

# YLW Express

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From  
the desk  
of...

**Roger Sellick**  
Airport General Manager



Recent improvements to the retail concessions, featured in the last YLW Express, have been a resounding success with the public! Revenue from the expanded concessions is up 68% year over year since March and June retail revenue was up a whopping 92%. The retail spend rate has increased from a rather anemic \$1.47 per passenger to \$2.29. While the new Newstand/ Gift Shop in the Main Concourse is doing very

well, the bulk of the increased revenue is being generated by the new post security Okanagan Gifts and Duty Free Store. With increasing dwell time in the departure room passengers are affirming our decision to open a major retail offering beyond the security screening checkpoint.

Growing our non-aeronautical revenues has been an important focus of our business efforts in recent months and helps us to keep our fees and charges to the air carriers among the lowest in the country. The success we have experienced is confirmed by the fact that in the first 7 months of 2005 total gross revenue from terminal concessions has exceeded \$1,000,000. A new record.

Improving the retail offering in the Departure Lounge has also had a significant impact on reducing delays at the security screening checkpoint. At a time when we are handling record passenger activity we are experiencing substantially shorter queues than we were at the

same time last year. Both the airlines and their passengers benefit from this improved level of service.

Our new Wine Store is a further improvement to our product mix. The facility reflects the Okanagan's position as the wine capital of Canada and I am confident will be well received by visitors passing through our airport. Skyway Gourmet, our master concessionaire, has joined forces with 16 Okanagan Estate Wineries to offer airport customers a sampling of the best that the valley can produce (for more information see associated story).

The lessons we have learned from the recent concession changes will be applied to our forward strategy as we move ahead with the master plan for the next major expansion of the terminal. Clearly, our customers are telling us that priority should be given to increasing the number and variety of food and retail concessions that are available in the post security Departure Lounge.

## Okanagan Wine Shop is a Winner @ YLW



Only open a few weeks, the new retail wine store in the main concourse is enjoying significant attention from airport visitors. Operated by **Skyway Gourmet Ventures Inc.** in partnership with **Okanagan Estate Wine Cellars** the shop features products from 16 Okanagan wineries. The wide selection of wines will satisfy every wine enthusiast with prices ranging from \$7.49 for a simple dinner wine to \$194.90 for that exceptional bottle of ice wine.

**David Mah, President of Skyway Gourmet Ventures** is proud of the new addition, "We are ecstatic about enhancing the retail experience to our customers. Feedback has been quite positive, particularly concerning the comparable price structure of our inventory."



At the opening, **Mayor Walter Gray** highlighted the tourism benefit. "The Okanagan has gained a reputation as one of the world's premier wine regions," said Gray. "The retail store will not only showcase Okanagan wines, but provide a convenient service to the traveling public."

**Harry McWaters, President of Sumac Ridge Winery in Summerland**, and co-owner of Okanagan Estate Wine Cellars joined Mayor Walter Gray in the ribbon-cutting on Wednesday, August 31<sup>st</sup>. McWaters stated, "I see it being used as much by residents returning and picking up a bottle to take home as I do visitors buying wine to take home with them."



# New Tugway Links YLW to Flightcraft's B757 Hangar



On October 10<sup>th</sup>, 2005, a **Harmony Airways** B757 was the first to be towed approximately 300 metres along YLW's recently constructed tugway for a scheduled maintenance check at **Kelowna Flightcraft's** new hangar. YLW is the only airport in Canada that utilizes a tugway to transport aircraft from the airside across railway tracks and a public road, Airport Way, to a hangar.

Flightcraft's new hangar allows for the servicing of larger aircraft such as Harmony's B757-200. The inaugural maintenance job on Harmony's jet is a C check, an in-depth

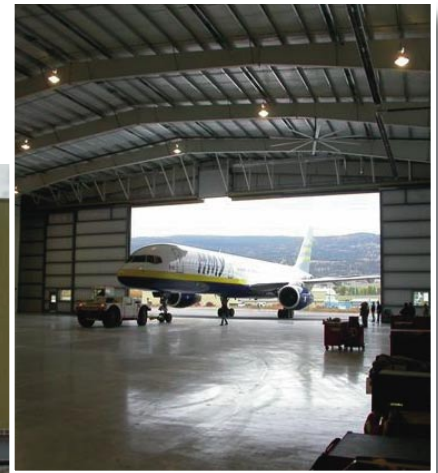
maintenance check taking approximately three weeks and 100 technicians to complete. **Grant Stephens, Director of Human Resources** for Kelowna Flightcraft noted that the C check must be done to meet airline industry regulations.

The Harmony Airways Boeing 757 is scheduled to return to service on October 28<sup>th</sup>.

With the completion of the tugway, scheduled road improvements continue on Airport Way. **Gerry Baker, Airport Development Manager**, confirmed that reconstruction

of Airport Way is still in progress and is scheduled for completion by October 28<sup>th</sup>. A hill where Airport Way now intersects the new tugway will be lowered to enable better visibility.

"In addition to a clear line of sight, the tugway will have crossing gates as a further safety measure," explained Baker.



# Something Old, Something New For YLW Operations



**Kevin Vleeming, Cameron Smith, Don Glavin** (seated), are the new Airport Operation Specialists (AOS) while **Gary Schnierer** (far right) is happy to return after working in a different department for the city. "This is the best job I've ever had," says Gary. "It's the most challenging with all the training and responsibilities. I'm happy to return to all the familiar faces and great morale."

The four recruits are training in tandem under the guidance of **Neil Booth, Assistant Fire Chief**. "This is the first time we've trained new AOS's simultaneously," states Booth. "It is a great opportunity to dedicate our resources to ongoing instruction of all aspects of our operations."

# Aloha Harmony!



Harmony Airways owner Dr. David Ho confidently stated, "I knew that we could provide better service, more comfort, and better meals."

Harmony Airways arrived in Kelowna on September 13<sup>th</sup> to launch their non-stop Kelowna-Hawaii service which will commence December 11<sup>th</sup>. The airline operates a spacious Boeing 757 aircraft with 16 harmonyone business class seats and 155 economy class seats.

**Dr. David Ho, Harmony's Owner** created the airline after a bad experience in 2002 when he was left with a 15-hour delay returning home to Vancouver. His daughter asked him what he was going to do about it and he decided to start his own airline and do things right. "Air travel should be an enjoyable experience. At Harmony, that's something we make sure of on every flight," said Dr. Ho.

The harmonyone business class has lots of legroom, personal DVD players for music or movies, and select menu items from Chef Bruno



Hawaiian dancers welcome guests.



A well-attended launch included distinguished guests representing the tourism, public, and private industry sectors.



(L-R) Gary Collins, President & CEO, Mayor Walter Gray, and Dr. T.K. David Ho, Owner join the Harmony flight crew.

Marti. Marti is President of the Canadian Culinary Federation. Passengers in economy class will receive a three-course meal, free in-flight movies, and complimentary Okanagan wine.

Passengers will leave Kelowna at 7:30 a.m. on Sunday arriving in Honolulu at 12:20 p.m. The return flight departs at 2:00 p.m., returning to Kelowna at 9:50 p.m. "It's such an improvement on everything else that's available, said Gary Collins, President. "You can be at the beach by 1-2:00 p.m. No wasting time in airports or in the air."

**Mayor Walter Gray** welcomed Harmony Airways to Kelowna. "I've already booked six tickets to Honolulu," said the Mayor. "It's wonderful for Harmony to have confidence in Kelowna International Airport.

This new direct flight to such a popular vacation spot will be a great addition to our service mix."

**Michael J. Ballingall, vice-president of Big White-Silver Star Ski Resorts** is enthusiastic about the new opportunity. "We already have over a dozen ski condo owners from Hawaii. We are concentrating on encouraging more Hawaiian surfers to come experience the thrill of snowboarding. Basically, it's the same concept with different weather." In partnership with Harmony, representatives of the ski hills have already started marketing on the island.

Harmony's call centre offers the option of airfare only or accommodation packages through Harmony Vacations. For more information: [www.harmonyairways.com](http://www.harmonyairways.com)

## More Fun in the Sun



YLW's air carriers are now offering eight weekly non-stop flights to popular sun destinations in the US and Mexico this winter season.

### Transat Holidays (WestJet Aircraft)

Cancun:

- Monday departures starting Dec. 19/05 at 8:35AM.
- Friday departures starting Jan. 6/06 at 8:50AM.

Puerto Vallarta:

- Saturday departures starting Dec.17/05 at 7:10PM.

[www.transatholidays.com](http://www.transatholidays.com)

### Sunquest & Signature Vacations (Skyservice)

Puerto Vallarta:

- Friday departures starting Dec. 23/05 at 10:00AM.

Los Cabos:

- Saturday departures starting Dec.17/05 at 8:55AM.

[www.sunquest.ca](http://www.sunquest.ca) [www.signaturevacations.com](http://www.signaturevacations.com)

### Harmony Airways

Honolulu:

- Sunday departures starting Dec. 11/05 at 7:30AM.

[www.harmonyairways.com](http://www.harmonyairways.com)

### Westjet

Las Vegas: (currently operating)

- Sunday departures at 10:05PM.
- Thursday departures at 10:05PM.

[www.westjet.com](http://www.westjet.com)

For more information on the non-stop flights and vacation packages refer to the listed websites.



Gary Collins prepares Mayor Walter Gray for his visit to Hawaii by presenting him with a gift bag complete with a fresh pineapple.



Dr. T.K. David Ho and Mayor Gray relax in harmonyone business class.



## Employee Profile

**Gordon Caresani**  
Manager  
Garda of Canada



New manager, Gordon Caresani (centre) leads Garda's new guards.

### On Guard With Garda

Gordon Caresani transferred from Garda of Canada's operations at Toronto's Pearson International Airport to manage the YLW base when the new security contract was recently awarded. Garda of Canada operates in 18 regional and municipal airports throughout B.C. The company also provides security for three Level 1 airports including: **Mirabel** and **Pierre Elliott Trudeau Airport** in Montreal and **Pearson International Airport** in Toronto.

"In 2003, I met a couple from Vernon on a cruise and accepted their invitation to visit the Okanagan," explains Caresani. "When Garda posted openings in Prince George, Victoria, and Kelowna, it didn't take me too long to decide this is where I wanted to be."

Upon his arrival, Caresani welcomed all of the former Aeroguard employees and managers to the new Garda team. "The people here are very well-trained," states Caresani. "They know their jobs. I'm so impressed with the staff here. All of them share the same goal, to keep Kelowna #1."

## Long Term Lot Expands in Time for Holiday Season!

Due to the continuous record-breaking growth in airport passenger traffic, the **Kelowna International Airport** will proceed with the construction of a gravel expansion to the Long Term parking lot. **Dave Fuller, Asst. General Manager, Airport Operations** explains, "The expansion will be lit and fenced so that we can open up the additional 300 stalls to accommodate peak holiday parking demands."

A covered walkway from the south entrance of the terminal building to the Passenger Convenience Shelter in the Long Term lot will also be constructed to protect visitors from the elements.



## Young Eagles take to the Sky

**Kelowna Flying Club** hosted a successful 'Young Eagles' day on September 10<sup>th</sup>. Eight aircraft owned by participating members were used to take a total of 88 potential young pilots (ages 7- 18 years) on a complimentary 20-minute flight.



Len Aune, Pilot & Jaala McColl, co-pilot with Young Eagles, Nathan Penno and Mitchell Gunning in full camouflage face paint supplied by the Army Reserve Dragoons.

## New Loading Bridge - Gate 4

**FMC Jetway** has been awarded a contract to install the airport's third aircraft loading bridge on Gate 4. It is expected that the installation will be completed by December 31<sup>st</sup>. Covered loading bridges are popular with the public as they protect travelers from the elements as well as provide an added convenience for disabled passengers. The new apron drive-loading equipment can accommodate aircraft types from the large Boeing 737-700 to Air Canada's new 93-seat Embraer 190 jet.



With his enthusiasm and youthful spirit it's difficult to believe that Stu is celebrating his 15<sup>th</sup> year of retirement. How time flies when you're having fun!

**Tell us about your family.**

I met my wife when she was just 15-years old. We were married for 54 years. Her name was Barb but I called her Barbie. We have four children, three girls and a boy. With the exception of my eldest daughter who's nursing in England, the kids remain in Calgary. I have nine grandchildren and two great-grandchildren.

**What did you do before becoming an Ambassador?**

I graduated as a pilot in my late teens and joined the air force. To the delight of my wife and my family, the war ended before I was called into service. Consequently, I returned to school and became a civil engineer.

Over the years my position evolved into becoming a vice-president of a major land development company based in Calgary. We did some pretty major stuff back then.

Also, during that period I became involved in an "Urban Development" group and eventually became the National Director until I retired at the age of 60.

After a brief retirement I was offered the best job that ever was, I became the Coordinator for all the activities at the Stampede Centre for the Calgary Winter Olympics. It was the highlight of my life. I was in charge of the hockey, figure skating, and speed skating events. Plus, I was responsible for meeting the needs of media from all over the world. It was a 2 1/2-year commitment, I am very proud of what the City of Calgary, and all of the volunteers who, in my opinion, hosted the best Olympic event ever.

**How long have you been an Ambassador?**

I've been an Ambassador for four years. Through my involvement as President of the Airforce Association's Wings Magazine I heard a presentation from Abby (Ambassador Coordinator) about the program. I subsequently joined. Now I look forward to my one shift a week and do relief work when I have the extra time.

**What do you enjoy about being Ambassador?**

I really enjoy interacting with the kids. The excitement and joy I see on their faces when they arrive to see their grandparents or loved ones always makes me feel good.



**YLW's First F.O.D. Walk**

F.O.D. (Foreign Object Debris) is the responsibility of every staff member and tenant at YLW. To help build awareness the first organized F.O.D. walk was held July 21st on apron 1. Participants donned plastic gloves, gathered up garbage bags and searched diligently, but only a few items were discovered and the search was considered a success. As a reward walkers were treated to a delicious barbecue sponsored by **Black & McDonald**.

F.O.D. can cost millions of dollars, lives, families and flight schedules. Conservative estimates are that F.O.D. hits the aviation industry for a loss of \$3 - \$4 billion annually, not counting lost business or productivity. Tools, nuts, bolts, suitcase parts, construction materials, rocks, small aircraft pieces, and a list as long as the flight line can impair an aircraft's ability to fly. Just one of these items, left in the wrong place can result in a catastrophic accident.

Checking for F.O.D. is one of the regular duties of an Airport Operations Specialist.

**Air Canada Announces New Toronto Service**

On February 4, 2006 Air Canada Jazz commences non-stop daily service to Toronto with their new 93-seat Embraer 190 jet. Acquired in response to new market opportunities, the fuel efficient Embraer allows Air Canada Jazz to offer the comfort of jet service along with an increased number of non-stop flights, competitive pricing, and improved schedules.

The new Toronto service is great news for local ski hills. **Michael J. Ballingall, Vice-President Big White-Silver Star Ski Resort** explains, "Air Canada offers connections everywhere from its Toronto hub, meaning we can market in all of eastern North America and Europe. We can call Kelowna a one-stop ski destination."





Maureen Halston, Senior Lead of Customer Service at Air Canada Jazz enjoyed a summer vacation in Rome with her husband Mark and daughter Nicole. Jody Bauer was surprised on her birthday by her husband with a mystery trip out east. Mike Moore and Karen Carson spent the summer training for the Run for the Cure. Liane Warawa has returned from her special leave of absence. Darlene Purdy celebrates her 25<sup>th</sup> year with the airline on October 15<sup>th</sup>.



Iron lady, Jennifer Leach-Trask, Manager for Air Canada Jazz competed in a gruelling triathlon in New Brunswick this summer to qualify for the world championship in Canberra, Australia in 2006. Gayanne Pacholzuk, YLW Airport Operations Specialist participated in Kelowna's International Apple Triathlon with Jennifer, both women earned spots in the 2005 Ironman Triathlon World Championship in Kona, Hawaii on October 15<sup>th</sup>.



Black and McDonald welcomes Bob McConochie. With over 12 years experience as an electrician, Bob is pleased to join the team.

AOG Air Support Inc. recently acquired a Cessna Caravan 208B. The new aircraft is currently being modified with AOG's innovative wing performance enhancement product 'Hot Wings'. AOG anticipates completion of the flight test program and FAA certification in 2006.



FIDO a feature film shot in the Okanagan employed Dale Jacklin, Regional Manager of Garda Canada as an extra in the role of a Zombie in this feature film starring Carrie-Anne Moss. Carol Marguardt's (Airport Administration) daughter Lisa was the Zombie make-up specialist. Lisa is from Strange Girl FX.



YLW Ambassador Bill Downard (2<sup>nd</sup> from left) received his five-year service pin on September 20<sup>th</sup>, 2005 in recognition of his dedicated service. Joining him is Ambassador Ron Smith, Assistant General Manager, Airport Operations, Dave Fuller, Ambassador Coordinator, Abby Sones, and Ambassador Marg Carter.



Royal Star Enterprises Inc. Manager, Philip Patara became a proud grandfather again this year to grandson Ajay, a new cousin for his granddaughter Jaya.

Skyline Helicopters welcomes a new tenant to their facility. Select Helicopter Services specializes in servicing helicopter hydraulic system components.

Amanda Jones, Branch Manager of Hertz has recently transferred in from the Edmonton office. Amanda is enjoying all that the Okanagan has to offer.



At NAV Canada, ATC Craig Gaylord and his wife Rachel were married in July. Fellow ATC Liam Foley and his wife Corinna were also married in July at Banff with a honeymoon in Bali. ATC Brian McRae and his wife Brianna welcomed their daughter Aselin Victoria on August 2<sup>nd</sup>; a new little sister for Ailish and big brother Seamus.



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