

# flykci

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## KCI Airport Ambassador Program Celebrates 5 Years of Service



For the last five years, travelers at KCI Airport have been served by some of the friendliest people, and they aren't employees at all. They are KCI Airport Ambassadors – volunteers committed to the enhancement of customer service at the airport. The ambassadors spend over 10,000 hours a year warmly greeting travelers to Kansas City, and they can be distinguished by their brick-red blazers and welcoming smiles. The program recently passed its five-year anniversary of service and the number of hours donated continues to grow.

Ambassador duties include giving countless directions, reporting complaints, providing information about Kansas City attractions and, in general, helping make travel as smooth as possible for all. The group finds that volunteering helps more than just airport travelers. It is also valuable for them personally, serving as a way to give back to their community. Fran Mattox has been an ambassador for almost as long as the program has been in existence. She loves the time she spends with the other volunteers as well as meeting new people, but the satisfaction of helping a weary traveler keeps

her coming back. "I don't wait for someone to come up to me and ask for help... You can see that look in their eyes before they say a word," said Fran. "I just go over and ask if they need any help."

In addition to their passenger assistance duties, ambassadors often participate in airport events and research. At the annual Aviation Expo, ambassadors spend time helping children with crafts, serving them lunches and acting as their chaperones.

The Emergency Exercise conducted last June also enlisted their help. Ambassadors played the part of passengers' family members to test the airline's response to a crisis. They have even lent a hand by gathering data for customer satisfaction studies.

*"I don't wait for someone to come up to me and ask for help... You can see that look in their eyes before they say a word"*

– Fran Mattox Ambassador Volunteer

The Kansas City Aviation Department is proud of the high level of courteous and friendly assistance the ambassadors continue to provide to those traveling through Kansas City International Airport, and is grateful to the volunteers for giving so much of themselves.

The program is always looking for more volunteers. If interested, please contact the program's coordinator, Michelle Denham at (816) 243-5259. The program operates shifts of four hours each from 8:00 a.m. to 6:00 p.m., Monday through Friday, with flexible weekend and holiday hours.



## VIP Visitors

Kansas City International Airport and Charles B. Wheeler Downtown Airport have both been visited by several notable travelers in the last few months. Some of the more recognizable names include Sidney Poitier, First Lady Laura Bush, Homeland Security Secretary Tom Ridge, Hillary Rodham Clinton, governors from Kansas and Missouri, President George W. Bush, rock group Fleetwood Mac, the Minnesota Vikings and Kansas City Chiefs football teams, and a host of visiting pro baseball teams.



## Education Takes Flight at Aviation Expo

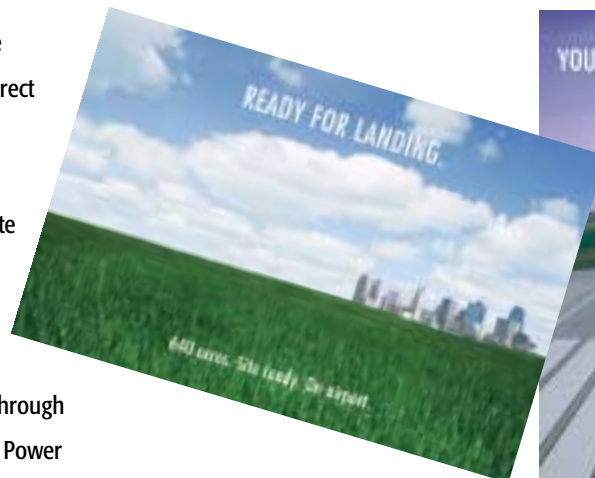


The cancellation of an air show didn't diminish the learning experience for visitors at this year's Aviation Expo at Charles B. Wheeler Downtown Airport. Aviation was the subject at hand as hundreds of children enthusiastically visited Downtown Airport in a week-long celebration of aviation in August. Programs included free plane rides for children, aviation merit badge programs

for Boy and Girl Scouts, hot air balloon education, celebrations for the first flight at Kitty Hawk, and a simulated air traffic control tower. Also featured were re-enactors posing as Wilbur Wright, one of the brothers who flew the plane at Kitty Hawk, N.C., and as Bessie Coleman, the first black female pilot. The expo began nine years ago and originally offered educational programs only as the purpose for the event. It has only been within the last few years that an air show was added to the long list of already popular activities. Plans are already in the works for the 2004 Aviation Expo. Next year, the air show will return and coincide with the bicentennial celebration of Lewis and Clark's travels, setting the stage for a memorable exhibition.

## Cargo Growth Complemented by Campaign Launch

The Kansas City Aviation Department, together with the Kansas City Area Development Council, will launch a direct mail campaign this fall aimed at real estate developers and decision makers in hi-tech industries. Developed by MMG Worldwide, the focus of the campaign is to create awareness and interest in a 640 acre tract of land at KCI Airport for commercial development. The land would provide users with a world-class, central location to manufacture and distribute finished goods through KCI's "just in time" air cargo infrastructure. Kansas City Power and Light and Aquila are financial co-sponsors for the campaign.





## New Facility for Parking and Bus Operations Opens



In August, work was completed on a new facility for the Parking and Bus Operations Division at KCI. Located at 400 Panama City Avenue on the airport grounds, the facility also houses operations for parking contractor Standard Parking. For 20 years, the group had been located in the lower level of Terminal A. However, due to the Terminal Improvement Project, they were separated three years ago and relocated to work in temporary trailers. The new building means additional administration areas and offers protection from the elements for buses. The location of the building also places it directly alongside the soon to be finished Economy Parking Lot for more efficient operations. The facility utilizes GPS technology to further enhance customer service by allowing dispatchers to constantly monitor bus locations on the airport.



## New Ways “you can get there from here.”

US Airways is resuming service between Washington National and Kansas City International Airport (KCI), a route it dropped after September 11, 2001. The carrier will operate two daily nonstop flights between National and KCI beginning October 27, using Boeing 737-300 aircraft. US Airways currently serves Kansas City four times daily from its

Charlotte, North Carolina hub, and three times daily from both its Philadelphia and Pittsburgh hubs.

Also, KCI is pleased to announce that beginning October 1, Midwest Airlines will offer two flights daily to the John Wayne Airport in Orange County, California.

## Travel Tips



### Label Laptop Computers –

Travelers should tape a business card or other identifying information beneath their laptop to avoid loss or an accidental “exchange” with other travelers.

### Shoe Screening Policy –

The Transportation Security Administration has instructed all screeners that passengers are not required to remove their shoes. However, if a traveler’s shoes set off the metal detector alarm, that person will be subjected to secondary screening. For travelers who know their shoes alarm every time they go through the metal detector, TSA recommends that they wear other shoes or remove them prior to screening and place them in the supplied bins so the shoes can be sent through the x-ray machine.

Visit [www.TSATravelTips.US](http://www.TSATravelTips.US) for more information.



## Construction Update

Recent changes were made at Terminal A. Last month, Midwest and Frontier moved to new areas within the terminal and two CNBC stores opened. Fountains of Seville Deli & Bar is also scheduled to open in Terminal A in mid-September.

America West is now at its permanent location in Terminal C.

# Department Profiles



The Aviation Department welcomes Shashi Bhat to the Information Technology Division. As a Programmer Analyst, Bhat is responsible for the development of Oracle software applications, the research of new and emerging technologies and their implementation for the improvement of departmental automation processes. Bhat studied at the University of Mysore in India where he received his bachelor of science degree in computer science.



Olga White has been promoted to Financial Operations Analyst II with the Accounting Division.

She has been with the City for 7 years and most recently worked in Public Works. White's current duties involve analyzing the Aviation Department's financial information, including accounts payable functions. She attended the University of Finance and Accounting in Moscow and also Central Michigan University. White holds a bachelor's degree in economics and a master's degree in administration.



Arnetta Revels has been employed by the City for 15 years, most recently in the Mayor's Office. She

has transferred to the Commercial Development Division in the Aviation Department and now serves as a Contract Specialist. In her new position, Revels participates in economic and contract development through the research and writing of proposal requests and contracts. She attended Central Missouri State University where she studied education.



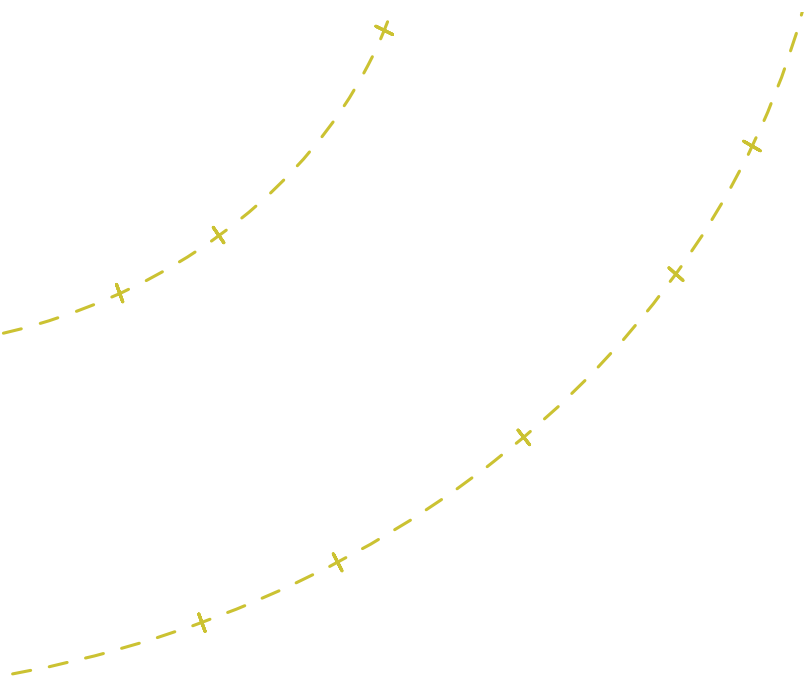
## Trivia

How much does it cost for the first 30 minutes of terminal parking?

Visit [www.flykci.com](http://www.flykci.com) to find the answer and receive a coupon.

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1-800-247-8726  
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