



## Return to San Francisco

The new daily nonstop service to San Francisco resumed on February 17 with the arrival of an Airbus A-320 which seats 138 passengers. The flight departs daily from San Francisco at 4:15 p.m. and arrives in New Orleans at 10:21 p.m. The flight departs New Orleans at 6:55 a.m. and arrives in San Francisco at 9:40 a.m. ✈

### NBC tweets big thanks!

@nbcnewscrew: @NO\_Airport Please give a big thanks to your skycaps (Eric) at the @Delta curbside! They checked all my equipment in for a record time! ✈



Zulu King Elect Anthony “Tony” Barker and his Queen Select receive proclamations at the Airport

## Zulu Queen Select Chanel Howard-Barker Arrives at Armstrong International

On Sunday, February 20, 2011, Zulu then Queen Select (later crowned as the Zulu Queen) arrived at MSY from Houston with her entourage to the cheers and warm welcome of the members of the Zulu Social Aid & Pleasure Club. Her King was her husband, Tony Barker whose “9 to 5” is working as a TSA employee at Armstrong International. Representatives from the cities of Kenner and New Orleans presented proclamations of honor and keys and the Chairman of the New Orleans Aviation Board gave a warm welcome on behalf of the Airport. This annual event will air on Airport Alive. ✈



# The Airport Report

by Iftikhar Ahmad  
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Louis Armstrong New Orleans  
International Airport

## Air Service Soars at MSY

While flight service in markets across the U.S. stall or decline, New Orleans continues to defy the national trend by tracking upward with new service and new flight opportunities. The air service statistics released for 2010 for Louis Armstrong New Orleans International Airport indicates that a post-Katrina record number of passengers flew through our airport. The volume for the year increased 5.1% to slightly over 8 million passengers exceeding the Federal Aviation Administration (FAA) national growth projection of 2.8%. A variety of new non-stop air service destinations and air carriers in 2010 influenced the passenger growth in New Orleans. This included the return of pre-Katrina air carriers Frontier Airlines and Air Canada. Another boon to our list of international carriers is the introduction for the first time of WestJet, a low-cost Canadian carrier, to the New Orleans market.

Despite the facts, there are some misconceptions about our passenger levels. People talk about the capacity we have lost since Katrina, but consider this:

- National domestic enplanements have decreased from 726M in 2007 to an estimated 665M in 2010
- Census data shows that New Orleans has lost 30% of its population in last decade
- Gas prices per barrel (one of the biggest costs for airlines) went from \$29 to \$100 plus this last decade with significant impact on an airline's cost

With so many moving parts, how does one gauge where we are and where we should be? MSY went from the 39th busiest airport in 2004 (out of over 500 commercial airports) to 56th in 2006. The good news is that we are ascending back towards the 2004 mark. According to new data posted on the Department of Transportation (DOT) website, we moved up as the 43<sup>rd</sup> busiest in 2010. Considering we have lost 30% population and only lag by four spots to 2004 shows New Orleans' strength to attract passengers. This year the flight service report continues with positive stats. In January,

enplanements were up 11.4% over January 2010, carrier operations averaged 120 per day versus 110 in January of last year and the total seat count for the month increased by 12% compared to January 2010. In February, non-stop service to San Francisco returned via United Airlines. Southwest Airlines has also announced additional service to begin this October to Baltimore-Washington and Nashville. Delta Air Lines has announced a new non-stop flight to Kansas City, Missouri beginning June 6 on their Embraer Regional Jet service, Delta Connection. This will give Armstrong International 2 daily flights to Kansas City, 5 to Washington, D.C. and 4 to Baltimore.

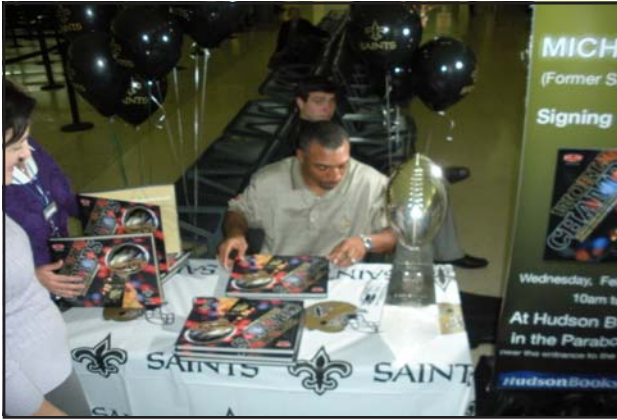
The first question one may ask is why the increase in service? I feel it can be contributed to the fact that our load factors (the number of people boarding an aircraft) are strong. When load factors are more than 90%, which is recently often the case at MSY, it means the aircrafts are full and the airlines are making money so they add more flights. Regardless, our strategy of continuous improvement dictates that we continue to market our City to airlines and attract more service to MSY.

In other news, Armstrong International Airport has received federal approval to serve as a port of entry for flights to and from Cuba. The airport received official notification from U.S. Customs and Border Protection that its application to serve as a gateway to Cuba was approved along with seven (7) other airports. Previously only Los Angeles (LAX), New York (JFK) and Miami (MIA) could provide service to Cuba. A local charter company, International Charters & Tours of Metairie (dba SupersaverTravel Cuba Travel - USA) asked the airport to apply. As we explore this opportunity, our airport will be willing to work with any airline or private charter who secures landing rights in Cuba. Although charter flights to and from Cuba will now be allowed, travel will be restricted to "purposeful" travel. Passengers must have close relatives in Cuba or must be involved in the medical or agricultural business sectors. Travel for education and religious activities is also permitted. There is no timeline set for when the first flight may operate.

As the convention and tourism travel to New Orleans rebounds with the economy, the New Orleans Aviation Board and staff will continue the pursuit of additional service from all of our carriers. In addition, we are in an on-going search for more international flights and new carriers, while the modernization of our airport continues with its multi-million dollar capital improvements. We are the gateway to the region and assume that role with great pride.



**Mr. Ahmad, can be reached at director @flymsy.com.**



**Former Saints player Michael Lewis**

## Saint's Ambassador

Though Michael Lewis has not played professional football since 2007, the former Saints return specialist and wide receiver still wears the team's black and gold colors. Lewis is now the team ambassador for the Saints, bringing the team to the public. He was recently at a book signing at Hudson Booksellers, located at the exit of Concourse C.

Fans were able to view, photograph and touch the Lombardi Trophy, while Lewis was signing *World Champs*, the official behind-the-scenes book highlighting the Saints' winning Super Bowl XLIV season. ↩

## I.D. Badge Renewal Notice for All Employees at MSY

Every employee that has an airport I.D. badge will need to complete their training before they can renew their badge. This should be accomplished 30 days prior to the badge's expiration date. Here are the color/class requirements:

- White Badges – Customer Service Training
- Yellow Badges – Customer Service Training
- Purple Badges – Customer Service and Security ID Display Area Training
- Purple Badges with Driver – Customer Service, Security ID Display Area, and Non-Movement Driver Training
- Purple Badges with Driver and Movement Area Access (OPS, ARFF, Maintenance, FAA Facilities or NWS) – Customer Service, Security ID Display Area, Non-Movement Driver Training and Movement Area Driver Training
- Police Officers working the Detail – Customer Service, Security ID Display Area, Non-Movement Driver and Physical Vehicle Inspection
- Company Sponsors – Authorized Signatory Class

Customer Service Class – 20 minutes

Security ID Display Area Class – 45 minutes

Non-Movement Driver Training Class – 40 minutes

Movement Area Driver Training Class – 45 minutes

Physical Vehicle Inspection – 20 minutes

Authorized Signatory Class – 20 minutes

The Training Center is open from 8 a.m. to 3 p.m., Monday through Friday (*except holidays*). Employees should try to determine how long all of their required classes

will take, when reporting to the Center (*i.e. if your classes will take 2 hours, don't come in at 2:30 p.m.*). Spanish Classes are held every other Tuesday at 1 p.m. Call the Training Center at (504) 303-7790 for exact dates. If an employee completes the classes and renews the badge before the badge expires, it will only cost \$5. After the expiration date, it will cost \$20. The Training Center is located just before the exit to Concourse C. ↩

### DID YOU KNOW?

Check out this airport information for more detail at [www.flymsy.com](http://www.flymsy.com)

#### Construction in the Terminal

Barriers are now in place in the Ticket Lobby and Baggage Claim areas as the Exterior/Interior modernization begins.

#### Airport Alive

Be sure to watch the 30 minute airport television program - Airport Alive. Check your local listings or you can view the station list and show on the airport website.

#### Transparency at MSY

The New Orleans Aviation Board has begun to publish their internal audits and other analyses on the website.

#### Facebook & Twitter

Tweet or become a "Friend" of MSY. Go to [www.flymsy.com](http://www.flymsy.com). ↩

# A WARM WELCOME TO MSY



Family, friends and members of the Louisiana National Guard welcome home returning troops in January



Sugar Bowl 2011 - The Arkansas Razorbacks arrive at MSY



Sugar Bowl 2011 - The Ohio State Buckeyes on the tarmac in Kenner



Miguel Angel Pavon Perez, 11, chats with Deacon Luis Campuzano at the Louis Armstrong New Orleans International Airport Monday, February 7, 2011. Perez was flown to New Orleans from his native country of Nicaragua to receive a life-saving heart surgery sponsored by HeartGift.

The bald eagles have returned to their nesting ground near the intersection of I-10 and I-310 where they check out birds of a different kind above them

Photos of interest may be submitted electronically by airport employees to "Inside MSY" for publication at [garyr@flymsy.com](mailto:garyr@flymsy.com). Please indicate what the photo is about and submit the proper identification of the photo subjects. ↵

