

February 2009

# CONNECTIONS

**BARKLEY REGIONAL AIRPORT AUTHORITY**

## *A Very Public Thank You*

Citizens throughout the region found out during the recent ice storm that keeping their automobiles and homes operating was difficult. Imagine bringing airplanes to a stop on a runway and providing for passengers' needs. Employees of Barkley Regional Airport took on that mammoth task during the storm.

Airfield Services and Aircraft Rescue and Firefighting staff put in 100 hour weeks to guarantee that the main runway and taxiways were free of ice and safe for aircraft landings. Terminal maintenance even spent the night at the airport to tend to the terminal's needs and assist with telephone communications. Over 600 general aviation, air taxi, commercial, and military planes were able to take off and land as a result of their hard work from January 26 - February 4.

Urea was spread on runways, taxiways, and sidewalks to melt the ice, a process that requires trucks, graders, endloaders, and many man hours of shoveling. Staff took on a variety of tasks that were not in their normal daily routines. Security personnel could be found shoveling sidewalks, Airfield staff assisted airline personnel with telephone communications, maintenance helped motorists with stalled and stuck cars, and many others jumped in to help where needed.



Airport Manager Richard Roof reported that this was the largest natural disaster that has ever affected the airport and yet the airport was officially closed for only 10 hours and 55 minutes. Unfortunately, the lack of consistent electrical power to the runways and terminal precluded Northwest Airlink from restoring air service until Saturday. "The staff did a yeoman's job round the clock of getting things operating back to normal," Roof said.

Although some would say that the staff was just doing their jobs, the Barkley Regional Airport Authority Board of Directors would like to publicly acknowledge the staff's hard work and willingness to go above and beyond to see that the airport was open for business and safe for passengers.

**Neil Archer, Chairman**  
**Peter Alexander**  
**Carl Baker**  
**Burton Banks**  
**Tim Edmonds**

**Doug Harnice**  
**Ric Ladit**  
**Allan Rhodes**  
**Burton Washburn**  
**Ed Wilson**

## National Guard

The new National Guard/Army Reserve building was recently opened following a ribbon cutting ceremony attended by military personnel and regional officials. The building became a very valuable resource that housed families without utilities during the recent ice storm.



During the ribbon cutting ceremony at the new facility, Airport Manager Richard Roof received an Honorary Guardsman certificate for his faithful and patriotic support of the Kentucky National Guard. Major General Edward Tortini presented Roof with the award.



## Safety First

Construction of a retention pit at Midwest Aviation makes storing fuel in trucks safer. The airport is now compliant with EPA regulations for containment of spilled fuel. The pit can hold the contents of an entire fuel truck in the event of a leak. Ninety-five per cent of the funding for the construction came from an AIP grant. The other 10% was divided by state and local funds.

Visit [www.barkleyregional.com](http://www.barkleyregional.com) to find flight schedules, best fares, and airport news.

270-744-0521

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# Is It Northwest, Delta, Or A Regional Contractor?

As the merger between Delta and Northwest Airlines continues, passengers are left wondering what is the name of the airline and how do they book flights.

Passengers can still find ticket prices and schedules by going to [nwa.com](http://nwa.com) or calling the Northwest phone number at 1-800-225-2525. Although more and more of the flight choices are indicated by the Delta logo, they are still considered Northwest until later this year.

Airline employees at airports like Barkley were notified this week that they will now be employed by a nationwide subsidiary created to handle customer service. The new company will employ ground and baggage handling crews plus ticket and gate agents.

The counter at Barkley has already been transitioned to the Delta colors. Staff will soon have new standard uniforms that will identify the subsidiary contractor.



## ***TSA Staff Gets Checkpoint Evolution Training***

### **Training**

Barkley TSA staff took part in a national training session for the New Evolution of Security that promotes a quieter, calmer check point for passengers. TSA officers trained for two days while supervisors received training over a four day period in Louisville.

The training was the result of TSA taking a look at their checkpoint operations to see if they could improve security and the passenger experience. Three key elements were identified in the training: people, process, and technology.

TSA is placing more emphasis on people, not things. They are also making efforts to improve the checkpoint process including better signs to tell passengers what is going on at the checkpoint and why. New technology includes the addition of multi-view x-ray for carry-on bags and whole body imaging for passengers.

According to Bert Jetton, PAH Supervisor , “Teamwork was emphasized. We don’t want the passengers to perceive us as barking orders at them. Instead, the training helped us find new methodologies to make the passengers’ security experience better.”

### **Pass-through**

A new luggage pass-through from the terminal to the secure area is now in service.

According to Barbara Gordon, TSA Manager for Paducah, “We wanted to provide an easier way for passengers to divest their carry-on luggage so that they did not have to pick it up and move it once they get in the security check-line.”

“ It’s all about customer service and convenience for the passengers.” she added.