



The Latest Airport Information

INSIDE **AMSY**

WINTER 2007, VOL. 4, NO. 2 - A NEWSLETTER FOR EMPLOYEES AT LOUIS ARMSTRONG NEW ORLEANS INTERNATIONAL AIRPORT



Louis Armstrong New Orleans International Airport Director of Aviation Sean Hunter is presented a "2007 People to Watch Award" from New Orleans Magazine on October 4.

Congrats to Michelle Joyner, SWA Star of the Month

Congratulations go to Michelle Joyner for being recognized in the 2007 November edition of SPIRIT Magazine, the in-flight publication for Southwest Airlines, as the November Southwest Star of the Month.

Spirit Magazine noted that Michelle's positive attitude, combined with Customer Service knowledge and quick problem solving skills, made her the Star of the Month.

Michelle has worked for Southwest Airlines for 11 years and considers herself a lifer since Southwest is in her blood.

Michelle, like the other customer service agents with the 10 airlines that service New Orleans, is a critical part of the Armstrong International Airport team. As the front line for customer service, the customer service agents have a unique set of charges and challenges, not the least of which is making the flight experience of our traveling public go as smooth as possible before they take flight.

Kudos to all of our customer service agents for a terrific job. Keep up the good work.

Encourage Cell Phone Lot Usage



In the last issue of INSIDE MSY, we featured the new Cell Phone Lot. However, there still seems to be confusion in the public about what this lot is for. Actually, it is very simple. The Cell Phone Lot, located at the corner of Airline Drive and Hollandey Street across from the Airport Access Road, is for people picking up passengers. This lot provides people picking up arriving passengers a safe, convenient place to wait until the passenger arrives and calls to say that they are at curbside ready for pick-up. This should diminish the amount of "drive-around" traffic at the baggage claim area which will reduce the amount of emissions in the area.

Please encourage your friends and family to take advantage of this new airport amenity. It is another example of the on-going "Music to Your Eyes" campaign. ✈

A Word from Sean Hunter



The year 2007 has seen a very welcomed return in air traffic to Louis Armstrong New Orleans International Airport, the reopening of most of our tenant shops, and the steady improvement of our finances. For all of that I am most grateful. Our on-going recovery is due to the return of our vendors, the willingness of our airline partners to see our regional growth potential, but most of all it is due to you, the airport employees, who work hard each day to make our recovery possible. I appreciate your willingness to do what is asked and to carry out your duties as the professionals that you are. It has taken a special team to bring us to where we are today and I feel I have the best team anyone could ask for.

For the next six to eight months, Armstrong International Airport will begin to look like its pre-Katrina self. The Thanksgiving holiday was our kickoff to busy times. Next, will be the New Orleans Bowl in the Superdome on December 21 followed by Christmas, then New Years and the Sugar Bowl, followed a week later by the BCS Championship Game. After that will be Mardi Gras, the NBA All-Star Game, JazzFest, other various festivals and conventions and once again the Essence festival in July. Please put on your best face for our visitors during this time. Let's greet our out of town guests with a smile and a welcome to our great region.

As we begin a new year together, this airport will play a major role in the continued recovery of our region as the gateway to New Orleans and the region. We will reach out to our community and let them know that we are strong and we are growing and we are still the future of air travel in the Greater New Orleans area and the River Parishes. Happy Holidays to everyone.

Sean C. Hunter
Director of Aviation
Louis Armstrong New Orleans
International Airport



Cranes in the Sky

"Cranes in the Sky" have been a common site at Armstrong International Airport recently. Cranes have been used in repairs to the roof of Concourse C as pictured above and in the removal and replacement of jetways on Concourses C & B. ✈



AeroMexico Charters Arrive at Armstrong

Charters continue to play an important role in the recovery of the airport. On November 7, Armstrong International Airport welcomed nearly 2,000 Cosmetologists from Central Mexico via AeroMexico Airline. A trip to New Orleans was their prize for being top-sellers. ✈

If you have news to share, send it to ginag@flymsy.com. Awards, promotions, you name it - we want news about you.



Wi-Fi Access Offered at Louis Armstrong New Orleans International Airport — FREE!

John Lyon, the Armstrong International Airport Telecommunications Manager, announces that the Louis Armstrong New Orleans International Airport now offers free Wi-Fi (Wireless Internet Service), making travel easier by enabling airport visitors to stay connected to their home or office.

Access Points in 85 Percent of Airport Terminal's Main Level

The Wi-Fi user may use wireless-enabled portable electronics to surf the Web, send and receive e-mail, and access corporate networks in 85 percent of the airport terminal's main level, which includes most gates, sitting areas and food courts. Airport travelers can get real-time flight arrival and departure updates from the Louis Armstrong New Orleans International Airport Web site (www.flymsy.com), browse information about the retail and restaurant offerings in the airport and get the latest travel tips. ✈

DID YOU KNOW?

Check out airport info at www.flymsy.com

Airport at over 81% Pre-K air service

November brought substantial changes in air service when Southwest Airlines added 8 flights to the market. Armstrong International Airport now has a new post-Katrina high of 132 daily flights with 15,663 seats or the equivalent of 81.5% of the flights and 76% of the seats offered at Louis Armstrong New Orleans International Airport pre-Katrina. ✈