



you can get there from here.

First Phase Completed On Major Development



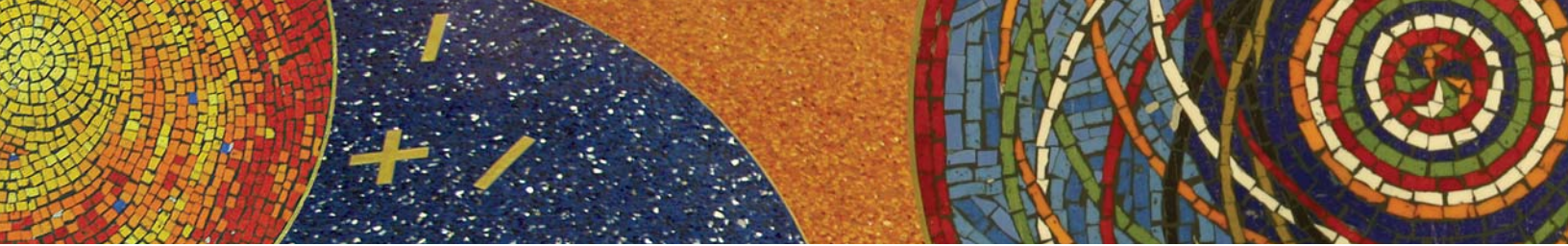
After nearly two years of construction, the first phase of the KCI Intermodal BusinessCentre has dramatically transformed an area of airport farmland. Dallas-based Trammell Crow Company was selected a few years ago by the Kansas City Aviation Department to develop an 800-acre, multi-use area on the southeast corner of the airfield at Kansas City International Airport. At that time, Trammell Crow divided the plans into several phases, the first of which affected a 180-acre parcel south of the American Airlines Overhaul Base and adjacent to Interstate 29. This Phase 1 required a massive change in infrastructure for the area. An environmental assessment was initially conducted over the course of a year by numerous government agencies. Soon after, many months of work began to remove 1.6 million cubic yards

of dirt from the airport's meadows to level and clear the acreage. During those months, utilities such as gas and power lines were relocated for upgrades and better access. Soon, water, electric and sewer lines were added near Prairie View Road. As weather conditions improved this spring, 5,640 linear feet of asphalt roadways with markings were added and most street lights have been installed. Building pads are also in place, which allows future structures to be elevated for truck docks.

With the completion of Phase 1, Trammell Crow can now offer companies a variety of build-to-suit spaces ranging from 150,000 to 988,000 square-feet. In fact, the centralized location of the development is a prime feature for companies like light manufacturers and assemblers, freight forwarders, distribution and warehouse centers, offices and many others. The goal behind the entire development is to facilitate a diverse cross section of companies and confirm Kansas City International Airport's role as the area's economic engine and a Midwest distribution hub. Trammell Crow has already held a tour of the site for industrial brokers and key economic developers and is responding to several requests for proposals.

The second of four phases will begin when a tenant needing more than 900,000 square-feet is brought on board. Phase 2 is slated for the south side of Runway 9/27 and would offer air-side access. For more information, visit www.kcilogistics.com.





Bus Division Begins Self-Directed Program



Together with educational officials at the City of Kansas City, Missouri, Aviation Department Bus Operations employees are using their own input to design a holistic customer service approach specifically for the airport environment. The employees have been guiding a new customer satisfaction program that examines internal workings, personal strengths and growth opportunities. For example, focus groups have already been held within the division to ascertain each employee's expectations of and goals for operating. This resulted in an open forum for valuable employee feedback and new ideas for more streamlined and effective teamwork. Additionally, "ride-alongs" and in-office observations are currently being conducted so program designers can see specific day-to-day challenges the division faces, such as dealing with difficult customers and operating in construction zones or inclement weather.

Information will also soon be gathered through self assessments of bus division employees. Each person will evaluate themselves on four different forms of communication including: verbal, paraverbal (rate, force, inflection), body language and personal space. Through this exercise, employees will learn how their communication style affects their interactions with others, both internally and externally. This can then be used to further develop relationships and facilitate better information exchanges. When the process is complete, the entire division anticipates having a long-term, successful method in place for providing exceptional customer service while safely and efficiently transporting travelers.

New Information System Benefits Travelers

Travelers will now encounter an updated and improved view of flight information the next time they travel through Kansas City International Airport. Information Technology staff at KCI have initiated new software for the Flight Information Display Systems in all three terminals. The new system, called Airport 20/20, utilizes the same LCD screens, but offers much more than before.

The flight information, visual and staff paging, and weather information have a new look that makes it far easier for travelers to view changes in flights and other information that affects them. Additionally, the new system accommodates boarding information and final calls for people inside the departure lounges. Baggage carousels are also affected because the new software has a more common use platform. This results in easily identifiable, standardized baggage carousels that are flexible and no longer airline-specific. Another feature of Airport 20/20 is that it has the ability to run multimedia content so the airport can easily stream media from a variety of sources. Finally, and perhaps, most importantly, having the new software on board greatly simplifies the flow of flight information from the airlines to the public so that updates can be made extremely quickly and accurately.



Multi-Year Rehabilitation Nears Completion At MKC

The second phase of the Runway 1/19 Safety Area Project at the Charles B. Wheeler Downtown Airport recently began. This phase will involve the installation of an Engineered Materials Arresting System at the northern end of Runway 1. It also includes relocation of the cross taxiway portion of Taxiway Golf to intersect Runway 19, relocation of the Instrument Landing System 19 Glide Scope Antenna and the Medium Intensity Approach Lighting System with Sequenced Flashers. Further, the 19 Visual Approach Slope Indicator will be replaced with a Precision Approach Path Indicator, and the northwest portion of Lou Holland Drive will be realigned. Various taxiway and runway closures will be in effect from time to time over the next several months while construction is taking place. This second phase of the Runway 1/19 Safety Area project culminates a multi-year effort by the Aviation Department to rehabilitate and upgrade Downtown Airport's infrastructure and safety standards.

Volunteer Program Celebrates Anniversary

For more than a decade, passengers at Kansas City International Airport have been assisted by a group of exceptional people wearing smiles and red blazers. These helpers are part of the all-volunteer Ambassador Program at KCI Airport, and throughout the last 12 years, its mission remains strong: to welcome passengers as they reach Kansas City and help make the travel experience a little easier.

The program began June 8, 1998 and since then, numerous knowledgeable Ambassadors have given their time in creating a positive first impression of Kansas City and the airport. They provide assistance to passengers by answering flight and baggage claim questions, directing them to services and amenities, and supplying them with recommendations to area attractions. Some worked in the airline industry in the past, adding to their travel knowledge and customer service spirit. Ambassadors even contribute ideas to the Aviation Department for facility and service improvement within the airport. Over the years, it is estimated that the volunteers have given nearly 95,000 hours, making traveling through KCI airport a much more pleasant experience for thousands of people. The Ambassadors' work has been commended extensively, including with the Kansas City Convention and Visitors Association's One KC Hospitality Award. More than half of the KCI Ambassadors have received Certified Tourism Ambassador status from the KCCVA.

The Kansas City Aviation Department salutes the dozens of dedicated KCI Airport Ambassadors who volunteer their personal time. For more information about the KCI Airport Ambassador program, email michelle_denham@kcmo.org or call 816-243-5259.

Air Service Update

Delta Air Lines noted many changes including adding a fourth daily flight to New York-LaGuardia Airport. Delta also upgraded aircraft for its flights from KCI to the Minneapolis/St. Paul and Memphis markets. The larger aircraft will be used at least through October 2010.

Frontier Airlines will add seasonal nonstop service to Los Cabos International Airport. Flights will run from December 18 through April 16 and will use Embraer 190s.

Southwest Airlines extended its schedule to resume nonstop service to Ft. Lauderdale beginning in November. Additionally, the airline will introduce a 10th daily flight to Dallas-Love Airport and a second daily flight to Tampa.

United Airlines upgauged two daily flights to Chicago from regional jet to Airbus equipment to accommodate increased demand.



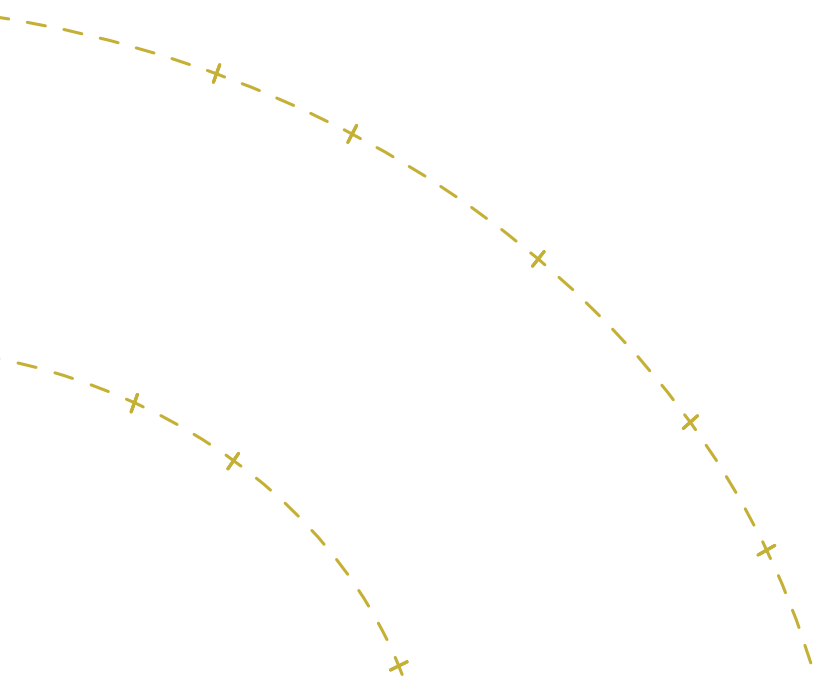


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AVIATION DEPARTMENT

601 Brasilia Avenue
P.O. Box 20047
Kansas City, MO 64195-0047

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Frequent Shopping Will Now Help Frequent Fliers

Kansas City International Airport's shopping operator, The Paradies Shops, is now part of a program where travelers can gain airline miles just by shopping in the terminals. The program is called "Thanks Again" and was originally founded in 2004. It gives The Paradies Shops' customers the opportunity to rack up points on several airlines including Alaska Airlines, American Airlines, Delta Air Lines, United Airlines and US Airways through any purchase at more than 500 retail stores nationwide. Travelers can take advantage of the program at other participating airports in Dallas/Fort Worth, Atlanta, Phoenix and over 60 other major airports.. Participants can earn even more miles for purchases at thousands of non-airport retailers across the country. Enrollment is free and quick via text message (text "TPS" to 20123) or via the Internet (www.thanksagain.com/tps). Interested travelers can also request more information at any participating retail shop (see www.theparadiesshops.com/find.asp).



Aviation Department Arrivals

The Kansas City Aviation Department salutes its new, transferred and promoted employees...

- John Black - Maintenance Mechanic, Facilities Structural
- Jeffrey Falls - Maintenance Mechanic, Field Maintenance
- Alex Ludden - Maintenance Mechanic, Field Maintenance
- Rhoda Segovia - Bus Operator, Parking & Bus Service

The "FlyKCI.com" newsletter is the official publication of the Kansas City Aviation Department and includes developments at both Kansas City International Airport and at Charles B. Wheeler Downtown Airport. Editorial comments may be directed to kathleen_hefner@kcmo.org.



This newsletter is printed on 30% post consumer waste paper. Additionally, the paper meets the standards of the Sustainable Forestry Initiative and the Forest Stewardship Council.