

YQR Review

Regina International Airport Community Newsletter



YQR Soars to new heights in 2011

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

I am delighted to support the re-launch of the YQR Review newsletter, a quarterly initiative by the RAA to enhance our communication efforts with you, our stakeholders.

For the third year in a row, the Regina International Airport has experienced a record year of passenger traffic; this translates into 16.4% growth over the past three years.

Many things make this extraordinary growth possible: the commitment of our air carriers to serve the Regina and Southern Saskatchewan market; the boom in the Saskatchewan economy; our ongoing investment in infrastructure; and of course, the dedication of our employees airport-wide to provide first-class customer service.

New Services

Over the past year, we have welcomed new services to Chicago with United - the world's third busiest airport and a convenient connection to the Eastern United States. We have also seen increased seasonal service to Phoenix (WestJet - winter) and Ottawa (Air Canada - summer).

The Economic Boom

Saskatchewan is leading the country in economic growth, and the Regina area is no exception. The diversity of opportunities here will help sustain this economic growth in the long term. With more people doing business, visiting and making a home in Regina and Southern Saskatchewan, the activity at the airport will almost certainly continue to increase.

Continued on page 7

In this Issue



Runway Rehab to take off
See Page 2 for details



YQR traffic continues to rise
See page 3 for details



ATS Wins award
See page 4 for details

And more...

- 2 YQR gets into the spirit
- 3 Commissionaires' Corner
- 4 WestJet hustles & bustles
- 5 Jazz goes green & red
- 5 RAA buys new sweeper
- 5 Sighted: Unique aircraft
- 6 Welcome new RAAers
- 6 RAA gives back
- 7 Feast on this (Firehouse recipe)



Welcome To Regina International Airport
It's Your Airport
The RAA Team as of June 2010.
www.yqr.ca

\$13.5M Airside Rehabilitation IS About To Take Off

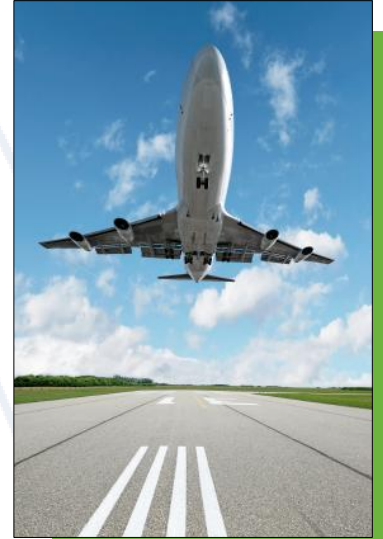
by Steve Burchi, VP Operations, RAA

A multi-year, multi-million dollar program of work is set to begin this summer at Regina International Airport.

The first phase of the airside rehabilitation project involves a complete full width resurfacing of Runway 13/31 (including the intersection of Runway 13/31 and Runway 08/26) as well as an expansion of the existing main aircraft parking apron. For the runway itself, the process involves removal of the top layer asphalt and replacing the surface, thereby adding an estimated 15 more years of useful life.

Expected to commence in June and end in August, the scope of work also includes new runway threshold lights and the introduction of runway end safety areas (RESA).

A detailed operations and communications plan is being developed in consultation with air carriers and local stakeholders, and will soon be communicated to users.



YQR gets into the Spirit

by Lori Sly, Director of Communications, Customer Service & Marketing, RAA



First Place: National's Award Winning Green and White Extravaganza

The RAA was delighted to see the airport community get into the spirit of Christmas and spread the holiday cheer to the travelling public.

Thank you to the organizations who participated in our Tenant Christmas Decorating Challenge. It was difficult to pick the winners as there were many festive displays that added Christmas spirit to the terminal.

Winners:

- 1st : National won \$200 for its social club.
- 2nd: Marquise/Commissionaires won \$100 to split between their social clubs.
- 3rd: Jazz won \$50 for its social club.

A big thank you...

We sincerely thank the musicians who shared their gifts and serenaded the terminal building with live music through the holiday season: The Daae Family, guitarist Tyler Lindsay, the Regina Christian School Junior Choir and Arise.

To come in 2011...

Stay tuned for more opportunities to get involved airport-wide in 2011, including new contests and special events. This spring we will be launching a contest to recognize those employees -airport-wide- that go **Above and Beyond** when serving passengers.



Regina's Up-and-Coming Stars: Regina Christian School Choir

YQR traffic continues to rise

by Derrick Thue, CFO/VP Admin, RAA



Recovery from the 2008 economic downturn is well on its way as illustrated below:

	2010	2009	2008
RAA Passenger Growth (%)	9.6%	1.67%	4.42%
RAA Passenger Count	1,120,134	1,022,042	1,005,270
Average Industry Growth (%)	2 – 3 %	Decline of 6 – 8 %	N/A

Saskatchewan gross domestic product (GDP) decreased 6.3% during 2009 and returned to positive projected growth of 3.9%. Historically, passenger traffic growth for airports reflect between 1 to 2 times the GDP rates.

RAA has benefited from new and expanded transborder and charter service options recently that resulted in outpacing normal growth patterns. Strengthening global and US economies will add increased competition for the limited aircraft fleet. RAA remains sensitive to increasing jet fuel costs, and is committed to improving operational efficiencies while maintaining one of the lowest aeronautical fee schedules. Therefore, in 2011 RAA will not be passing along direct aeronautical fee increases.

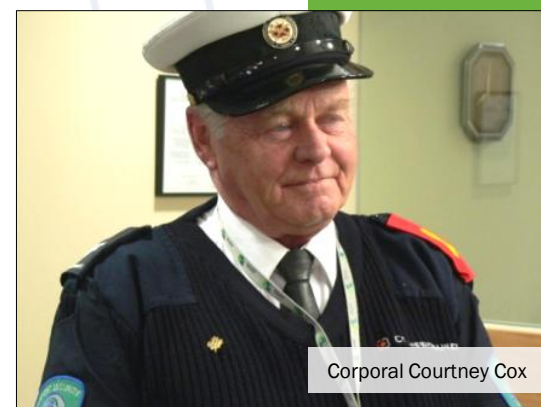
We continue to work with our airline partners in common use technologies with more details to follow in a future newsletter. With significant growth, RAA will be focused on longer term strategic solutions to ensure our facility will meet the needs of our operators and end users (the travelling public).

Commissionaires' corner

by Cliff Walker, CEO, Commissionaires SK

The full name of our company is **Canadian Corps of Commissionaires**. An interesting question was posed at a meeting on 1 December and it was “what is the correct pronunciation of the word **Corps**”? Is it **core**, **corp** or **corpse**? It is actually a French word that we have adopted into English that means “body” as in the ‘Body of Commissionaires’. The French word comes from Latin and the best example of that is the city in Texas named *Corpus Christi* or the *Body of Christ*. In the French language there is a rule that pertains when you have consonants at the end of a word. When you have two or more consonants together as in the last three letters of the word corps (rps) ... then you only pronounce the first consonant and the rest are silent. The correct pronunciation, therefore, is the first example above ... spelled “**Corps**” but pronounced “**core**”.

Many of you will recognize the photo (right) of one of our members, Corporal Courtney Cox. Courtney has been with the Commissionaires for 22 years and most of those years have been spent at the Airport. Thank you Courtney for your many years of service to the Regina Airport Authority.



Corporal Courtney Cox

WestJet hustles & bustles With activity

by Lorraine, WestJet

WestJet is still reeling from a great year in 2010: WestJetters enjoyed watching the transformation of the airport grounds and the new parking solution, and are proud of this facility's ability to accommodate the busy holiday season. From the taxi cab coordinators to the cleaners, the airport has been humming with the collaborative spirit of our Regina airport family.

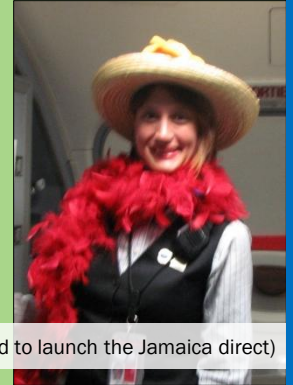
WestJet is bursting at the seams with exciting new destinations. It launched the new Jamaica and Phoenix directs in style: Kim dressed (and spoke) Jamaican, and Tara sent fresh muffins on the Phoenix direct.

In the midst of the busy schedule, WestJet continues to value community outreach. It held its famous chilli fall fundraiser for Sacred Heart School, organized by Laura and her elves. Thanks to the airport community's support, the school's children will each receive a gift. WestJet also held a toy drive for the parents and children spending time at Regina General Hospital this Christmas, surpassing its goal once again. Jim (pilot), Lorraine, Gayleen, Nadine and Kevin brought these gifts to the grateful parents and children at the hospital.

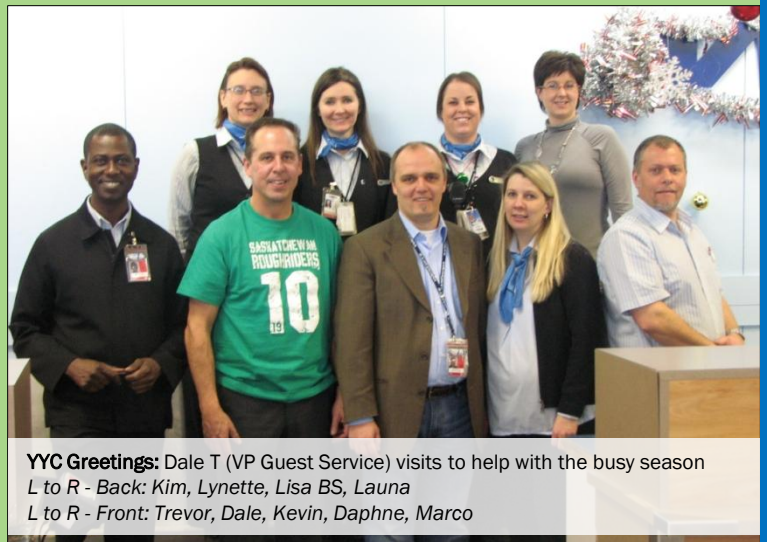
The WestJet team continues to evolve, with its first retirement party, for Lisa, who will be missed by WestJet and the entire airport staff. New to WestJet is Lisa (ambassador this season) and Ross (agent). Please come and welcome them to the airport family.

WestJet ended 2010 with a grand soup-off! Dale T, Vice President Guest Service, was here to make the final taste test. Lorraine's "green pea soup" was a hit (see her for the recipe).

WestJet looks forward to another year of working together to make Regina airport the friendliest and most efficient it can be.



Jamaica Man: Lisa & Kim dressed to impress (and to launch the Jamaica direct)



YQC Greetings: Dale T (VP Guest Service) visits to help with the busy season
 L to R - Back: Kim, Lynette, Lisa BS, Launa
 L to R - Front: Trevor, Dale, Kevin, Daphne, Marco

YQR ATS team Wins prestigious award

By Sally Leible, President, ATS

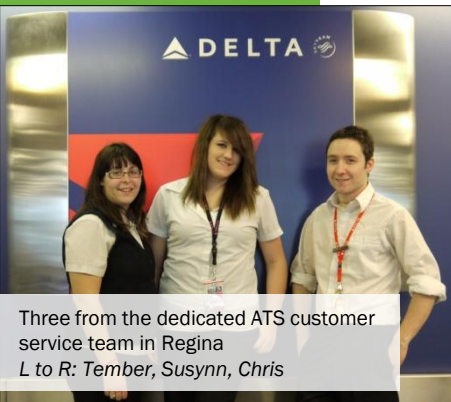
The YQR Airport Terminal Services (ATS) team, led by Sandy Wilson, was a recipient of the ATS Karan Hampton Award of Excellence in 2009. The YQR ATS team provides their award winning Passenger Service for Delta Airlines operating daily flights to and from Minneapolis St. Paul International Airport.

The Karan Hampton Award of Excellence, which is ATS' most distinguished award, is presented to those stations who meet a set of rigorous objectives throughout the fiscal year, focusing both on operational and managerial excellence.

In celebration of their Success, Regina was visited by ATS President and Chief Operating Officer, Sally Leible who toured the operation and met with the staff.

Commenting on the award and subsequent visit from Sally Leible, Station Manager Sandy Wilson remarks, "All in all it was a great time! The staff are talking and reminding each other to focus on Our Goals.....so Sally can visit again next year!"

(This just in: Sandy's team was recognized again with this award in 2010!)



Three from the dedicated ATS customer service team in Regina
 L to R: Tember, Susynn, Chris

New sweepers enhance runway safety

by Eldon Blenkin, Supervisor Airfield Mobile, RAA

The Regina Airport Authority purchased two new runway sweepers which have proved to be very effective in maintaining safe runway operating conditions at our site. In past years, the RAA was operating sweepers that had the ability to brush a path to a maximum of fourteen feet. The newly-designed sweepers can cover up to twenty feet six inches per unit in a single pass. Our site continues to be fully dedicated towards providing top-quality airfield maintenance.



Dedication - RAA Maintenance Crew hard at work keeping our runways clean

Jazz goes green - and red - for charity

photos submitted by Marquise & Shauna, Air Canada Jazz



Marquise showing her **Rider Pride** with the men in kilts



Bake Sale - L to R: Heather, Lorri, Line, Marquise, Michelle M

Jazz has been busy giving back to the community...

Rider Pride: Jazz raised \$70 for Souls Harbour Rescue Mission's Christmas dinner from employees donating a toonie to wear "Rider" shirts during play-offs and Grey Cup. Go Riders!

Christmas Bake Sale: On Tuesday, Nov.23, Jazz employees manned the bake sale booth full of homemade goodies; the event was big hit and raised \$335 for the United Way. Jazz sends its thanks to the airport community for its support; the airport community thanks Jazz for kick-starting the Christmas season with sweets!

Sighted: Unique Aircraft at YQR



C-17 Globemaster II at YQR (Sept 2010)



Avro Lancaster at YQR (Aug 2010)

RAA issues A Warm Welcome

by Curtis Tutthill, Corporate Administrator, RAA

Welcome

The Regina Airport Authority would like to welcome those who have joined the organization over the past year:

- Don Ross, Carpenter (started March 2010)
- Lori Sly, Director of Communications, Customer Service & Marketing (started June 2010)
- Judy Plumpton, Administrative Assistant – Finance (started Aug. 2010)
- Brent Wesley, Building Maintenance Mechanics (started Aug. 2010)
- Curtis Tutthill, Corporate Administrator (started Sept. 2010)
- Nuno Diaz, Trades Helper (started Sept. 2010)
- Bruce Munro, Seasonal Equipment Operator (started Nov. 2010)

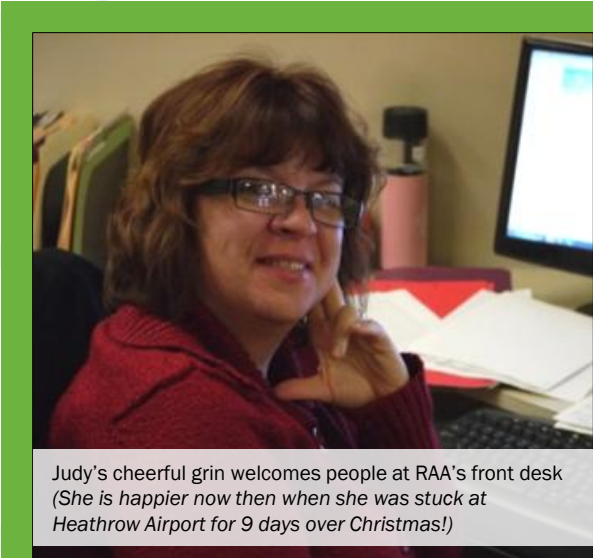
Please drop by and introduce yourself to these new faces.

Farewell

We say farewell to the former RAA employees and wish them well:

- Donna Brown
- Jean-Yves Dagenais
- Kelli Hugli
- Gerry Schumann

In memoriam, we recognize Eugene Hrehor, Trades Helper, who passed last June while waiting for back surgery. Eugene, always positive and upbeat, will be missed by the entire RAA team and airport community.



Judy's cheerful grin welcomes people at RAA's front desk (She is happier now than when she was stuck at Heathrow Airport for 9 days over Christmas!)

RAA gives back

by Lori Sly, Director of Communications, Customer Service & Marketing, RAA



Lori (far left) and Curtis (far right) donating play structures to the YMCA



RAAers and family serving Meals at Souls Harbour Soup Kitchen



RAA Charity Golf Tournament

The RAA and its staff have been generously giving time and money to the community organizations in need. In the past six months, RAA raised \$1,500 (and matched the donation for a total of \$3,000) for the Little Bald Angels Charity through our annual charity golf tournament, and raised \$1,112 for Souls Harbour Soup Kitchen through our rider tailgate party. When we presented the cheque at Souls Harbour, we also served the evening meal. In addition, the RAA presented an annual sponsorship of \$3,500 to 34 RJ Groome Squadron, Royal Canadian Air Cadets, and donated two play structures to the YMCA.

A Year of new heights for YQR (continued)



Our people are forefront in the success at YQR



Our inaugural welcome to United

Infrastructure Investment

Over the past year, we have upgraded the infrastructure at YQR. This includes the addition of free Wi-Fi and Access Communications lounges; a modern groundside parking system; and a four-currency ATM pre-security.

And there are more upgrades to come in 2011. First and foremost is our major runway rehabilitation and apron expansion project (see page 2). We will also be installing improved way-finding signage to make it easier to navigate through the airport terminal. We are currently working on upgrading the backup power at the airport to ensure that the airport is fully operational in the event of a power outage, and completing a water loop into the airport to provide more than one link to the City's water supply.

Long-term planning is taking place to ensure that our facilities can service the growing demand for years to come. We are exploring options for self-service check in, parking and ground transportation, and other business development opportunities.

Our Airport Community

Our people – from the RAA staff to the airport community as a whole – are forefront in the success of Regina International Airport. From the friendly service that is provided by those who interact directly with passengers to the exceptional job of those that work behind the scenes, our airport thrives on the dedication of its people 24/7. And we are grateful.

Thank you to all the people that have contributed to the growth and success of the Regina International Airport, “your airport”, in 2010. We look forward to working with you to achieve even greater things in 2011.



Feast on This: Big Kev's Stuffed Pork Recipe

Firehouse Recipes
Recipe by Fire Chief Kevin Hembroff

Ingredients:

- 3-4 lb. pork roast
- 3 c. herb seasoned stuffing
- 1 c. finely chopped onion
- 1 rib of finely-chopped celery
- ½ c. butter
- 2 tbsp. salt
- 1 tbsp. pepper
- 1 tbsp. sage
- 1 lb. of pork sausage
- 2 tbsp. freshly-chopped parsley
- Cap full of sherry (optional)
- Hot water

Directions:

Fry the sausage separate, then use some of the butter to clarify the onions and celery. Use a food processor and pulse – add salt, pepper, sage, seasoned stuffing, remaining butter, parsley, sherry, and previous sausage with onions and celery; finely chop all ingredients. Add hot water as needed. “Go by a little taste to see if you need to add more of something”. Let cool and always stuff the roast the night before or early in the morning.

Cook uncovered at 350 degrees until the meat registers 150 – 165 degrees on the meat thermometer. Some roasts are long and thin, while others are short and fat; cooking times vary depending on the shape of your roast. The meat thermometer is the best way to judge the right amount of cooking time. Bon Appétit!





Joke: Grandma's House

A 6 year old kid was asked where his Grandma lived.

"Oh," he said, "She lives at the Airport and when we want we just go get her. Then when we are done having her visit, we take her back to the Airport."

Aviation quotes:

"The airport runway is the most important mainstreet in any town."

— Norm Crabtree

"Aviation is proof that given the will, we have the capacity to achieve the impossible."

— Edward Vernon Rickenbacker

Do you have something to share in this newsletter?
Submit to Lori at lsly@yqr.ca

RAA Mission Statement:

To manage and operate our airport in a safe, secure, efficient, commercially viable and environmentally responsible manner.

RAA Vision Statement:

A sustainable and customer service focused gateway airport that enhances economic growth and access to Regina and Southern Saskatchewan.

YQR_eview



It's Your Airport



Regina
International
Airport