



**Gulfport-Biloxi
International Airport**
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Plane Talk News



JUNE 2015

SUN COUNTRY AIRLINES ADDS SERVICE TO GULFPORT/BILOXI

Seasonal service to coastal destinations offers travelers from Minneapolis/St. Paul new weekend getaway opportunities

Sun Country Airlines® has announced new seasonal service from its hometown market Minneapolis/St. Paul (MSP) to Gulfport/Biloxi (GPT).

The Gulfport/Biloxi seasonal service will run August 27-November 22, 2015 and tickets are also available for sale.

Sun Country Airlines serves a total of 37 destinations throughout the year.

“The Mississippi Gulf Coast is a beautiful area that strengthens our roster of destinations,” said Larry Chestler, EVP, Sun Country Airlines. “Growing our non-stop service from MSP to this new coastal destination gives our passengers even more great options for a vacation, be it a golf getaway, a casino trip or a family beach vacation.”

“We are grateful for our partnership with Sun Country Airlines and are very excited about the seasonal service to and from Minneapolis being added in fall 2015,” said Clay Williams, Executive Director, Gulfport-Biloxi International Airport.

“We look forward to extending a warm hospitable Mississippi Gulf Coast welcome to guests visiting from Minneapolis,” said Airport Authority Chairman Travis Lott.



Flights start at just \$140* each way. For more on these new Sun Country destinations and to book travel, visit: SunCountry.com.



DELTA AIRLINES ACHIEVES FEBRUARY STATION OF THE MONTH AWARD

In February, Delta Airlines at Gulfport-Biloxi International Airport was awarded the Station of the Month award. Delta stations are measured based upon passengers overall airport experience from the time of check in to boarding the plane. Each station is graded based on keeping passengers informed of any lengthy delays, rebooking procedures, and of any amenities that will be provided if inconvenienced during their flight.

Passenger surveys are conducted regularly to evaluate the level of customer service. The team Stations attempt to deliver the ultimate passenger experience from start until finish.

“We strive to provide superior customer service in all areas while serving passengers at Gulfport-Biloxi International Airport,” said Station Manager Mark Sullivan.

Congratulations to Delta Airlines for achieving Station of the Month!



UNITED AIRLINES STATION AWARDED FEBRUARY STAR OF THE MONTH AWARD



The Start The Airline Right (STAR) competition takes airline team work and cross-divisional support where station representatives work together to enhance performance.

Each month, United recognizes winners in each tier based on the highest achievers for STAR performance. The STAR competition is based on daily departures at each station - Tier 1 (hubs), Tier 2 (8-15 flights per day), Tier 3 (4-7 flights per day), Tier 4 (1-3 flights per day), and Tier 5 (United Express - managed stations), like the station at Gulfport-Biloxi Airport.

All scores include Mainline and United Express flights. The STAR competition also emphasizes working together with business partners, who share a vested interest in the success of the airline.

By winning, the Gulfport-Biloxi station excelled in on-time performance, and safety. The Gulfport-Biloxi Airport United Station takes great pride in running a safe and reliable operation.

ENHANCING ENVIRONMENTAL STEWARDSHIP AND BEST PRACTICES

Gulfport-Biloxi International Airport received the results of its recently conducted Sustainability Management Analysis. In 2013, the Airport was awarded a \$150,000 grant from the Federal Aviation Administration to develop a Sustainability Management Plan which helps to ensure that the Gulfport-Biloxi Airport works to decrease its overall environmental footprint. “The Sustainability Program evaluated steps that the airport was already taking to enhance the long term environmental viability and sustainability of our region as well as assessing ways that the airport can strive to meet industry best practices,” said Clay Williams, Executive Director. The areas of focus evaluated when developing the plan were air, energy, waste, water and community. Each of the focus areas shows steps to reach the goals and programs that the Airport has already implemented.

A few notable actions that the airport has already taken to enhance environmental stewardship are the implementation of a recycling program which has already reduced landfill waste by 1,700 cubic yards. During the most recent runway reconstruction project, the concrete that was removed from

the runway was ground and repurposed for use in gravel road beds in other locations in South Mississippi.

The terminal renovation saw the installation of low flow water fixtures for employee and customer use. The Airport HVAC cooling towers were connected to an underground water well which introduces water at a cooler temperature. This equates to less energy consumption and less emissions when cooling the water.

The airport has installed a number of lighting and motion sensors throughout the terminal building to enhance energy efficiency. In addition, the runway and taxiway system now have LED lighting.

Some short term goals that Gulfport-Biloxi Airport would like to achieve in the above mentioned areas are the evaluation of parking lot lighting retrofit and the design of a rainwater underground detention basin to supplement landscape watering.

The Sustainability Management Plan outline is available for viewing at FlyGPT.com.

ART PROGRAM FEATURES MARITIME & SEAFOOD INDUSTRY MUSEUM EXHIBIT AND COASTAL ARTISTS

A new exhibit showcasing the Maritime & Seafood Industry Museum located in Biloxi is now on display on the first floor of the terminal at Gulfport-Biloxi International Airport.

On display is a 12 foot wooden traditional sailing skiff built by Mike Broussard. With their small, gaff-rigged sails, these skiffs, stable and maneuverable, were popular in the earlier 20th century. Robin Krohn David, Executive Director of the Maritime & Seafood Industry Museum, said, “We are excited to have an exhibit at the Airport to inform and educate our visitors as they arrive, to come celebrate our history, heritage and culture here on the Mississippi Gulf Coast.”

The Maritime and Seafood Industry Museum, “A Historic Revival,” recently opened its new museum in August 2014. The new museum includes the Grand Hall-Nydia Exhibit, the Wooden Boat Gallery, the Boat Building Gallery, the Commercial Fishing Gallery, the Shrimping, Oystering, Crabbing Gallery, the Hurricane Gallery, the Joe Moran Art Exhibit Gallery, Environmental Gallery, Library and Archives, Catering Kitchen and meeting rooms. Museum Director, Robin Krohn-David, said, “Come explore 300 years of history, culture and heritage at the Museum or take a step back in time and sail upon one of our 65' two-masted Biloxi Oyster Schooners, the *Glenn L. Swetman* or the *Mike Sekul*.”

Two new art exhibits are now on display at the airport. The works of Alex North and Curtis Jaunsen occupy display cases located near the airline gates on the second floor of the terminal building. Realist painter Curtis Jaunsen is displaying a collection of coastal landscapes and photographer Alex North showcases scenes from throughout the Mississippi Gulf Coast.

“The displays and art program give visitors to South Mississippi the chance to see a snapshot of the many cultural and artistic attractions our community has to offer,” said Commissioner Frank Genzer.



TELLUSO SURVEY WINNERS ANNOUNCED AT THIRD ANNUAL AWARDS CEREMONY



USO Gulf Coast Awarded Top Center in the small division category

Top Center award winners received the highest overall scores in satisfaction, value, staff helpfulness, friendliness, and most knowledgeable in their category. In the United States, awards were handed down to top scorers in three categories based on size: small, medium and large. These categories were based on the total number of annual visits to the location. Awards were also given to the highest rated centers in each overseas region and as well as a Top USO Center award winner

for achieving the highest score of all centers worldwide.

USO Gulf Coast serves the Gulf South Region and the entire state of Mississippi and is best known for their home away from home atmosphere and local programming. Felice Kelly Gillum, Director, and Nicole Lewis, Programs Manager, were on hand to accept the award on behalf of USO Gulf Coast.

“It is truly an honor to receive the troops star center award,” said USO Gulf Coast Director, Felice Kelly Gillum. “It is the commitment of USO staff and volunteers to diligently serve the troops and their families in this community. To receive such a distinguished award for the third year in a row for our operations emphasizes to us that we are meeting the needs of the troops and families that we serve.” “The Airport Authority values the relationship with the USO and is very proud of all their efforts to serve our military,” said Commissioner Joe Spraggins.

Visit USO.org/GulfCoast for more information about how the USO is supporting troops and military families in the GSA or to find volunteer opportunities.

UNITED SERVICES ORGANIZATION SPARE CHANGE INITIATIVE TO BENEFIT LOCAL USO

The USO Spare Change Initiative provides an opportunity for travelers passing through the airport terminal to give spare change to the local USO. “All proceeds go to benefit and support troops and their families passing through the Gulfport-Biloxi International Airport USO Facility,” said Gulfport Mayor Billy Hewes. Gulfport-Biloxi Airport and Phoenix Sky Harbor International Airport are the first two airports to implement the Spare Change Program. “We are so excited to be a part of Mayor Hewes’ Spare Change Initiative,” said Director of USO Gulf Coast, Felice Gillum. “Donations collected at the Airport will fund USO Gulf Coast program operations, while enabling the traveling community to show appreciation for our military troops and their families. One hundred



percent of the donations collected through this initiative will stay right here in Gulfport, benefiting and lifting the morale of our local community.”

USO Gulf Coast serves over 12,000 service members and their families annually at Gulfport-Biloxi International Airport. The USO provides a home away from home atmosphere to support our traveling military and their families. They provide a quiet environment as

well as a quick meal or snack, children’s play area, library, computer kiosks, television lounge, and gaming area. All services are free of charge with the help of donations from this community. In addition to the USO centers, USO Gulf Coast helps provides countless valuable family programs and event support in the Gulf Coast Region. “The Airport is proud of its longstanding partnership with the USO and appreciates the service they provide to our military men and women,” said Airport Authority Chairman, Travis Lott.

The USO opened at Gulfport-Biloxi Airport in 2009. The USO is located before security in the airport terminal building. It is open seven days a week from 8 a.m. – 6 p.m. For more information on the USO Gulf Coast, visit USO.org/GulfCoast.

FUNDING PROVIDED FOR MISSISSIPPI AIR SERVICE DEVELOPMENT PROGRAM

Senate Bill 2868 which provides appropriations for the Mississippi Development Authority passed the legislature this session. The bill contains \$750,000 for the Mississippi Air Service Development Program which was authorized in the 2014 legislative session and authored by Senator Sean Tindell of Gulfport. The funding is to be utilized to enhance air service at commercial airports in Mississippi by marketing and advertising the addition of a new air carrier, service to a new city or additional frequencies

The grant program will be administered by the Mississippi Development Authority and local communities are required to commit to a forty percent match if funds are obtained through the grant. "It will be of great benefit to have an incentive program

offered by the State to abate some of the initial expense that an airline incurs when entering a market," said Clay Williams, Executive Director, Gulfport-Biloxi International Airport. "Many communities and states are very aggressive when recruiting additional air service and this program should help Mississippi become more competitive in producing additional air traffic," said Williams.

The airline industry has become increasingly more consolidated and there are fewer carriers from which to choose. Airlines are more selective when adding a new destination to its network or adding a new city from an existing airport served. Smaller communities have been especially impacted as airlines have reduced capacity in those markets.

CAPITAL IMPROVEMENT PROJECTS UPDATE

The Touch Down Zone replacement and Air Field Guide Sign rehabilitation projects are near completion. Both projects are funded through Airport Improvement Program grants and an Air National Guard Military Construction Cooperative Agreement.

The airport is currently in the developmental stages of adding a new Passenger Boarding Bridge at gate four. In addition, plans are underway to refurbish part of the

Air Carrier Ramp. The Airport is nearing construction of an 8 bay T-Hangar and will begin refurbishment of the former FBO hangar on Hewes Avenue.

The T Hangars are partially funded through a grant from the Mississippi Department of Transportation Multi-Modal program. Exterior repairs to the Old FBO hangar are partially funded through a grant from the Mississippi Development Authority.



GULFPORT-BILOXI WELCOMES VISITORS TO THE KEESLER AIR SHOW



Community Involvement

SUN COUNTRY MARDI GRAS WELCOME

Gulfport-Biloxi International Airport and the Mississippi Gulf Coast CVB welcomed Sun Country passengers from Florida on Mardi Gras weekend. King Cakes, Mardi Gras beads, and parade schedules were provided to passengers to show our appreciation and provide a warm coastal welcome.



MAKE A WISH MISSISSIPPI

A Welcome Home Celebration was held for Aiden Walley. Aiden is part of Make-A-Wish Mississippi. Make A Wish Mississippi fulfilled one of his wishes of going to Disney World with family. Many helped make this a special day for Aiden: Airport Firefighters, Delta staff, Airport Authority staff, Make-A-Wish Mississippi representatives, airport passengers, and many more.



SALVATION ARMY SUPPORT

Clay Williams serves as a bell ringer for the Salvation Army holiday drive.



Gulfport-Biloxi
International Airport
Wishes You
Great Summer Travels!

Fly GPT!



Employee of the Month



JANUARY
Jeff Insalaco
Lead Systems Tech
14 years



FEBRUARY
Greg Slade
*Landside
Maintenance Lead*
12 years



MARCH
Menchu King
Custodian
8 years



APRIL
Blake Griffin
Electrician
5 years

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Gulfport-Biloxi Regional Airport Authority

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Commissioner, Harrison County

Joe Spraggins
Commissioner, City of Gulfport

Frank Genzer, NCARB, AIA
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