



# JACKSON HOLE AIRPORT STAFF UPDATE

October 30, 2019

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## Employees of the Month

### August



Lead hosts Connie Avery and Natasha Stevens were named the Employees of the Month for August. Connie and Natasha were recognized for their dedication, and their ability to go above and beyond and think outside the box in order to meet the needs and expectations of all the travelers that pass through our airport. Both Connie and Natasha have brought the entire Host Program to a new level and we can't imagine airport life without them. Thank you, Connie and Natasha, for emulating the "People Helping People" mantra and always taking the time to give extra care and attention to the traveling public and airport stakeholders alike!

### September



Phillip Adams was selected as our latest Employee of the Month due to his strong team orientation and commitment to personal development through continuing education. This is the second time that Phillip has been chosen for this award. He recently earned both a Masters in Aviation Safety from Central Missouri University along with his ACE Security accreditation in the same month! Phillip's professionalism and ongoing willingness to help whenever asked were additional qualities that made him an easy choice as September's Employee of the Month.



## Wyoming Airport Operators Achievement Awards



Congratulations to Dustin Havel and Aimee Crook, who each received awards at the latest Wyoming Airport Operators Association meeting. Aimee's award was for Customer Service and Passenger Safety. Dustin's award was for Operations Expertise and Aviation Development. These awards are evidence of how both these leaders work hard to foster excellence for the passenger experience at JAC.

## Community Outreach

### Stormwater Filtration System Ribbon Cutting



A large crowd came to celebrate the official opening of the Stormwater Filtration System, just south of the FBO terminal. Governor Mark Gordon along with other dignitaries from the Department of the Interior, Grand Teton National Park, Teton County and the Jackson Hole Airport Board were present to celebrate the Airport's commitment to sustainability, especially as it relates water quality. At the event the Governor also read a proclamation declaring the fourth Saturday in each September as Public Lands Day.



## Airport Tours



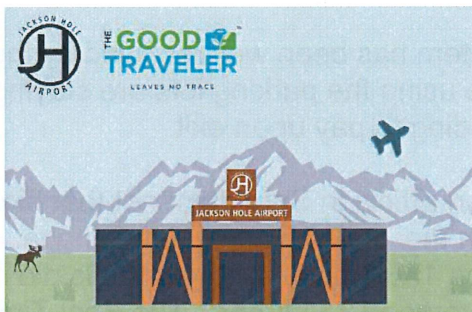
We had three different school groups visit the airport recently: The Children's Learning Center, Jackson Hole High School, and Teton Behavior Therapy Summer camp. All participants had a great time and as usual the firetrucks were a big hit.

## The Jim Elwood Sustainability Tour



Jim has been busy spreading the word about the airport's commitment to environmental stewardship, along with bringing folks up to date about passenger traffic at the airport, capital improvements, and our new parking lot system. He has been a featured speaker at the Chamber of Commerce's Business Over Breakfast, Jackson Hole Rotary Dinner Club, Jackson Real Estate Associates Breakfast, and the "This is Our Town" radio program. Jim has been speaking out in our community about how proud he is of efforts by the Board and airport employees to take service and sustainability at the airport to the next level.

## Good Traveler Program



The Jackson Hole Airport has become a member of the Good Traveler program. You will see banners in different locations of the airport making passengers aware that they can make a small purchase online to help offset the carbon footprint of their particular flight (approximately \$2 per 1,000 miles flown). The money raised goes to certified projects to help improve wetlands and growing forests in the Rocky Mountain region. We are working with to get a project certified in Wyoming so the money raised can be spent as close to our airport as possible. The airport is already contributing to this program by purchasing carbon offsets to neutralize any business travel by JAC employees.



## Pet Partners



A couple of times a week you will see representatives from Pet Partners roaming the baggage claim and holding areas. Each will have a dog that is very people friendly as they offer passengers the opportunity to pet their four-legged greeters. The intent is to help reduce any stress that travelers may experience as they are flying to or from a new location.

## Sharing Aviation with the Next Generation



Last month Jackson Hole Airport arranged for Carey Lohrenz to come speak to an audience at the Jackson Hole High School. Carey was the first female F14 Tomcat pilot and she had a wealth of experience and stories to share with a packed student audience

## Interesting Stats

Uber and Lyft usage continues to grow. July rides were 77% higher than July 2018, and Uber/Lyft volume is tracking at a 90% increase year-to-date.

The new parking system has been well received by the public. Interesting tidbit: 85% of people using the parking lots are staying within the free window of time and are not needing to pay upon exit.

Recently there was an article in Speedtest.net that highlighted airports with the fastest wi-fi speeds in the United States and Canada. The speed of the fastest airport mentioned was 158 Mbps. Andrew Wells did multiple tests on the speed of our wi-fi and we averaged 211 Mbps. The Best Tiny Airport out-performs the big guys!



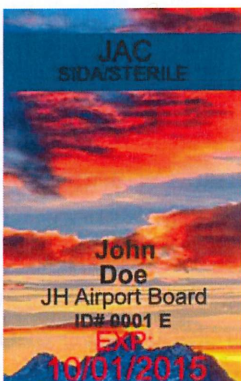
## New Water Stations



A big thank you to Wayne Steinert and Ron Campbell for masterminding and constructing the new water disposal systems at the Screening Checkpoint. The larger capacity containers alleviate the need to empty them several times a day. This provides much appreciated breathing room, so screeners and hosts do not need to worry about overflows when things are busy. The wood looks very attractive and the stations will have new countertops attached in the coming weeks. Well done!

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## Security and Screening News



SIDA classes are now available online. New employees no longer need to wait for a scheduled session but can sit at a computer and take this 30-minute class. The written test at the conclusion of instruction is still issued in person by Jake Sperl. The overall process will be more convenient for new employees as well as enabling new hires to get their SIDA badges more quickly. Classes must be scheduled with Jake in Adnavce.

Please give a warm welcome to Peter Baker, Stephanie Cannon, Brenda Saxon, and Toney Thompson who have joined us as new TSOs. We're glad you're with us!

If you think you've heard the airport mentioned on local radio, you're right. The airport has placed ads on KJAX, KMTN, KSGT and KZJH radio stations for TSO openings. Aimee Crook also did a one-on-one interview with a radio host on the benefits of becoming a screener. Tony Cross coordinated the radio spots and said, "this is one of several efforts the airport is making to expand our recruiting efforts. We're focused on getting the TSO staffing levels back up to full capacity and the radio ads have drawn in some new applicants. If we continue to get good responses the airport may utilize the radio as a regular advertising outlet for job openings in the future."

Teton County Housing has classified our Screening officers as Critical Service Providers, which will earn them extra points if they apply for low income housing opportunities. ARFF personnel already have this designation, and it's great to see our employees recognized for the important service they offer our community.

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## There's Something About Mary

Continuing in the series of getting to know our airport leadership, this month we focus on Mary Gibson Scott, Board Vice President.



Originally from the greater Los Angeles area, Mary Gibson Scott attended UCLA and was awarded a Masters Degree in Architecture and Urban Planning. She is the middle of three children with older and younger brothers, and the sense of humor we see in Board meetings comes from her father. Mary credits her 26-year marriage to Roger as her greatest accomplishment, and she has an interesting background including being an enrolled member of the Osage tribe and a cousin of Will Rogers.

Mary's career in the National Park Service spanned 34 years, including being the first woman Superintendent of Grand Teton National Park, where she served from 2004 to 2014. She has done planning and development projects in parks in New Mexico, New York, Virginia, Oklahoma, Texas, Colorado, Louisiana, Arkansas, California and Arizona. Her favorite projects have been in the areas of trail design and construction, having designed the 68-mile Backbone Trail in the Santa Monica Mountains.

Mary also served as Acting Regional Director of the National Park Service and provided oversight for 91 national park units across 8 states. In addition to her work with the National Park Service, she took time out to work for the Department of Justice U.S. Attorney's Office in Los Angeles where she served as Public Affairs Officer.

Following her retirement in early 2014, Mary joined the National Board of the Student Conservation Association where she works to foster an environment that attracts an increasingly diverse population of young conservation leaders and introduces them to national park careers. She became a member of the Jackson Hole Airport Board in 2016 and credits the Town Council and County Commissioners who understood the importance of the relationship between Grand Teton National Park and the airport.

In her spare time, Mary is out hiking with her black lab Addie. She also is an avid reader of biographies. When asked how she approaches challenges in the work environment, Mary's response was the following quote: "It's not a matter of what they're going to let me do, it is who is going to try and stop me". Overall, what has been important to Mary throughout her career is her commitment to public service through her dedication to the constitution, special places, and the system of justice.

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## Changing of the Guard

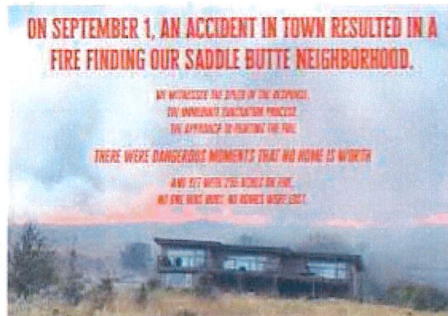


As everyone is aware, there are a couple of new gangs in town. For such a major change that happened literally overnight, it was impressively free of big hiccups. Thank you to the Operations and Security teams for doing a great job keeping things moving forward. Jake Sperl, Alton George and Phyl Koch issued over 200 new SIDA badges during the transition.

Additionally, thanks to Delta and United personnel who flew in from airports across the country to help instruct new employees and make sure JAC passengers had no interruption in the quality of service previously experienced. Please make sure to say hello and make everyone new to Jackson feel welcome.

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## A Final Note



A special shout out was given to the ARFF members who helped with the Saddle Butte Fire last month. Kody Jeppso, Phyl Koch and Phillip Adams responded in ARFF 1 and 3 to help battle the fire. John Simms, Ray Lilley and Jacob Hiller stayed behind and worked extra hours to make sure that airport operations remained effectively staffed.

This is another great example of how “People Helping People” is enacted by JAC employees to others within our community.

