



Air Waves



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Airline Service More Challenging in Today's Economy



Raymond Alley is Chairman of the Shreveport Airport Authority

No matter if you talk to the airlines, the consultants or other airports, the message is pretty much the same: We're in for a tough ride for a couple of years.

This message is one I heard repeatedly in October at The Boyd Group's airline service forecast conference. I attended the conference with Airport Marketing Manager Bill Cooksey. We both came back with a clear view of the

challenges the industry is now facing.

The challenges have been building for years. It started before 9-11 with a slight economic downturn that became traumatic with the terrorist attacks on our country in September 2001. Just as the airline industry began to recover in 2006, we then witnessed a continuing run-up in fuel costs that was disastrous for airlines.

The surge in the cost of oil that culminated in the \$147 a barrel range last summer has now radically changed the airline and airport industries. Based on input received from this conference from industry experts, here are a few trends we can expect to see:

- **Less capacity:** The airlines were forced to reduce capacity throughout 2008 in order to find a balance between supply and demand with the seats and to increase revenues via airline fares. The airline system will continue to have fewer aircraft and seats available for consumers for at least two years or more. This, in turn, means airports will see fewer customers for several years.
- **Regional Jets Retiring:** The operating costs of regional jets outweighed revenue opportunities throughout 2008. Because of this, the 35-seat regional jets are being retired rapidly, orders have pancaked for 50-seat jets and airlines are looking for alternatives. Furthermore, airlines have found that

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FedEx Delivers Special Gift to Southern University: Boeing 727



FedEx and local officials cut the ribbon on the 727 donation on October 29.

FedEx Express, a subsidiary of FedEx Corp. and the world's largest express transportation company, made a huge delivery in October to Southern University at Shreveport.

The delivery came unboxed and from end to end measured 153 feet long. It was a 209,500-pound Boeing 727-200 freighter named 'Benjamin' that was donated to the university's Aerospace Technology Center to support training for students enrolled in the university's aerospace program.

'Benjamin' taxied through a canopy of water arches in a formal arrival ceremony after touching down at the Shreveport Downtown Airport for presentation to the university. Attending the event were local dignitaries, university and Shreveport Airport Authority officials and FedEx representatives and other employees. FedEx also filmed the arrival for a "big

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The Shreveport Airport Authority is a department of the City of Shreveport. The Authority is appointed by the Mayor, currently The Honorable Cedric B. Glover, and is comprised of:

Raymond Alley (Chairman) • Ted Roberts (Vice-Chairman) • Keith E. Gamble • Dr. C.O. Simpkins • Reverend Joe R. Gant • Roy H. Miller, Jr., A.A.A.E. (Director of Airports)

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long-haul regional jet flights are no longer economically viable due to high operating costs of 50-seat jets.

- Hello turboprops: With the business model of 50-seat jets turning upside down due to fuel costs, new-generation turboprop aircraft offer viable options for airlines in small- and mid-sized communities. The Bombardier Q-400 is an aircraft that is fast, quiet and efficient for airlines. Expect to see some of these in the future.
- Retention: As a commercial Realtor, I'm always looking toward the possibility of a new deal. Unfortunately, the airline industry is in a position currently that requires communities to treat retention as a key goal of airline service. In Shreveport, we must continue to support the airlines flying into our community.

As we continue to work through the challenges facing the airport and airline industries, I believe Shreveport is in a good position to maintain its service and to look for long-term growth opportunities. Our community's economy remains extremely healthy and attractive to airlines.

Sincerely,



Raymond Alley
Chairman, Shreveport Airport Authority

FedEx Express Delivers Special Gift to Southern University: Boeing 727

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screen" replay November 29, 2008, in the Superdome during pre-game festivities at the annual Bayou Classic between Southern University and Grambling State University.

"As we retire this 727 from our fleet, we are proud to give back to the aviation community," David Sutton, managing director of Aircraft Acquisition and Sales for FedEx, said. "The donation of this aircraft is just one example of the many ways FedEx supports educational endeavors, reflecting the community spirit shared by all FedEx employees in the cities and towns where we live and work."

Sutton praised the cooperation with university and local officials for the coordination effort required to place the donated aircraft in Shreveport. He noted the "hands-on training value" the large freighter will provide to the university system's aerospace program students.

"At a time of challenge for corporations in a soft economy it is refreshing and comforting to know that a company like FedEx continues to maintain a focus on education, which drives economic development," Dr. Ray Belton, chancellor of Southern University, said. "Southern University at Shreveport will be greatly enhanced by such a substantial instructional resource for those students matriculating in our aerospace technology program. We are honored and appreciative to FedEx for their most generous support."

Added Shreveport Mayor Cedric B. Glover, "This gift will be an incredible asset to aviation in Shreveport and the entire three-state region served by our community. Because of the high number of aircraft mechanics forecast to retire in the next few years, having the students train on an actual 727 will help them enter the workforce trained to meet the aviation industry's needs."

This donation truly helps our region's economic development efforts for aviation industries," said Raymond Alley, Chairman of the Board for the Shreveport Airport Authority. "The school is one of the most important tools our community has in industry recruitment efforts and having the 727 available for its students is a great and first of its kind resource."

Since 2000, FedEx has donated more than 37 of its Boeing 727 aircraft to various organizations for educational purposes. Before its final flight to Louisiana, the 727 donated to Southern University provided FedEx with 15 reliable years of service transporting customers' packages to destinations throughout the United States.

FedEx Express is the world's largest express transportation company, providing fast and reliable delivery to more than 220 countries and territories. FedEx Express uses a global air-and-ground network to speed delivery of time-sensitive shipments, by a definite time and date with a money-back guarantee.



New State-of-Art Airport Fire Truck Dedicated at Shreveport Regional Airport



Shreveport Mayor Cedric B. Glover, the Shreveport Airport Authority and the Shreveport Fire Department dedicated the newest addition of the Airport's fire truck fleet in late September.

A new Oshkosh Striker 3000 crash vehicle was unveiled at a dedication at the Airport's Rescue & Firefighting (ARFF) Station on Challenger Drive in the Airport's Industrial Park.

The \$828,000 truck carries 3,000 gallons of water, 400 gallons of foam, and 500 pounds of the clean fire-fighting agent, Halotron 1. The unit has six wheel-all-wheel drive, and is capable of traversing all types of terrain, including wet conditions using the Central Tire Inflation System. This system increases or decreases the tire pressure, at the touch of a button, to improve traction by changing the amount of tire surface area touching the ground.

Some of the truck's other high-tech innovations include:

- A Forward Looking Infra Red camera, which allows for viewing objects through heavy smoke and fog, and allows the operator to find the hot spots in fires or hidden hot spots, or hot brake situations.
- A high-definition/resolution color camera with mega-zoom capabilities. Both of the cameras have the capability to digitally record video.
- A Drivers Enhanced Vision System consisting of an on-board computer, which uses GPS to aid in navigation of the vehicle, even in zero visibility. This unit is a requirement for airports choosing 600 feet visibility or less rating.

"Shreveport Regional Airport has repeatedly been recognized for safety by the Federal Aviation Administration," said Shreveport Mayor Cedric B. Glover. "The new Striker 3000 truck is yet another enhancement for the safety of our citizens and passengers at Shreveport Regional Airport."

"This new truck adds another level of protection at Shreveport Regional Airport," said Shreveport Airport Authority Chairman Raymond Alley. "We are truly appreciative of the support Airports Director Roy Miller has received from the Federal Aviation Administration and the Louisiana Department of Transportation & Development Aviation Division to purchase this truck." The truck was funded through 95 percent FAA grant funds and 5 percent by Louisiana DOTD.

"The Striker 3000, state-of-the-art technology, far exceeds all others in the existing airport fleet. It will increase both efficiency and effectiveness in fire extinguishment and rescue at one of our most important stations." according to Fire Chief Brian Crawford.



Changing Environment Brings New Challenges to Airports



Roy H. Miller, A.A.E.

As 2008 winds down and 2009 approaches rapidly, the Shreveport Airport Authority is preparing for many changes.

Two big changes are evident to anyone who has seen the Northwest corner of Shreveport Regional Airport recently. The two new air cargo buildings are rapidly being built by McInnis Brothers construction. The two buildings measure approximately 56,000 square feet and are expected to be completed in the first half of 2009.

Once open, air cargo can relocate to its own area of the airport in a much safer and less congested area. Plus, the airport will be able to handle any expansion needs of the cargo industry for the foreseeable future.

Another big change affecting the airport is the economy. It's hard to get away from negative economic news. Daily, we are hearing about the latest financial market meltdown, bank failure, foreclosures, layoffs or the bailout of a major company.

The airport and airline industry take notes on every announcement. The reason is that national and local economies drive the business at airports. If business is slow, companies often cut travel budgets. Likewise, leisure travelers are less likely to travel when they are worried about their finances, jobs or the economic outlook.

The Shreveport Airport Authority is preparing to work through the recession hitting the United States. So far, we have been blessed with a local and regional economy that hasn't been hit as hard as many areas of the country. This has helped Shreveport maintain the same number of flights and see the addition of several larger 70-seat jets with American Eagle airlines.

But looking ahead, the Airport Authority is prepared to adjust to the changing economic times. To do this, our staff is working harder with fewer resources and tightening belts to keep the airport budget as lean as possible.

Our staff is also working to find ways to better provide good customer service without new costs. Partnerships with companies such as Interspace Airport Advertising and Samsung have led recently to the installation of power poles in the concourses to help our travelers charge their laptops or cell phones. New free wireless internet, likewise, is also helping our customers stay in touch while traveling – and at no cost.

We are always looking for suggestions on how to improve Shreveport's airports. Please drop us an email or call us and let us know. We look forward to continue serving your needs.

Roy Miller

Roy H. Miller, Jr., A.A.E.
Director of Airports

About AirWaves...

Airwaves is an official publication of the Shreveport Airport Authority. For information on articles contained within this publication, please contact Bill Cooksey, Manager of Marketing/Public Relations of the Shreveport Airport Authority, at (318) 673-5370 or e-mail: william.cooksey@ci.shreveport.la.us

Shreveport Regional Airport Offers Free High Speed Wireless Internet



The Shreveport Airport Authority is now offering free high speed wireless internet service to customers at Shreveport Regional Airport.

The service is free to customers through Comcast and is paid for by the Shreveport Airport to provide another level of customer service at the airport.

“Providing free internet access is one more way Shreveport Regional is enhancing customer service,” says Chairman Raymond Alley. “This is a great addition to a recent investment by Samsung to install power poles in each concourse at Shreveport Regional.”

A key goal of the Shreveport Airport Authority is to make sure the facilities are easy to use, said Director of Airports Roy H. Miller Jr., A.A.E.

“We believe providing high speed wireless internet service will enhance our customer’s ability to check flight status, make hotel accommodations, and conduct business while at the airport is critical in today’s business environment,” he said.

The service is available in the main terminal area, cross over bridge, atrium area, and on both concourses.

Accessing the internet is easy:

1. Launch your internet browser and you will be routed to a page that will instruct you to “click to access the internet.”
2. Customers will be routed to the Shreveport Airport Authority website where they can check flight status and numerous other opportunities.

WHAT’S NEW IN AIRLINE NEWS

The Landing Restaurant Now Open at Shreveport Regional Airport



The restaurant at Shreveport Regional Airport has a new local flair and local ownership.

Darrell Walters of Shreveport has opened The

Landing restaurant in the center atrium area at Shreveport Regional.

The restaurant had a soft opening on September 1, 2008, and is now officially open. Previously, Creative Host Services, a

division of SSP Companies, operated the restaurant at the airport from 1999 through August 2008.

The Landing offers a full breakfast and lunch menu with a taste of Louisiana cuisines such as seafood, hamburgers, soups, salads, and daily lunch specials. Also, added recently: A flight special with a sandwich, chips and cookie.

“We are extremely happy to have a locally owned and operated business at Shreveport Regional,” said Raymond Alley, Chairman of the Shreveport Airport Authority. “Having Darrell’s dedication to quality has led to a

much better product at the airport and adds a taste of local cuisine that you do not often find in airports our size.”

“We are thankful to have the opportunity to serve the employees and customers traveling through Shreveport Regional Airport,” said Mr. Walters. “If you are traveling, come land at the Landing and try a new way of providing service at the airport.”

Mr. Walters also operates Walters Trucking and Tasty Taxi Catering of Shreveport. He is married to wife Joy and they have two daughters: Daryl Joy and Darylon.



ExpressJet Airlines is leasing aircraft parking apron in Shreveport to park nearly 30 Embraer Regional Jets. The aircraft are being serviced at the company's maintenance facility in Shreveport prior to being sent to storage in Arizona. The run-up in fuel costs during the first half of 2008 and changing economics have led to many airlines retiring 50-seat and 35-seat regional jets.



Jerry McKinney

Downtown at the Airport

There has been a lot of growth this year at the Shreveport Downtown Airport. There have been three new hangars completed and four more are in various stages of construction. There are over 230 aircraft based here, making DTN the largest GA airport in the state.

Mayor Glover has appointed The Hanson Group as the Engineers for the Downtown Airport Master Services Agreement. The first task for the Hanson Group will be the design of the lighting system for Taxiway Foxtrot. This project will include the Air Traffic Control Tower controls, the electrical vault, and the taxiway. We hope to have the project funded by May of 2009. The second project will be the improvement of the Safety Area for Runway 32. The third project will be the overlay of Runway 5/23.

In addition, we are planning to construct a new set of T-Hangars late 2009. Currently there is a waiting list of over 40 people interested in a T-Hangar.

Warbird SkyVentures returned to the Downtown Airport on October 9th through October 12th providing plane rides in their PT-19 and T-6.

The world's largest express transportation company, FedEx Express, donated a 727-200 to Southern University as part of the training program for students enrolled in the University's aerospace program at DTN. 'Benjamin' landed on DTN's Runway 14/32. It truly was a spectacular event.



The Downtown Airport Restaurant should be opening by mid December. We know you have been anticipating this for quite a long time.

On Thursday, December 4, 2008 the annual "Holiday Lock-Up" fundraiser for the Muscular Dystrophy Association was held at the Shreveport Downtown Airport. The MDA has been holding their December fundraisers at DTN since 2006.

The Experimental Aircraft Association will not be hosting their monthly 'Fly-In' until after the holidays.

Thank You for all your support this year, and please have a Happy Holidays and a prosperous New Year.

Jerry McKinney, A.A.E.,
Manager of Shreveport Downtown Airport

**Downtown Tenant Spotlight:
Ray Hardey**



The following is a column by Ray Hardey, a long-time Downtown Airport customer and supporter:

By Ray Hardey

My association with the Downtown Airport happened accidentally in 1978.

The airport was holding an Open House and my husband, Chuck, and I decided to check it out. We rambled into Richard Blake's Greater Shreveport Air Service and the Chief Pilot, Tom Murphy, came running

out to meet us. He and Chuck were schoolmates at St. John's High School.

After a good sales spiel, I just happened to win a Cessna windbreaker and a free demo ride. I was scared out of my wits, but wouldn't let them know it. Next thing I knew, I was signed up for the whole Private Pilot Course.

I stayed on through Instrument Commercial and CFI. I had been building RC models for years and one day I brought a Pitts Special out. Marian Cole said, "if you can build one of those, you can build a big one - it's just a big kit". So, C. A. McDowell and I built a Pitts S2E. We've been building or restoring something ever since.

I've owned a bunch of different planes - Cessnas, a Citabria, Mooney 201 and my favorite, a Grumman Tiger. I no longer fly, but I will probably always be an "airport bum".

**Shreveport Downtown Airport
Welcomes Greg's Runway Café**

Downtown Airport customers and North Shreveport will soon have a great new dining option.

Restaurateur Greg Thatcher is planning to open Greg's Runway Café in December. Greg brings with him nearly 25 years of restaurant experience. He previously operated Dreams on the Bayou at Camp Joy on Lake Bistineau.

Greg's Runway Café will offer steak and seafood with American fare during lunch hours. They will also offer a daily lunch special for customers seeking a quick-turn lunch. Fax and phone orders are also accepted.

The café is located inside the Downtown Airport Terminal and will be open Monday through Friday from 10 a.m.-2 p.m. Special events, after hours, and catering are also available.

"The Shreveport Airport Authority is glad to have Greg Thatcher open the Downtown Airport café," said Raymond Alley, Chairman of the Board. "Greg brings many great ideas and a high level of quality and service to Downtown Airport."



Downtown Airport was recently visited by Boone Pickens, who came to Shreveport to present The Pickens Plan to area citizens at the Shreveport Convention Center. Mr. Pickens Gulfstream G5 corporate jet is seen pictured on the ramp at Downtown Airport.

Anita MacQueen Named Manager of Administrative Services for Shreveport Airport Authority

Anita MacQueen has been named Manager of Administrative Services of the Shreveport Airport Authority.

A native of Hope, Arkansas, she was previously the Chief Financial Officer of the Southwest Arkansas Counseling and Mental Health Center in Texarkana, Ark. Prior to that, she was director of finance for Texarkana Regional Airport.

In her new role, Mrs. MacQueen oversees the financial and administrative services for the Airport Authority.

She is a Certified Public Accountant, and has a Master's of Business Administration from Texas A&M in Texarkana. She is a lifetime member of the South Central Chapter of the American Association of Airport Executives, and past executive secretary for the chapter from 1992 until 2002. She is married to Michael MacQueen. She has three children: Stephen McAdams, Trudie McAdams, and Jessica Kaufman.

The Shreveport Airport Authority is a department of the City of Shreveport. The Airport Authority oversees the operations of both Shreveport Regional Airport and the Shreveport Downtown Airport.



John Ubert Named Station Manager for American Eagle in Shreveport

American Eagle has named John Ubert as Station Manager at the Shreveport Regional Airport.

John has been with American Airlines/American Eagle for twenty-two years. Prior to his promotion to Shreveport he was the Station Manager at Fort Smith, AR. He is originally from Wichita, KS. John is married with three children and coaches baseball and enjoys fishing.



Greg Hunter Named Station Manager for Continental Express in Shreveport

Continental Express has named Greg Hunter as Station Manager at the Shreveport Regional Airport.

Greg has twenty-two years of experience with Continental Express. He has been assigned to Denver, Dallas, & most recently, Houston. He was assigned to Houston for the past 19 years when he received the promotion to Shreveport. Greg is originally from Shreveport and is happy for the opportunity to come back home.



Leeann Collver Promoted to Airport Authority Police Lieutenant

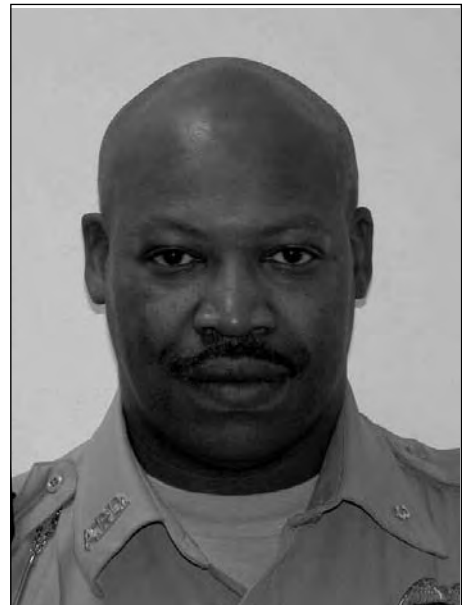


Leeann Collver has been promoted to Lieutenant and is assigned to the Regional Airport. Leeann has been with the Shreveport Airport Authority for six years. She is a veteran of the US Army and her hobbies include participating in sports and preparing for triathlons. Congratulations Leeann on your promotion!

Darryl Dangerfield Promoted to Airport Authority Police Sergeant

Darryl Dangerfield has been promoted to Sergeant and is assigned to the third shift at Regional Airport.

Darryl has been with the Shreveport Airport Authority since February 1, 1999. He began his employment with the Shreveport Airport Authority is building/grounds maintenance and has progressed up the ranks. Darryl currently serves and has served over 25 years in the US Army Reserves. Congratulations Darryl on your promotion!



Employee Profile: Larry Stewart with ASA

Customers at Shreveport Regional Airport are well used to seeing the smiling face of Larry Stewart.

That's because Larry has worked at the airport for over 38 years. Larry's career in the airline industry began when he went to work for Delta Airlines in 1969. He retired from Delta with 33 _ years of service in 2003 and began working for ASA when they took over the Delta operation over 5 years ago. Larry has worked every aspect of the airline station industry from baggage handling to customer service. He is a Conflict Resolution Officer and a Ground Security Coordinator.

Larry has been married for 5 years to Reta. She is a counselor at Southern University in Shreveport. Larry has five children; Rodney, Antoinette, Sonya, Angela, and Bryan. Angela and Bryan live in Shreveport and Rodney, Antoinette, and Sonya live in Virginia. Larry has nine grandchildren. His hobbies include antique cars, playing guitar and music, and yard work.



New Cargo Facilities To Open Spring 2009

The two new air cargo buildings at Shreveport Regional Airport are nearing the 80 percent mark for completion.

In early December contractors for McInnis Brothers Construction, the general contractor, were finishing the warehouse and office areas in the building that will soon house Integrated Airline Service and FedEx Express. That

building measures nearly 36,000 square feet.

In addition, the contractors were pouring concrete and framing office walls for the smaller building, measuring 20,000 sq. ft., which will house tenants such as United Parcel Service and the U.S. Postal Service facility at the airport.

The buildings are the final component of the

first phase of development for a new air cargo and warehouse district on the northwest corner of the airport. The buildings represent an investment of nearly \$9.5 million. That's in addition to more than \$16 million in projects for the new district that include taxiway connectors, aircraft parking apron, roadway system and utility improvements.



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STAMP