

YQR Review

Regina International Airport Community Newsletter

Winter
2012
Issue

ANOTHER RECORD BREAKING YEAR!

by Jim Hunter, CEO, Regina Airport Authority (RAA)



2011 Airside Rehabilitation, Regina International Airport

Regina Airport Authority (RAA) is pleased to report another successful year at the Regina International Airport with a passenger growth rate of 1.9% over 2010. This translates into a seventh straight record, with 1,141,177 passengers; an additional 21,043 passengers over 2010 numbers. January, February and December saw the most traffic this year with each serving over 103,000 passengers per month.

In addition to our remarkable passenger numbers, 2011 was a very busy year for RAA as we completed many

projects, most notably our 2011 Airside Rehabilitation. With a final cost of \$17,615,082 we were able to complete Runway 13-31, Runway 08-26 alongside an expansion of Apron I. We are now well positioned for runway operations into the next 15 years – kudos to our operations staff who were able to see this project through without major disruption to our commercial operations.

The aviation industry continues to be challenged by overall global economic uncertainties and fleet constraints. Airlines are reluctant to consider much route expansion at this time and the outlook for the Regina International Airport is status quo which by all accounts is a good place to be within our industry. We will once again continue to focus on the maintenance of existing airline services through the aggressive marketing of the economic prosperity and growth in our catchment area.

Our transborder routes continue to show good results along with maintaining our seasonal service for Air Canada's non-stop service to Ottawa. We are pleased to announce the success of both our Phoenix and Las Vegas flights have yielded twice weekly flights to Phoenix and an increase in capacity (approx. 30 additional seats/flight)

Continued on page 2

IN THIS ISSUE



Tenant Profile: STARS Shock Trauma Air Rescue Society

PAGE 3



Holiday Festivities at Regina International Airport

PAGE 5



Above and Beyond: Sid Hovland and members of WestJet

PAGE 8

AND MORE...

- 2 CityApp
- 2 CBSA Open House
- 4 Long Term Parking
- 6 Hotel/Motel Fire Safety
- 6 Winter Travel Tips
- 7 What's Cooking

It's Your Airport
www.yqr.ca



Regina
International
Airport

ANOTHER RECORD BREAKING YEAR CONT'D

on the Las Vegas flights – September to April where despite the increase the load factors remain high. Our charter capacity reflects last year's levels with one adjustment (loss of once yearly flight to Manzanillo) and a new service to Panama City, Panama with Air Transat.

RAA is proud of the accomplishments achieved in 2011 as we now embark on the following for 2012:

- Construction on the Check-In Hall / Hold Room Infill
- Completion of the common use quick turn around Car Rental Service Facility
- Renovation of the fire hall and receipt of two new fire trucks in the fall
- Welcoming of new developments:
 - Shock Trauma Air Rescue Society (STARS)
 - New Redhead Hangar
- Replacement and upgrades to hold room seating

As always we acknowledge the success of the Regina International Airport to the dedication of our airport staff which not only includes our RAA employees but the airport community as a whole and the commitment of the airlines that service our airport. (Be sure to check out our "Above and Beyond" section to hear about our remarkable airport staff.) With their support we predict passenger growth in 2012 in the range of 1.5% - 2.5% which based on 2% growth leads to a total count of 1,165,000 passengers.

We look forward to 2012 as we further enhance our facilities, maintain our valuable services and staff and continue to welcome record numbers of passengers to the Regina International Airport!

CITYAPP

an excerpt from City of Regina News Release November 18, 2011

The City of Regina, Regina Regional Opportunities Commission (RROC) and the Regina International Airport (YQR) have partnered to expand what users can access through the CityApp. New features to the CityApp include arrivals and departures information, city-wide events and notifications from the City of Regina.

Jim Hunter, President and CEO of Regina Airport Authority is pleased to partner with the city in this initiative, "The CityApp provides yet another forum for the public of Regina and Southern Saskatchewan to quickly access Regina International Airport arrivals and departures information."

The CityApp is available for iPhone, Blackberry, Android and is available for download on iTunes, Blackberry Appworld and the Android app market.

CBSA OPEN HOUSE

by Mike Fogarty, Canadian Border Services Agency (CBSA)

On Thursday, January 26, from 8:30 am - 12 noon the Canadian Border Services Agency (CBSA) invites the public to stop by the main terminal (just past the arrivals area) for their first open house on International Customs Day.

TENANT PROFILE: STARS - Landing in SASKATCHEWAN SPRING 2012

by Wendy Beauchesne, STARS

The Shock Trauma Air Rescue Society (STARS) is gearing up to take flight this spring and begin providing helicopter air ambulance service in Saskatchewan.

STARS provides medical care and rapid transport for critically ill and injured patients. This includes transfers from rural hospitals to major hospitals, as well as on-scene response to highway locations, industrial work sites and remote areas.

"STARS helicopters and crews bring the skills, training and technology of the emergency room directly to the patient while transporting them to a major hospital for treatment," said Rod Gantefoer, Executive Vice President, STARS Foundation. "We are looking forward to serving Saskatchewan residents and working alongside the existing emergency service and health care providers in the province."

In preparation for the upcoming opening of the STARS Regina base, construction of the hangar at the Regina International Airport is underway.

An existing hangar, purchased by STARS from Redhead Equipment Ltd., is undergoing re-development to include space for the helicopter, aircraft engineering equipment and maintenance activity, and medical and aviation crew staging areas.

A new adjacent building is also being constructed to include crew quarters, clinical education and training areas, and office space for support staff and volunteers.

Graham Construction is the company contracted for this project. Construction is progressing on schedule in advance of the anticipated spring 2012 launch of operations.

In total, there will be approximately 40 STARS team members working at the Regina base, including pilots, paramedics, nurses, emergency physicians (when required), aircraft engineers, clinical educators and support staff including fundraising staff.



From left: Bryan Miazga and Erick Erickson from Graham Construction; Rod Gantefoer from STARS; Honourable Don McMorris, Minister of Health; and Jim Hunter, President and CEO, Regina Airport Authority.

Continued on page 4

About STARS

- STARS has been operating since 1985 and has flown over 21,000 missions from its existing bases in Calgary, Edmonton and Grande Prairie, serving 94 per cent of the Alberta population and parts of eastern British Columbia.
- In April 2011, the Government of Saskatchewan signed a 10-year agreement with STARS to establish a helicopter air ambulance service in the province.
- STARS is a charitable, non-profit organization. The Government of Saskatchewan is investing \$10 million per year beginning in 2012-2013; the remaining funds will be raised through STARS fundraising initiatives. To date, several major donors have stepped forward with generous contributions.
- The Regina base is scheduled to open in the spring of 2012, followed by the Saskatoon base in the fall of 2012.
- STARS will work together with existing emergency medical services in the province and the addition of helicopter air ambulance will complement Saskatchewan's existing emergency medical transportation services.
- STARS crews consist of a pilot, a co-pilot, a nurse experienced in emergency/ICU care and an advanced life support paramedic. A referral emergency physician trained in pre-hospital care and transportation is also available by telephone for every emergency response, and is airborne in the helicopter when medically necessary.
- STARS has a fly friendly policy that all STARS pilots abide by, which directs them to reduce noise as much as possible when approaching and departing landing areas. STARS works with local regulatory bodies including airport authorities and governments to identify preferred pathway routes to the hospital helipad. Some ways that STARS works to reduce sound levels include taking flight paths around high density residential areas whenever possible and approaching hospitals and landing zones at the highest altitude possible, while maintaining a constant focus on safety.
- Once STARS has accepted a mission request, the helicopter and crew are typically airborne within eight minutes.
- There will be approximately 100 employees (including full time and part time positions) for the two Saskatchewan bases. This includes air medical and aviation crews, as well as aircraft engineers, fundraising staff and support staff.

LONG TERM PARKING

by Rick Proulx, Manager of Airport Operations, Regina Airport Authority

Regina International Airport (YQR) is expecting to see higher than average passenger traffic over the January to March winter charter season. The airport's long term parking has approximately 1,500 available stalls, and is expecting to be near capacity during this busy travel season. For those parking at YQR, please follow signage and parking lot directions. A shelter and shuttle service has been set up to accommodate the distance from the additional lot to the terminal.



HOLIDAY FESTIVITIES AT REGINA INTERNATIONAL AIRPORT

by Kari Dean, Director of Communications, Regina Airport Authority



Global Regina Morning Show - December 23, 2011

Oh what a festive month it was here at the Regina International Airport! With decorations being hung all throughout the airport, holiday tunes streaming through the terminal, live music performances, a visit from Global Regina's Morning Show and a friendly holiday decorating contest our airport was a wonderful place to be throughout the month of December.

Holiday Decorating Contest

At the beginning of December we invited the airport tenants in the terminal to decorate their work space with the chance to be selected as a winner for RAA's 2011 Holiday Decorating Contest. Many of our tenants worked very hard to demonstrate their holiday spirit through their decorating which resulted in a competitive yet friendly rivalry among some. RAA staff although not part of the contest worked hard at decorating other areas of the terminal with wreaths, garland and poinsettias along with a new 17ft Christmas tree in the arrivals area.

The terminal looked very festive and it was a wonderful way to welcome passengers as well as those arriving to meet family and friends for the holidays. Santa and his little helpers (RAA staff members) went around the terminal on Tuesday, December 20 to judge the displays based on: first impression, curb appeal, creativity and festive/holiday feel. The awards were presented to:

First Place Avis Car Rental **Second Place** Air Canada **Third Place** National Car Rental

Each of the above organizations received funds for their company's social fund along with the opportunity to be recognized in this issue of YQRReview. Congratulations to the above winners and thank you to everyone who participated and made our airport festive and inviting for our passengers and customers.

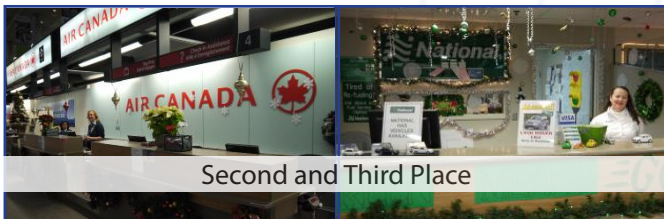


First Place in 2011 Holiday Decorating Contest

Merry Music

The week before Christmas was filled with the hustle and bustle of departing and arriving passengers. In addition to holiday music piped through the speakers of the airport we also invited live musicians to share their musical talents and perform some holiday tunes. Throughout the week we were thankful for the following musicians who shared their talents and welcomed our passengers and customers in the arrivals area of our airport:

- Tyler Lindsay, classical guitar player
- A-capella Carolling Group: Jordanne Erichsen, Kirsten Jillane and Hayleigh Walcott
- String Theory, string quartet: Sarah Punshon, Tim Vuksic, Roberta Wallace and Megan Zak
- The Daae Family, professional musical group: Amanda, Cathy, Crystal, Daniel, Lauren, Michael, Shannon and Wayne Daae



Second and Third Place

HOTEL AND MOTEL FIRE SAFETY

by Jamie Smith, Firefighter, Regina Airport Authority

When traveling away from home and staying in a hotel or motel, it is important to know what actions to take in the event of a fire. Hotel/motel fires have been greatly reduced due to modern construction, fire-resistant building materials and strict fire code enforcement, but fire can still happen in any building. Extra caution and awareness should be taken when traveling outside of the USA and Canada where fire codes and enforcement might not be as strict. Travelling away from home and staying in hotels/motels can be fun as long as you are prepared. In the event of a fire remember the tips below:

Plan Ahead

- When making your reservations, ask if the hotel or motel has smoke detectors and fire sprinklers.
- When traveling, take a flashlight with you.
- Read your fire evacuation plan carefully and discuss it with the people you are traveling with. If a plan is not posted in your room, request one from the front desk.
- Locate two exits from your room.
- Count the number of doors between your room and the exits.
- Keep your room key and flashlight by your bed and take them with you if there is a fire.

When Fire Happens

- If there is fire in your room, get out quickly. Close the door, sound the alarm and notify the front desk.
- If the fire is not in your room, leave only if it is safe to do so. Be sure to take your room key with you in case fire blocks your escape and you need to re-enter your room.
- To check the hallway for fire, touch the door with the back of your hand to test the temperature. If the door is cool, get low to the floor, brace your shoulder against the door and open it slowly. Be ready to close it quickly if there are flames on the other side.
- If there is smoke in the hallway, crawl low to the nearest exit; the freshest air is near the floor.
- Use the stairs; never use elevators during a fire.
- If the room door is hot, do not open it. Instead, seal the base of the door with wet towels or sheets. Turn off the fans and air conditioners. Call the fire department and give them your room location. Signal from your window with a flashlight or light colored cloth.

WINTER TRAVEL TIPS

by Kari Dean, Director of Communications, Regina Airport Authority

With many passengers travelling to and from many popular sun destinations the winter months are a very busy time of year at the Regina International Airport. As such, we strongly recommend that you arrive well in advance for both scheduled and charter departures. Also be sure to plan ahead and ensure you have the proper documentation required to travel. Confirm your passport has not expired and check that the passport date is well beyond your return date. Review the condition of your passport, travellers whose passport is damaged in any way could face significant delays or be denied entry at border crossings, or be denied boarding on flights. Further passport information is available online at WWW.PPT.GC.CA.

For more travel tips visit WWW.YQR.CA.

FIREHOUSE RECIPE: GERMAN APPLE PANCAKE

by Ray Silzer, Firefighter Captain, Regina Airport Authority

Ingredients:

4 eggs
 ½ cup all-purpose flour
 ½ teaspoon baking powder
 1 tablespoon sugar
 1 pinch salt
 1 cup milk
 1 teaspoon vanilla extract
 2 tablespoons butter, melted
 ½ teaspoon ground nutmeg
 ¼ cup butter
 ½ cup white sugar, divided
 ½ teaspoon ground cinnamon
 ½ teaspoon ground nutmeg
 1 large tart apple-peeled, cored and sliced or maybe two smaller apples

Cooking Instructions:

1. In a large bowl, blend eggs, flour, baking powder, sugar and salt. Gradually mix in milk, stirring constantly. Add vanilla, melted butter and ½ teaspoon nutmeg.
2. Let batter stand for 30 minutes or overnight.
3. Preheat oven to 425 degrees F (220 degrees C)
4. Melt butter in a 10 inch oven proof skillet, brushing butter up on the sides of the pan.
5. In a small bowl, combine ¼ cup sugar, cinnamon and ½ teaspoon nutmeg. Sprinkle mixture over the butter.
6. Line the pan with apple slices. Sprinkle remaining sugar over the apples.
7. Place pan over medium-high heat until the mixture bubbles, then gently pour the batter mixture over the apples.
8. Bake in preheated oven for 15 minutes. Reduce heat to 375 Degrees F (190 degrees C) and bake for 10 minutes.
9. Slide pancake onto serving platter and cut into wedges.

WHAT'S COOKING AT THE AVIATOR GRILL?

by Diane Uhryn, Eurest Dining Services, Regina International Airport



The Aviator Grill now features a new mouth watering selection of Coyote Jack's menu items. For two days only - January 30 and 31 - Coyote Jack's will be offering airport employees the opportunity to enjoy these new menu items at 50% off. To receive a discount:

- You must be an airport employee that is actively on duty at the time of purchase.
- You must present your airport issued identification or alternate form of airport identification (i.e. business card from place of business.)

If you have any questions please see the Restaurant Supervisor for assistance. Note: The discount only applies to Coyote Jack's menu items.

A WARM WELCOME AND BEST WISHES

by Curtis Tutthill, Corporate Administrator, Regina Airport Authority

Regina Airport Authority is pleased to welcome Jeffrey Moreside, Equipment Operator and Kari Dean, Director of Communications, Customer Service and Marketing (CCSM). We also say goodbye (for now) and best wishes to Lori Sly, CCSM Director as she enjoys her maternity leave with her new baby girl, Annabelle.

ABOVE & BEYOND: REBECCA & JACQUI, WESTJET

submitted by Nick and Shirley Mushey, WestJet passengers

As submitted by Nick and Shirley Mushey recent WestJet passengers:

"On December 24, 2011, my husband Nick and I missed our flight to Calgary which left at 8:30 pm. We were travelling from a funeral in Manitoba and when we arrived in Regina it was dark and our directions got mixed up ...finally we got to the airport after 9 pm. Rebecca from Westjet was able to book us on the first flight to Calgary the following morning. She suggested we stay overnight ...Jacqui Davis came to help with the hotel booking and the shuttle to get us to the hotel. She was kind and helpful, making us feel better after our harrowing experience in missing our flight. It was gratifying to get such good service and she is to be commended for this act of kindness. Kudos to Jacqui and Rebecca from WestJet. Please let them know how much we appreciated their service."



Sid Hovland, Pass Control Officer

ABOVE & BEYOND: SID HOVLAND

submitted by Doug Cascaden, Security Operations Officer, Regina Airport Authority

The following was submitted in response to the efforts of Sid Hovland, Pass Control Officer.

"Sid has been with the Corps for 5 years and is a retired City employee from the Transit Division. Sid was asked to take a fulltime role as Pass Control Officer just over a year and a half ago and has been extremely successful in that role. The main duty in Sid's position is to process Restricted Area Identity Cards (RAIC) applications then produce the RAIC once the application is approved by Transport Canada. Other duties include ensuring RAIC applicant files are secure, in order and ready to be inspected by Transport Canada, programming individual access control privileges, key issuance and overall customer service, just to name a few.

The thrust of the recognition I am interesting in acknowledging is the timely and efficient manner with which Sid changed all RAICs from Aeroguard over to Garda. This past fall when CATSA changed service providers most airports were faced with the task of changing the employer name on the RAICs to reflect the new service provider. In our case the change was from Aeroguard to Garda. Sid was able to optimize time management skills and initiated on his own to produce almost 70 RAIC cards in only four days all in addition to his other responsibilities and responding to walk in customers.

In short Sid has displayed initiative, time management and dedication to his position as Regina Airport Authority Pass Control Officer."

Regina Airport Authority extends a big THANK YOU to Sid Hovland, Pass Control Officer and Rebecca and Jacqui with WestJet for going above-and-beyond the call of duty. We are lucky to have people like you representing Regina International Airport!

Have newsletter content? Send to comments@yqr.ca.

YQRReview



Regina
International
Airport

It's Your Airport
www.yqr.ca