hotel cancellation or airline penalties, are the responsibility of the registrant.** Confirmation letters will be faxed to attendees.

**Future correspondence will be sent to the below address, fax number and/or e-mail address.**

Nickname for Badge \_\_\_\_\_ E-Mail Address \_\_\_\_\_  
Full Name \_\_\_\_\_  
Title \_\_\_\_\_  
Airport/Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

I wish to attend the FAA Technical Center tour  
International visitors please indicate: Country of origin \_\_\_\_\_ Passport # \_\_\_\_\_

Please indicate any special needs to participate and attach a description of your needs.

*Registrations and cancellations must be submitted in writing. Refunds requests received before 4/2/04 are subject to a \$125 processing fee. There will be no refunds after this date. Substitutions will be accepted without penalty and no-shows will be billed. For inquiries regarding cancellations and refunds, contact the AAAE Meetings Department at (703) 824-0504.*

### REGISTRATION FEES (U.S. funds drawn on a U.S. bank)

- 1.  Early Registration (on or before 3/19/04) ..... \$425
- 2.  Late Registration (after 3/19/04) ..... \$475
- 3.  U.S. Government Personnel ..... \$275

This course is worth 12 credits in the AAAE Continuing Airport Management Education Unit (CEU) program.

### PAYMENT METHOD

Enclosed is my check payable to AAAE     Purchase Order # \_\_\_\_\_  
 Upon receipt of this form, please charge my (circle one):    American Express    MasterCard    Visa  
Cardholder Name \_\_\_\_\_  
Account Number \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Signature \_\_\_\_\_

**Return to: AAAE • 601 Madison St., #400 • Alexandria, VA 22314 (USA) or Fax to (703) 820-1395.** Photocopies of this form will be accepted. AAAE accepts registration regardless of race, religion, sex, physical disability and national or ethnic origin. This includes but is not limited to admissions, employment and educational services.



American Association of Airport Executives

## AIRPORT CERTIFIED EMPLOYEE OPERATIONS REVIEW COURSE

April 19-24, 2004 • Austin, Texas • Mtg. #040406

The American Association of Airport Executives (AAAE) is pleased to present the second Airport Certified Employee (ACE) - Operations Review Course. **Before registering for the Review Course, you must be a AAAE Affiliate member and enroll in the ACE - Operations program. You must also currently be employed at a public use airport. For course content and enrollment information, please go to: <https://www.airportnet.org/depts/training/aceops/>.**

After enrolling in the ACE program, you will receive your course materials and you may register for this Review Course.

### COURSE CONTENT

This interactive course is delivered through lectures, case studies, and videos. ACE - Operations includes a **written final exam that must be passed in order to receive certification.** Although students are encouraged to take the exam as part of the Review Course, you may take the exam up to three years after enrolling in the ACE - Operations program. It is anticipated and highly recommended that students will study the course materials before attending a Review Course. The course includes the following topics:

#### **DAY 1 (Monday):**

*Airport Safety Oversight* (2 hours)  
*Federal Aviation Regulation Part 139* (0.5 hours)  
*Airport Design and Layout* (2 hours)  
*Airport System* (0.5 hours)  
*Airport Movement and Safety Areas* (1 hour)

*Airport Self-Inspection* (1.5 hours)

#### **DAY 2 (Tuesday):**

*Airport Condition Reporting* (2 hours)  
*Pavement Surfaces* (2 hours)  
*Airfield Lighting, Signs and Pavement Markings* (3 hours)

#### **DAY 3 (Wednesday):**

*Navigational Aids* (1.5 hours)  
*Airfield Safety and Communications* (2.5 hours)  
*Imaginary Surfaces Associated with FAR Part 77* (1.5 hours)  
*Use of FAA Form 7460-1* (1 hour)  
*Heliports* (1 hour)

#### **DAY 4 (Thursday):**

*Foreign Object Debris* (0.5 hour)  
*Wildlife Hazard Mitigation* (1.5 hours)  
*Winter Operations* (3.5 hours)  
*Hazardous Materials* (2 hours)

#### **DAY 5 (Friday):**

*Airport Rescue and Firefighting (ARFF)*  
*Indices and Requirements/Responsibility, Performance, and Training Requirements for ARFF Response* (1 hour)  
*Airport Emergencies* (2 hours)  
*Security* (1.5 hours)  
*Examination Review* (2.5 hours)

#### **DAY 6 (Saturday)**

*Examination* (3 hours)

**For additional details on course sub-topics, please go to:**

**<https://www.airportnet.org/depts/training/aceops/#csc>.**

### BENEFITS OF BECOMING AN ACE

- ✦ Learn from aviation professionals with extensive experience in and knowledge of airfield operations
- ✦ Obtain a thorough airfield operations education and use your knowledge to improve the safety and efficiency of your airfield or any airfield in the U.S.
- ✦ Increase your promotional and career opportunities in the aviation field
- ✦ Earn a prestigious designation and become a part of an elite group of aviation professionals
- ✦ Receive the latest in airport operations information through a Continuing Education Unit (CEU) program that AAAE is developing in conjunction with ACE (to be completed by 2004)

### LOCATION AND TIMES

All sessions will take place at the Embassy Suites Hotel - Austin-Downtown/Town Lake. The course begins at 8:30 a.m. on Monday, April 19, and ends at 12 p.m. on Saturday, April 24. Registration fees include five luncheons, one reception, coffee/refreshment breaks, all handouts and the examination. Confirmation of all registrations will be faxed to attendees. Dress is business casual.

**For further program information, contact Greg Mamary, AAAE, at (703) 824-0500, Ext. 176, or e-mail [greg.mamary@airportnet.org](mailto:greg.mamary@airportnet.org). For further registration information, contact Amanda Simmers, AAAE, at Ext. 196, or e-mail [amanda.simmers@airportnet.org](mailto:amanda.simmers@airportnet.org).**



# American Association of Airport Executives AIRPORT CERTIFIED EMPLOYEE OPERATIONS REVIEW COURSE

April 19-24, 2004 • Austin, Texas • Mtg. # 040406

Register On-Line at:  
[www.airportnet.org/meetings](http://www.airportnet.org/meetings)

**Hotel Reservations**—Rooms are being held at the Embassy Suites Hotel Austin-Downtown/Town Lake, 300 South Congress Avenue, Austin, TX, 78704, phone (512) 469-9000; fax (512) 480-9164. All attendees will receive a special rate of \$119 single/double. **Reservations must be made by Friday, March 26, 2004, in order to guarantee this rate.** Reservations made after this date can only be honored on a space available basis. To make your hotel reservations, call the hotel directly at (512) 469-9000 and identify yourself as part of the AAAE group.

**Airline reservations**—American Airlines and Delta Air Lines have been selected as the official air carriers for this meeting. Attendees can receive 10% off American's and Delta's full coach fare or 5% off all other published fares. Rules and restrictions apply. To take advantage of American's and Delta's special fares, call American Airlines directly at (800) 433-1790 from 6 a.m.-1 a.m. eastern standard time daily and refer to star file #2644AQ; call Delta Air Lines directly at (800) 241-6760 from 8 a.m.-11 p.m. eastern standard time daily and refer to file number 198265A.

**Ground transportation**—There are several convenient methods of transportation from the airport to the Embassy Suites Hotel Austin Downtown/Town Lake. Super Shuttle costs approximately \$10 one way and take approximately 20 minutes. To make reservations, call (800) 258-3826. A taxi ride is approximately \$18 one way and takes approximately 20 minutes. Avis Rent-A-Car is the official rental car company for this meeting. To make reservations, or for further information, please call Avis at (800) 331-1600 and reference J097316.

**NOTE:** AAAE reserves the right to cancel this program if the number of registrants is insufficient. In this event, we will notify all registrants and refund the registration fee in full. **However, any costs incurred by the registrant, such as hotel cancellation or airline penalties, are the responsibility of the registrant.** Confirmation letters will be faxed to attendees.

**Future correspondence will be sent to the below address, fax number and/or e-mail address.**

Nickname for Badge \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Full Name \_\_\_\_\_

Title \_\_\_\_\_

Airport/Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_



Please indicate any special needs to participate and attach a description of your needs.

*Registrations and cancellations must be submitted in writing. Refund requests received before 04/02/04 are subject to a \$125 processing fee. There will be no refunds after this date. Substitutions will be accepted without penalties and no shows will be billed. For all inquiries regarding cancellations and refunds, please contact the AAAE Meetings Department at (703) 824-0504.*

**REGISTRATION FEE (in U.S. funds drawn on a U.S. bank)**  
(includes five luncheons, one reception, coffee/refreshment breaks, all handouts and the examination)

1.  All Attendees ..... \$1,250

**You must first be a AAAE Affiliate member and enroll in the ACE - Operations Program before registering for the Review Course. Please go to <https://www.airportnet.org/depts/training/aceops/>**

**This course is worth 30 credits in the AAAE Continuing Airport Management Education Unit (CEU) program.**

## PAYMENT METHOD

Enclosed is my check payable to AAAE  Purchase Order # \_\_\_\_\_

Upon receipt of this form, please charge my (circle one): American Express MasterCard Visa

Cardholder Name \_\_\_\_\_

Account Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

**RETURN TO: AAAE • 601 Madison St., #400 • Alexandria, VA 22314 (USA) or Fax to (703) 820-1395.** Photocopies of this form will be accepted. AAAE accepts registration regardless of race, religion, sex, physical disability and national or ethnic origin. This includes but is not limited to admissions, employment and educational services.

# 18TH ANNUAL AVIATION ISSUES CONFERENCE SPONSORS

## JANUARY 11-15, 2004 • KAUAI, HAWAII

For many years, AAAE has relied on its corporate members and friends for financial support. At the same time, we strive to make such corporate support of value to each company by providing recognition and public thanks. AAAE would like to thank the following companies for their contributions to this conference.

<b>Cargo Airline Association</b>	<b>SITA</b>
<b>Hawaii Department of Transportation</b>	<b>Honeywell</b>
<b>United Airlines</b>	<b>Lockheed Martin Transportation and Security Solutions</b>
<b>American Airlines</b>	<b>National Air Traffic Controllers Association</b>
<b>Continental Airlines</b>	<b>Denny Miller Associates</b>
<b>Northwest Airlines</b>	<b>Venable LLP</b>
<b>Delta Air Lines, Inc.</b>	<b>MITRE, Center for Advanced Aviation</b>
<b>Aloha Airlines</b>	<b>System Development</b>
<b>FedEx Express</b>	<b>HMSHost</b>
<b>United Parcel Service</b>	<b>Airports Council International - North America</b>
<b>Avis Rent-A-Car System, Inc.</b>	<b>U.S. Contract Tower Association</b>
<b>Baker, Donelson, Bearman, Caldwell &amp; Berkowitz</b>	<b>General Aviation Manufacturers Association</b>
<b>Jefferson Government Relations</b>	<b>ARINC</b>
<b>The Boeing Company</b>	<b>D.M. Airport Developers, Inc.</b>
<b>Airbus North America Holdings Company</b>	<b>(Operators of Morristown Municipal Airport)</b>
<b>Embraer Aircraft Holding, Inc.</b>	<b>Holland &amp; Knight LLP</b>
<b>L-3 Security &amp; Detection Systems</b>	<b>McCann Capitol Advocates</b>
<b>Reveal Imaging Technologies, Inc.</b>	<b>c2 group</b>
<b>InVision Technologies</b>	<b>AB Management Associates, Inc.</b>
<b>Intelli-Check, Inc.</b>	<b>Ampco System Airport Parking</b>
<b>Raytheon</b>	<b>PB Aviation, a Service Group of Parsons Brinckerhoff</b>
<b>United Technologies Corporation</b>	<b>Laser Data Command Inc.</b>

# THE AIRPORT MANAGEMENT PRIMER SECOND EDITION!!

If you're like most individuals who are new to the aviation industry, you may know very little about airports and how they operate. And no wonder. Airports are complex. And very few operate in the same way. But there are some basic facts about airports that are the foundation of *all* airports—those things that are common to the industry, not to individual airport locations.

To provide a straightforward presentation of these basic facts, we initially produced the first and second editions of *The Airport Handbook*, and subsequently *The Airport Management Primer*. Now we are very pleased to announce our latest and most up-to-date publication on this subject, *The Airport Management Primer, Second Edition*, the first hard-back version of this popular educational resource.

This second edition of *The Primer*, like its predecessors, was written with airport commissioners, executives and consultants in mind, as well as anyone else with an interest in the airport industry. Presented in clear, concise language, this primer is *the* resource for the airport industry and provides a useful overview of issues such as airport ownership; the organizational and economic structure of airports; the relationship between airport management and the major airport users; regulatory and environmental responsibilities, and future directions for the industry.

*The Airport Management Primer, Second Edition*, provides more than 100 pages of fact-filled guidance about the airport industry. It features a new chapter on benchmarking and updated information on airport operations, maintenance and environmental issues. Clear, non-technical answers also are provided for frequently asked questions, such as how can an airport improve its level of air service, and when should an airport provide a service with its own employees rather than seek the services of a concessionaire?

Authored by Sam Hoerter, A.A.E., director of airports at Charleston International Airport in South Carolina and a frequent speaker at AAAE seminars on the subject of airport management, this publication is a must for industry newcomers, as well as an excellent source of information for candidates seeking the Accredited Airport Executive (A.A.E.) designation. The book also forms the basis for AAAE's annual workshop, *Airport Management 101*.

*The Airport Management Primer, Second Edition*, is available for \$70 per copy for individuals whose airport is not a member of AAAE's Airport Research and Development Foundation (ARDF) or \$60 per copy for ARDF members. For five or more copies, you pay only \$50 per copy if your airport is not a member of ARDF and \$40 for ARDF members. Prices in effect until 12/31/03. To order your copy(s) of the primer, complete the order form below. For more information, contact **Jessica Grass at (703) 824-0500, Ext. 123**.

NAME \_\_\_\_\_ AAAE MEMBER # \_\_\_\_\_

AIRPORT/COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ E-MAIL \_\_\_\_\_

Please send me \_\_\_\_\_ copies of the handbook at \$\_\_\_\_\_ per copy. (Please add \$3.75 for shipping) TOTAL AMOUNT: \_\_\_\_\_

METHOD OF PAYMENT (*payment must be received in full before order will be shipped*):

Payment enclosed (*payable in U.S. funds drawn on a U.S. banking institution*)

Purchase Order No. \_\_\_\_\_

Charge my (*please circle*)      American Express      Visa      MasterCard

Name (*as it appears on card*) \_\_\_\_\_

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature (*of cardholder*) \_\_\_\_\_

MAIL OR FAX THIS FORM TO: AMERICAN ASSOCIATION OF AIRPORT EXECUTIVES • 601 Madison Street, Suite 400 • Alexandria, VA 22314, Attn: **Jessica Grass** • 703/824/0504 • Fax 703/820/1395

**POSITIONS OPEN***(continued from page 4)*

ies, scope option evaluations, cost estimates, business plans and requisite environmental studies are conducted in a coordinated and systematic manner. Directly handles projects and/or manages multi-disciplinary teams. Undergraduate degree in engineering or architecture, with graduate degree in business preferred. Experience to include planning, facilities management, permitting, design, financing, budgeting, construction and start-up of capital projects, understanding of airport operating functions. Reply by e-mail to resume@pvdairport.com, or fax to (401) 737-9038. EOE.

**COMMUNITY RELATIONS COORDINATOR**

Grand Rapids, Mich. Produces informational material (e.g., newsletters, brochures, electronic presentations), coordinates the airport's website, manages advertising activities, plans and executes special events, and assists with public presentations, news media relations and air service marketing. Bachelor's degree from an accredited institution in communications, public relations, journalism or relevant discipline combined with three years of progressively responsible experience in public relations and/or communications programs and activities. Computer literacy, including knowledge of word processing, spreadsheet and graphics applications software essential. Must have good interpersonal and human relations skills and the ability to work with diverse groups of people. Graphic layout/design experience desired. Candidates must submit a Kent County Application for Employment to be considered. For further information, to download an application or to submit an online application, visit the county's website at [www.accessKent.com/jobs](http://www.accessKent.com/jobs). Kent County Human Resources, 300 Monroe NW, 2nd Floor, Grand Rapids, MI 49503. Apply by Feb. 13.

**DEPUTY AVIATION DIRECTOR, OPERATIONS & MAINTENANCE**

The city of Des Moines, a progressive municipality of 200,000, is accepting applications for a deputy aviation director

of operations and maintenance. The successful candidate will direct all activities of the operations and facility maintenance divisions of the entire facility. Requirements include graduation from an accredited college or university with a bachelor's degree in aviation management, business administration, public administration, engineering or related field and considerable supervisory experience with airport facilities and operations management. Possession of a valid Iowa driver's license or evidence of equivalent mobility. City residency required. Competitive salary and excellent benefits. Apply to Human Resources, City Hall, 400 E. First St., Des Moines, IA 50309, (515) 283-4213, [www.dmgov.org](http://www.dmgov.org). EOE/MFD. Applications accepted until position is filled.

**DIRECTOR OF AERONAUTICS**

Columbia, S.C. Seeking a senior-level management position for South Carolina Department of Commerce's Aeronautics Division. Individual must have solid leadership background and track record of implementing and managing operational strategies. Serves as chief spokesperson, manages the promotion of private, corporate and commercial aviation, fosters air commerce and supervises aeronautical activities, provides airport/industry consulting, provides air transportation for the governor's office and other entities. Bachelor's degree with relevant experience at a senior level is required. Ten years of experience, of which five are in aviation industry management, preferred. Knowledge of applicable regulatory requirements for aviation operations; knowledge of aviation industry management methods and practices; FAA, airport planning and development experience required. Ability to plan and organize aeronautics activities; excellent communications skills. Inquiries and applications should be directed to Inez Benjamin, S.C. Department of Commerce, Human Resources Office, 1201 Main Street, Suite 1600, Columbia, SC 29201, or fax (803) 737-0455. Closing date Feb. 11. E-mail: [docjobs@SCcommerce.com](mailto:docjobs@SCcommerce.com).

**MAINTENANCE MANAGER**

Winder, Ga. Primarily responsible for

maintenance of the airport buildings, facilities, equipment and grounds. Additional responsibilities include training, scheduling and supervising part-time maintenance employees and assisting the airport director with operational issues. Participates in short-/long-range planning, maintenance budget preparation and employee performance evaluations. Excellent oral/written communication and problem-solving skills necessary. Assistant Airport Director, Barrow County Airport Authority, 841 Ronald Wood Road, Winder, GA 30860.

**MANAGER, BUILDING AND FACILITIES**

Jacksonville, Fla. Responsible for directing, planning and facilitating the daily operations of the facilities department, including maintenance at all four airports, construction projects over \$100,000 in value and facilities contracts. Develops and maintains close liaison with airline managers, military air guard administrators and all applicable city, state and federal agencies. Responsible for the management and administration of the asset control system, the preparation of specifications for large facilities equipment purchases and facility service contracts. Ensures compliance with city, state and federal mandates and regulations for public facilities and airports. Provides technical advice, estimates and conceptual layouts for facilities planning purposes and maintenance activities. Makes appropriate independent decisions as requested and represents the general manager, JIA, in his/her absence. Submit information to the Jacksonville Airport Authority, Employee Relations Department, P.O. Box 18018, Jacksonville, FL 32229-0018.

**MANAGER, CONCESSIONS AND SERVICES**

Washington, D.C. Manages the analysis, development and operation of terminal concession services, which meet the needs of airport users, generate positive financial returns to the authority and provide a profitable environment for business growth. Responsibilities include facility planning and development; economic feasibility and financial analyses; request for

*(continued on following page)*

**POSITIONS OPEN***(continued from previous page)*

proposals development; negotiation of business contract terms with third party business operators; contract administration, and management of concession tenant relations. Call (703) 417-8366 for an authority application form, or visit the authority's website at [www.mwaa.com](http://www.mwaa.com). Applications must include announcement number MWAA-04-007. The position is open until filled. Detailed resumes complete with dates of employment, salary history and a complete description of major duties and responsibilities also will be accepted. Send completed application forms and resumes to Metropolitan Washington Airports Authority, 1 Aviation Circle, Room 118, MA-510 (Employment Department) Washington, DC 20001-6000. Equal Opportunity Employer.

**MANAGER, OPERATIONS AND MAINTENANCE**

Glacier Park Int'l Airport, Kalispell, Mont. Salary \$58,000-\$63,000. Position primarily responsible for overseeing the operations and maintenance of the airport buildings, facilities and grounds. Additional responsibilities include training, scheduling and supervising maintenance employees, fire fighters and custodial staff. Participates in short-/long-range planning, budget preparation and employee performance evaluations. Excellent oral/written communication and problem-solving skills necessary. Requires a bachelor's degree in airport management, business or related field and five years of experience in airport operations and/or a combination of education and experience that provides equivalent knowledge. Applications due by Feb. 16. Submit application, letter of interest and resume to Airport Director, Flathead Municipal Airport Authority, 4170 Highway 2 East, Kalispell, MT 59901, (406) 257-5994.

**PROPERTY & CONCESSIONS MANAGER**

Atlanta, Ga. Plans, organizes and directs the activities related to property and concessions management; participates in the negotiation of leases and agreements with tenants and contract services; monitors and ensures compliance; prepares associated correspondence and ensures docu-

mentation and recordkeeping; develops policies and procedures for property management activities; reviews and prepares analyses of business proposals and prepares reports of other business situations for decision making purposes; interfaces with HJIAA staff, legal counsel, tenants, and government agencies regarding airport matters such as land acquisition; acts as a resource and participates in the development of budgets, and the selection/use of consultants. Bachelor's degree in business administration, aviation management, real estate or a related field and six years of progressively responsible management experience in aviation management, real estate. Send resumes and cover letters to 68 Mitchell Street S.W., Suite 2107 Atlanta, GA 30303-0306.

**SENIOR AIRPORT CONSULTANTS**

The Port Authority of NY & NJ's Aviation Department has a mission to plan, develop, provide, promote, maintain and enhance a unified system of safe and secure regional airport facilities. The authority has two senior airport consultant positions, which will provide technical consulting services to the staff of four airports. One position is a responsible for the coordination and development of functional drawings that identify appropriate signage, lighting and markings for airfield construction projects; additional responsibilities include preparation and updating of surface movement and guidance plans, runway safety area analyses and testing and development of new lighting, signage and airfield navigation technologies. The second position is responsible for assessing the delay reduction benefits of airfield modifications utilizing various consulting resources and/or airport modeling techniques and analyses. Additional responsibilities include the manipulation, evaluation and reporting of airfield operation data, as well as the management of delay reduction projects for various airports.

We offer a competitive compensation and benefits package. The deadline for application is Feb. 20. E-mail cover letter and scannable resume, including salary requirements, indicating job code SACAN, to [Igoldstein@panynj.gov](mailto:Igoldstein@panynj.gov).

**SENIOR AIRPORT ENGINEER**

Seeking licensed professional engineer to

manage multiple airport clients and to prepare engineering designs and calculations for transportation related projects. Individuals must demonstrate a history of successfully completing airfield related projects in a personable manner. Experience in pavements, drainage and electrical projects is a must. Individuals having an understanding of FAA's AIP grant program is a plus. Interested parties should send resume to DY Consultants, One Expressway Plaza, Suite 208, Roslyn Heights, NY 116577, fax (516) 625-9816, e-mail [rsingh@dyconsultants.com](mailto:rsingh@dyconsultants.com).

**SENIOR PLANNER - AIRPORT PLANNING**

This three-year, limited-term position with San Luis Obispo County, Calif., provides technical planning and environment review for the preparation of updates to the San Luis Obispo County Regional Airport master plan and CLUPs for San Luis Obispo, Oceano and Paso Robles airports and other major airport land-use planning related tasks. Continuation of this position beyond three years is dependent on the funding available at that time. Works independently under the general direction of management staff in the planning and building department and coordination with the county airports manager and general services department. Requires knowledge of federal, state and local planning and environmental principles and regulations applicable to review of development and land-use proposals within and surrounding airports, including FAA and California aviation regulations, advisory circulars, NEPA, CEQA, water and air quality and noise abatement regulations. For required county application, visit [www.countyofslo.org/personnel](http://www.countyofslo.org/personnel), e-mail [personnel@co.slo.ca.us](mailto:personnel@co.slo.ca.us), or call (805)781-5958; ref. EXAM 03-087. Mail to Personnel Office County Govt Center, San Luis Obispo, CA 93408.

**SENIOR AIRPORT PLANNER**

Roslyn Heights, N.Y. Seeking airport planner to prepare and manage airport planning projects. The ideal candidate will have a history of successfully completing three or more full master plans or airport layout plans. Must have an understanding of all components associated

with a master plan funded by the FAA. A background with environmental issues associated with the NEPA process is also necessary. Interested parties should send resume to DY Consultants, One Expressway Plaza - Suite 208, Roslyn Heights, NY 116577, fax (516) 625-9816, or e-mail [rsingh@dyconsultants.com](mailto:rsingh@dyconsultants.com).

#### **VICE PRESIDENT OF MARKETING & AIR SERVICE**

Chattanooga (Tenn.) Metropolitan Airport. The Chattanooga Metropolitan Airport Authority is seeking an experienced airport marketing professional to handle marketing, public relations and air service for a non-hub airport located in the beautiful Tennessee Valley of East Tennessee and just one and 1/2 to two hours north of Atlanta. Bachelor's degree in marketing, public relations or related field required. Salary based on experience. Send resume along with salary history and salary requirement to Personnel Department, Chattanooga Metropolitan Airport Authority, 1001 Airport Rd., Suite 14, Chattanooga, TN 37421, or e-mail to [mvanloh@chattairport.com](mailto:mvanloh@chattairport.com). Job closes on Feb. 25.

#### **BUSINESS OPPORTUNITIES**

**The Kern County Department of Airports**, Bakersfield, Calif., is accepting statements of qualifications from interested consulting firms to provide airport master planning services for Meadows Field Airport. GIS products are preferred. Meadows Field Airport (BFL) is owned and operated by the county of Kern, Calif. BFL is located approximately seven miles north of the city of Bakersfield. BFL is a small non-hub air carrier airport with total annual passenger activity of approximately 280,000. Annual aircraft operations average approximately 152,000. Construction of a new air passenger terminal is in process and is scheduled for completion in May 2005. Submittals must be received by 3 p.m. Feb. 11. Interested firms should obtain submittal instructions from Raymond Bishop at (661) 393-7990, or by e-mail at [thomasp@co.kern.ca.us](mailto:thomasp@co.kern.ca.us).

**Barnstable Municipal Airport** in Hyan-

nis, Mass., is requesting statements of qualifications until 4 p.m. March 19 for engineering design and construction supervision to include technical analysis, reports and contract administration for airport capital projects, and for a general services agreement. For information, contact Dr. Quincy Mosby, DBA, Airport Manager, Barnstable Municipal Airport, 480 Barnstable Road, Hyannis, MA 02601, (508) 775-2020, fax (508) 775-0453.

**The Chattanooga (Tenn.) Metropolitan Airport Authority** is seeking a qualified architect/engineering firm for several airport development projects. The consultant could perform design phase, bidding and negotiation phase, construction phase and special services. All parties competing for the work are advised that the work will be accomplished over the course of several grant projects. The following projects are expected to be completed in the next three to five years: runway safety area improvements, reconstruction of secondary runway and a new T-hangar development. Firms interested should contact Michael Landguth, A.A.E., vice president, airport operations, at (423) 855-2205, regarding submittal requirements. Statements of qualifications (SOQs) are due by noon March 17. The SOQs may also be found on the airport web page at <http://www.chattairport.com> under the heading of airport info and then sub-heading of request for bids.

**Cincinnati/Northern Kentucky International Airport (C/NKIA)** will begin developing plans for a new consolidated rental car facility. As a first step, C/NKIA is seeking a firm as a general consultant to advise it on strategies for developing a business plan, agreements and planning issues for this facility. Interested firms should request an RFQ package via e-mail from Ann Durham ([adurham@cvgairport.com](mailto:adurham@cvgairport.com)) or by calling Connie Ehlen at (859) 767-3166. Statements of qualifications must be submitted to William Martin, P.E., with planning and development for the Kenton County Airport Board, no later than March 1.

**GACRAA** is soliciting sealed bids for

up to five rental car concessions for Gainesville Regional Airport's passenger terminal. To review or obtain bid documents and specifications, contact Gainesville Regional Airport's Administration Office, 3880 N.E. 39th Avenue, Gainesville, FL 32609. The term of the concession contract is for one five-year period commencing May 1, 2004. A mandatory pre-bid conference will be held at 10 a.m. Feb. 11 at Gainesville Regional Airport, passenger terminal conference room at the above address. Sealed bids are due no later than 5 p.m. March 8. Refer to bid documents for complete instructions. GACRAA reserves the right to reject any or all bids. For information, contact Allan Penksa, (352) 373-0249.

**Missoula County (Mont.) Airport Authority** is soliciting proposals and qualifications from qualified airport engineers/architects and planning teams to complete future projects at Missoula International Airport. Parties interested in a proposal packet should contact the Missoula County Airport Authority Administration Office, 5225 Hwy 10 West, Missoula, MT 59808, (406) 728-4381. The Missoula County Airport Authority reserves the right to reject any and all proposals received and if all proposals are rejected, to re-advertise under the same or new specifications, or to make such award as in the judgment of the authority best meets the authority's requirements. The authority reserves the right to waive any formalities, irregularities and/or technicalities that are not of a substantial nature and to accept the bid that is in the best interest of the Missoula County Airport Authority. Proposals must be submitted no later than 1 p.m. MST Feb. 24 to the address above.

**The Tucson (Ariz.) Airport Authority (TAA)** invites interested consulting firms to submit statements of qualifications to perform security-related services in the form of studies for Tucson International Airport. There are two projects for which TAA is soliciting consulting services under this request for qualifications/proposals, (1) the security master plan, and (2) the terminal blast analysis. Firms may propose for one or both projects, but a

*(continued on following page)*

## First Class Mail

### BUSINESS OPPORTUNITIES

*(continued from previous page)*

separate and wholly independent statement of qualifications/proposal must be submitted for each. Statements will be received until 3 p.m. MST Feb. 12 at the offices of the Tucson Airport Authority. Statements submitted after that time may not be accepted. RFQ/P statement packages are available from the planning and development division. To request a copy, call Marilyn Ostrihon at (520) 573-5116.

**The city of Tyler, Texas**, is requesting statements of qualification for aviation planning services until 4 p.m. Feb. 19 to update the airport master plan for Tyler Pounds Regional Airport. Scope of work will include recommending the best approach for general aviation expansion, non-aviation commercial development and airfield expansion. The consultant should be qualified to update the airport master plan all in accordance with FAA criteria. Proposal information must be obtained from the Airport Manager's Office, 700 Skyway Blvd., Suite 201, Tyler TX, 75704, (903) 531-9825, Monday through Friday, 8 a.m.-5 p.m. Informa-

tion also may be downloaded from the airport website at [www.tylerairport.com](http://www.tylerairport.com).

**The Warren County (N.Y.) Department of Public Works** is requesting statements of qualifications (SOQ) from consultants interested in providing planning, engineering, architectural, environmental and construction administration services at Floyd Bennett Memorial Airport for a multi-year period. Warren County must receive all SOQ documents by 3 p.m. Feb. 19. Any documents received after that time and date will not be accepted. All SOQs must be submitted to Warren County Purchasing Department, Warren County Municipal Center, 1340 State Route 9, Lake George, NY 12845-9803, (518) 761-6538. Interested consultants must request a full copy of the request for qualifications from the above-referenced address. The county of Warren reserves the right to accept or reject any or all SOQs and to conduct or waive interviews at its discretion depending on the experience and qualifications received from each consultant.

**The Metropolitan Washington (D.C.)**

**Airports Authority** is seeking proposals to provide public pay telephones and prepaid calling card services at Ronald Reagan Washington National and Washington Dulles International airports, under a request for proposals (RFP) process. The award will be of one contract with a Disadvantaged Business Enterprise requirement. Proposal will be due March 4. Requests for the RFP must be sent to Richard Myrah, Contracting Officer, Metropolitan Washington Airports Authority, Procurement Division, One Aviation Circle, Washington, DC 20001, (703) 417-8664; e-mail [richard.myrah@mwa.com](mailto:richard.myrah@mwa.com), or via the authority's website at [www.mwa.com](http://www.mwa.com).

### PERSONNEL

Behzad Mohammadi, P.E., has joined Carter & Burgess as information technology manager in the firm's Encino Facilities Unit. Mohammadi serves as Carter & Burgess' chief airport facility management IT developer. He will serve as deputy project manager on the LAWA Utilities Survey and Documentation (LUSAD) project, the cornerstone of a new Airport Information Management System (AIMS).