

LOUIS ARMSTRONG
NEW ORLEANS
INTERNATIONAL AIRPORT

www.flymsy.com

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Airport report

Holiday Travel Tips at Armstrong International Airport

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As we enter the holiday season, many of our residents will be traveling by air to visit loved ones and friends. I would like to share some tips that will enhance your travel experience through Louis Armstrong New Orleans International Airport.

First, I encourage our passengers to make airline reservations as soon as possible to ensure that the best choice of flights on our airlines is available for their preferred days and times of travel. Armstrong International is served by ten (10) airlines that provide a variety of options to meet your travel needs. Our airlines are Air Canada, American Airlines, Air Tran Airways, Delta Air Lines, Frontier Airlines, JetBlue Airways, Southwest Airlines, Spirit Airlines, United Airlines and U.S. Airways. Flight schedules and airline contact information are available on our website, www.flymsy.com.

During the holidays, the number of passengers travelling will typically be greater than the rest of the year. For this reason alone, it is essential that passengers allow sufficient time to arrive, park or drop off passengers, check-in with their airline, and process through security to arrive at their gate in a timely manner. Airlines recommend that passengers arrive at least 2 hours prior to the scheduled departure time. However, a little extra time should be allowed if there is a plan to shop in some of our new stores or eat in any of the new restaurants located throughout the terminal. The operating hours for these stores and eateries is 5 a.m. to 8 p.m. For information about concessions and restaurants in the Airport, visit the website www.flymsy.com.

Passengers should be prepared for the security screening process to help minimize the screening wait times. To expedite the screening process, our passengers should visit the Transportation Security Administration (TSA) website at www.tsa.gov beforehand to discover what can and cannot be carried on-board the aircraft. For example, wrapped gifts are not prohibited so long as it does not contain any item that cannot be carried on-board the aircraft. However, if for some reason a wrapped package needs to be further checked by TSA, they may have to unwrap it to take a closer look inside. We recommend passengers wrap their holiday gifts after their flight or ship them ahead of time to avoid the possibility of having to open them during the screening process. Items purchased after the security checkpoint have been pre-screened and can be taken on the plane. Many other security screening rules will still be in effect during the holiday season such as the removal of shoes (except for

a child 12 and under) and jackets as well as knowing the proper method for carrying liquids through the checkpoint. For anyone eligible to participate in the TSA Pre✓™ Program, it is now available at Armstrong International on Concourse D. Free WiFi is available throughout the terminal to anyone wishing to access it. However, it should be noted that the internet access at the Airport is limited to 144K due to a state law which limits the speed of “free” Wi-Fi connections for municipal wireless networks. To find out the latest news from the Airport on the days of departure or arrival, passengers who are social media savvy can follow us on Facebook and/or Twitter. Anyone needing assistance, while in the Airport pre-security area, are encouraged to speak with one of our friendly Airport Customer Service Representatives or Ambassador Volunteers positioned at the concourse exits and easily identified in their burgundy jackets and vests.

Finally, due to federal regulations, Airport police can only allow cars that are actively loading or unloading passengers to stop and park on the Airport upper or lower roadways. For this reason, we encourage the use of our “free” cell phone lot located at the corner of Airline Drive and Hollandey Street across from the Airport in a fenced area marked with a huge brown sign. It is convenient to use. After the arriving party is in baggage claim and has received their luggage, they simply alert the waiting party on their cell phone that they are ready to go. The driver may then proceed to the lower roadway outside baggage claim to pick them up. The cell phone lot is available year round with on-site security present from 7 a.m. to 11 p.m. daily.

As you travel this holiday season through Armstrong International, the Airport staff are working hard to provide you with first class customer service, new amenities and safe facilities. We want to make your brief time spent in the Airport as pleasant as possible. Happy Holidays to you and yours! ✈



Iftikhar Ahmad, Director of Aviation for Louis Armstrong New Orleans International Airport may be reached at director@flymsy.com. You can follow the airport on Facebook at [facebook.com/MSYAirport](https://www.facebook.com/MSYAirport) and Twitter @NO_Airport. Also, view “Airport Alive” on the airport website, www.flymsy.com.

Want to be a volunteer at the airport? To find out how, click on Ambassador on the airport website.