

# destinations

A Publication of the Louisville Regional Airport Authority • [www.flylouisville.com](http://www.flylouisville.com)

## Thanks for Your Patience

**L**ouisville International travelers and greeters who have not recently visited the airport may notice that, after 21 months of construction, the \$41 million terminal renovation project is nearing its early 2005 completion date.

Starbucks recently opened in the food court area—just prior to the security checkpoint. The airport's second Starbucks location is between the concourses. And, a new CNBC shop has opened in Concourse B.

When the renovation project is complete, the Standiford Art Foundation's treasures will return. The *Pegasus* will fly again over the airport's main hall and *Expanding Hemispheres*—the "kites"—will return to the dome.

The *Pegasus*, designed by sculptor Elizabeth Berrian, is constructed from thin strands of aluminum wire. It has a wingspan of 15 feet and weighs less than 25 pounds. James Thompson, who was Chairman of the Authority's Board from 1979 to 1983, commissioned and donated the piece to the Standiford Art Foundation, Inc. from which it is on loan to the Authority.

*Expanding Hemispheres* is artist Richard Smith's tribute to the spirit of aviation, donated by Brown-Forman Corporation. It is created from lightweight canvas and aluminum—materials used in the earliest aircraft.



*Gate A10 renovation  
nears completion.*

In the meantime, progress continues...

- Larger and easier-to-read flight monitors and brighter LED signs over the baggage carousels are being installed.
- Plasma screens with digital art exhibits will be mounted along the moving sidewalks to the gates.
- Fit and Finish...Throughout the airport, walls are being painted and existing columns are being refurbished with satin-finished, brushed aluminum. The terminal also will have new floor treatments designed to direct customers through the airport. There will be brighter lighting and new ceiling configurations with better noise-reduction properties, also.

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**LOUISVILLE  
REGIONAL  
AIRPORT  
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## Air Service News...

### Board Notes

At the LRAA July annual meeting, J.D. Nichols and Phil Lynch were reappointed as Board Chairman and Vice Chairman, respectively. Robert L. Knust was reelected Secretary-Treasurer at the meeting.

### Board Members

J.D. Nichols  
*Chairman*

Phil Lynch  
*Vice Chairman*

Robert L. Knust  
*Secretary/Treasurer*

Jerry Abramson  
*Mayor*

Jack B. Dulworth  
Mary Rose Evans  
Earl J. Jones, Jr.  
Elaine Musselman  
Sam R. Rechter  
Gail L. Strange

C.T. "Skip" Miller  
*Executive Director*

**P**assenger boardings increased for the seventh consecutive month, up 3 % from last August. And, for the first time in over 15 years, Louisville will have non-stop service to Ft. Lauderdale.



Delta Airlines will begin operating two daily non-stop, jet flights from Louisville to Ft. Lauderdale on December 1. In addition, introductory fares as low as \$99 one way, based on a roundtrip purchase will be offered.

And, effective November 1, Delta will schedule a third daily, non-stop, round-trip jet flight to Orlando to accommodate increased seasonal travel. To book a flight, go to [www.delta.com](http://www.delta.com).



Independence Air is adding a seventh daily, non-stop, round-trip jet flight to its Dulles International Airport hub in the metro-Washington, D. C., effective October 1.

The airline began service in Louisville in August, with six daily, non-stop, round-trip jet flights between Louisville and Dulles. To book a flight, visit [www.flyi.com](http://www.flyi.com).

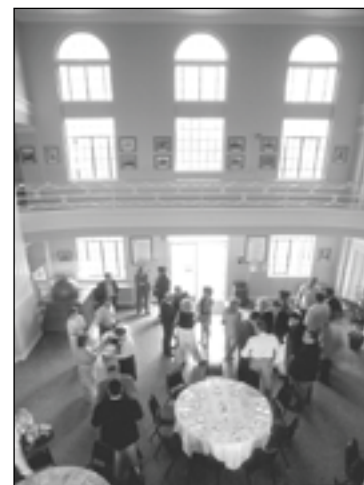


US Airways recently introduced its GoFares, as low as \$86 each way, between Louisville and Reagan National Airport (DCA) in Washington, D.C. US Airways also upgraded jets on two flights to Charlotte. To book a flight, go to [www.usairways.com](http://www.usairways.com).

## High-Flying Occasions at Bowman Field!

Bowman Field's historic, renovated and fully air-conditioned Administration Building Lobby is perfect for a unique party, reception or meeting!

Call Bowman Field Manager Bill Musselwhite at (502) 479-3345 for more information on planning your special event!



## We're Listening

The Louisville Regional Airport Authority routinely conducts customer satisfaction research to monitor our customers' satisfaction with airport, airline and vendor staff and services at Louisville International Airport.

We use the information to:

- Design and implement customer service training programs;
- Evaluate vendors and tenants;
- Identify opportunities for continuous customer service improvements;
- Recognize and reward those who provide the highest level of customer satisfaction – as well as those who demonstrate significant improvement.

In the second quarter of 2004, 91% of travelers surveyed were either very satisfied or satisfied with Louisville's airport in meeting their travel needs.

Positive comments centered upon the speed and efficiency of TSA passenger screening; excitement with terminal renovations; and Derby greetings.

Other passengers expressed interest in a full-service restaurant beyond the checkpoint and we're pursuing this suggestion at this time.

We take your suggestions and comments seriously in order to be your airport of choice.

## Introducing...

**S**kip Miller, Executive Director, recently announced the following appointments:

Karen A. Scott, P.E., as Deputy Executive Director of Planning and Engineering. Scott will oversee the engineering, planning, environmental and noise functions of the Authority. She also will assist with refining the long-range capital improvement program. Her experience will be particularly valuable with the implementation of the Part 150 Noise Study and the planning and development of the Renaissance Zone.

Steven Charles Petty as Public Safety Director. Petty will lead the creation and implementation of the Authority's new unified Public Safety Department, in which airport police, fire fighters and dispatchers cross train for all public safety officer functions. Petty has 25 years of airport/ aircraft fire-fighting experience.

John T. "Tom" Middleton as Purchasing and Procurement Director. Middleton, a Certified Purchasing Manager, will lead the Authority's Purchasing Department and will be responsible for approximately \$8 million in operating budget purchases and contracts annually.



*Karen A. Scott*



*Steven Charles Petty*



*John T. "Tom" Middleton*



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## RETURN SERVICE REQUESTED

### LOUISVILLE INTERNATIONAL STATISTICS

PASSENGERS  
(ARRIVING & DEPARTING)  
August 286,028  
CY-TD 2,287,960

TOTAL CARGO (LBS)  
August 315,950,352  
CY-TD 2,498,869,114

OPERATIONS  
(TAKE OFFS & LANDINGS)  
August 13,837  
CY-TD 111,334

### BOWMAN FIELD STATISTICS

OPERATIONS  
(TAKE OFFS & LANDINGS)  
August 12,603  
CY-TD 80,099

## *destinations* Arrives

**W**elcome to *destinations*, our new monthly newsletter. We changed the name to better reflect our commitment to making Louisville International your airport of choice to any destinations you choose.

In addition to the name change, you may notice that a new Web address appears on the banner of this first issue. The new address — [flylouisville.com](http://flylouisville.com) — will link to our current address until the transition is complete early next year. Along with the new Web address will be a newly revamped more user-friendly Web site, also slated for rollout early next year.

These are just a few of the changes that reflect the transformation the Louisville



*New regional jet gates*

Regional Airport Authority has undergone during the past year. Some changes have been internal—some external. However, they've all been focused on helping us be the very best we can be for our customers and business partners.

Again, welcome to *destinations*. I hope you enjoy it.