

# SAN ANTONIO FLIGHT PLAN

AN AVIATION NEWSLETTER FOR SOUTH CENTRAL TEXAS

## J.D. Power and Associates Lists SAT #3 in Satisfaction Survey

San Antonio International Airport (SAT) has been ranked by JD Power & Associates as one of North America's top airports for customer satisfaction in the category of 10 million or fewer passengers a year. Among similar airports, SAT ranked third with 699 points on a 1,000-point scale this year, compared to 713 last year when it ranked second. In 2008, SAT ranked one point behind second place William P. Hobby Airport in Houston and 10 points behind Dallas Love Field, which ranked first. Louis Armstrong New Orleans International Airport and El Paso International Airport ranked fourth and fifth, respectively.



The survey looked at six factors – assessed through 27 specific attributes – to determine overall customer satisfaction. These factors included: airport accessibility; baggage claim; check-in/baggage check process; terminal facilities; security check; and food and retail services. On a five-point scale, San Antonio ranked a four, which means that the airport is better than most airports in its category.

The study, which coincided with a period of notably high rates of flight delays and cancellations between April 2007 and May 2008, found that overall satisfaction among all airport categories was down from 2007.

“Despite the construction on our roadways and in our parking areas, we are still very pleased to be one of the three top ranked airports for customer satisfaction in North America,” said Mark H. Webb, Aviation Director. “Our new parking garage construction will wrap up early this summer, adding approximately 3,000 new vehicle spaces.

Airport roadway work will continue for at least another 18 months, as we work to extend the current roadway system from Terminal 1 to the new terminal facilities to facilitate bi-level passenger drop off and pick up. We expect to break ground on Terminal B on June 17, 2008 and have it open for business in 2010. With completion of these projects, we expect our customers to experience more convenience and greatly improved services,” added Mr. Webb.

## San Antonio Hosted the NCAA Men's Final Four April 2 to 7, 2008



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## 200th Home Completed in SAT's Acoustical Treatment Program



▲ *L to R: Cheryl Chamness with THC; Air Transportation Advisory Commission Members: Loren Wood, Mark Tafolla and Richard Kelley; Homeowner Rita Worthy; Aviation Director Mark H. Webb and Councilman John Clamp*

San Antonio International Airport (SAT) celebrated a major milestone on March 26, 2008 when a ribbon-cutting ceremony commemorated completion of the 200th home under the Acoustical Treatment Program. The Program's construction, launched in July of 2006, is designed to make neighborhoods located near the airport more compatible with airport noise by providing acoustical treatments to eligible homes. The treatment involves a variety of noise mitigating measures, including window and door installations, as well as added insulation. The result is a drop in noise levels of at least five decibels, comparable to doubling the distance of an aircraft flying overhead.

Funding for the Program is the result of a partnership between the City of San Antonio Aviation Department and the Federal Aviation Administration (FAA). The FAA provides 80% of the necessary funding, while the remaining 20% comes from revenue generated on the airport. No San Antonio property tax dollars are used to fund this program.

On May 15, 2008, the City Council accepted an FAA grant for continuation of the Residential Acoustical Treatment Program. This will be the sixth year for the multi-year Program, and will fund an additional 86 homes and 23 multi-family units, which qualify under the Program. To date, the FAA has funded \$30,380,949 for the program, and the City's matching share has been \$7,595,237 for a total Program budget of \$37,976,186. Continuation of this Program is contingent upon future FAA grant allocations.

## SAT Opens New Food Outlet in Terminal 1 Food Court

Yet another ribbon cutting at SAT! This time the exciting ribbon-cutting ceremony, held on March 3, 2008, was to celebrate the grand opening of Raising Cane's Chicken Fingers in the Terminal One Food Court. With 70 locations in 13 states, Louisiana-based Raising Cane's is known for its unique menu, commitment to quality and fun culture.

According to Founder and CEO, Todd Graves, the San Antonio International Airport (SAT) was chosen as the site for their first San Antonio location. "We are excited to bring our fresh-never-frozen chicken fingers to the San Antonio Airport," said Todd Graves. "To open our first airport location in such a wonderful city is thrilling," Graves added.

## SAT Wins 3rd Consecutive "Best Overall Concessions" Award

Airport Revenue News (ARN) recognized San Antonio International Airport (Small Airport Division) as the Airport with the Best Overall Concession Program, Most Unique Services, and the Best Concession Management Team. The 2008 winners were announced in February 2008 during the annual Airport Revenue Conference & Exhibition in Dallas, Texas.

The San Antonio International Airport (SAT) provides passengers with a wide variety of quality foods and retail choices at street prices, while increasing revenue for the operator and the City. In 2007, the overall concession program generated sales of \$30 million or \$1,457.98 per square foot, a 7% increase from the previous year.

The program includes local, regional and national brands, providing the passenger with a variety of choices. Approximately 80% of the mix is a combination of regional and local concepts, while 20% can be branded as national. A sampling of local food concepts includes home-style cooking, traditional Mexican specialties, and continental cuisine. The regional and national mix includes traditional burgers, gourmet subs and salads, Italian specialties, and Starbuck's coffee shops.

For the 13th year in a row, the results reflected the industry's choice for the best concession programs and the best concessionaires of the year in U.S. airports. The nominees were chosen in an earlier process by ARN readers for their noticeably high standards of excellence in a variety of categories.



▲ *L to R: S.A. CVB Director of Tourism Dorah Putney, Asst. City Mgr. Penny Postoak Ferguson, Ft. Lauderdale CVB Director of Sales Fernando Harb, Spirit Airlines Senior Director of Sales Michael Pewther, S.A. City Councilman Louis Rowe, S.A. Aviation Director Mark Webb*

## Spirit Airlines Launches Non-Stop Flights to Ft. Lauderdale

On April 14, ultra low-cost carrier Spirit Airlines inaugurated daily non-stop flights from San Antonio (SAT) to Ft. Lauderdale, FL (FLL). Spirit's new non-stop service on the comfortable Airbus A319 with 144 seats is San Antonio's first and only direct service to South Florida. San Antonio passengers can choose from morning or evening schedules, and from Ft. Lauderdale connect to Spirit Airlines' 200 daily departures to 39 destinations in the U.S., Caribbean, Central and South America.

## SAT and AirTran Airways Cut the Ribbon To Inaugurate Lower Air Fares to Atlanta

On June 11, 2008, Greater San Antonio Chamber or Commerce President Richard Perez and Aviation Director Mark Webb, along with AirTran Airways' Vice President Marketing and Sales Tad Hutcheson, inaugurated AirTran's 58th destination-San Antonio. Also assisting with the inaugural were former Spurs' Center Artis Gilmore, City Councilwoman Mary Alice Cisneros and Air Transportation Advisory Commission members Richard Kelley and Alfred Sturchio. As part of the celebration, AirTran generously donated to the Make-A-Wish Foundation a gift of 250 airline tickets.

The low-fare carrier now offers four non-stop flights between San Antonio International Airport (SAT) and Hartsfield-Jackson Atlanta International Airport



▲ *L to R: Greater S.A. Chamber of Commerce President Richard Perez, AirTran Vice Pres. Marketing and Sales Tad Hutcheson and Aviation Director Mark H. Webb*

(ATL). In the ease and comfort of AirTran's popular XM Satellite Radio-equipped Boeing 717-200 aircraft, which seats 117 passengers (12 in Business Class and 105 in coach), San Antonio travelers will be able to connect from ATL to the airline's 46 destinations, including New York, Washington, D.C. and Boston.

## SAT Celebrates the Start of New Non-Stop Flights to Charlotte, NC on US Airways

On May 4, 2008, US Airways' Managing Director of Passenger Sales Michael Schmeltzer and SAT Station Manager Robert Walters, along with San Antonio's Aviation Director Mark Webb, cut the ribbon to celebrate arrival of the first of two daily non-stop flights from Charlotte, N.C. San Antonio passengers can take advantage of the new non-stops leaving San Antonio at 1 and 6 p.m. Flights to Charlotte are operated by US Airways Express carrier Mesa Airlines using 86-seat Bombardier's Canadair CRJ900 jets. US Airways also connects San Antonio to Phoenix on four daily non-stop flights.



▲ *L to R: Michael Schmeltzer, Managing Director of Passenger Sales; Robert Walters, SAT Station Manager; and Mark H. Webb, San Antonio's Aviation Director*

**San Antonio Conventions & Events**

*During the third quarter of 2008, the City of San Antonio will host more than 83 conventions with over 101,572 delegates. Among the visitors to San Antonio will be:*

<b>DATES</b>	<b>ORGANIZATIONS</b>	<b>DELEGATES</b>
July 8-10	National Conference Services Inc	2,500
July 14-17	Church of God Ministries	5,300
July 16-19	Association of Water Board Directors - Texas	2,010
July 27-30	Texas High School Coaches Association	13,000
July 27- August 1	Texas Bandmasters Association	6,500
August 4-9	Church of God	18,000
August 11-14	State Bar of Texas	1,700
August 21-23	Lifeway Christian Resources	10,000
September 1-6	Texas Credit Union League	1,125
September 9-11	Texas Association of Realtors	2,000
September 15-17	Bobcat Company	3,000

**SAT YEAR-TO-DATE STATS**

	Through March '07	Through March '08	Change
Domestic Enplanements	900,717	946,644	5.10%
International Enplanements	21,191	19,920	-6.00%
Charter Enplanements	1,334	2,182	63.6%
Total Enplanements	921,908	966,564	4.8%
Total Freight (lbs)	1,615,424	1,758,086	8.83%
Total Mail (lbs)	18,539,266	18,892,744	1.91%

