

July 31, 2006

NEWS FROM ABOVE

## Executive and Franklin Field Master Plans Push Forward

The Executive Airport and Franklin Field Master plans took an important step forward this week. Four advisory committees that will contribute to the plans met on July 25 and 26. The Technical Review Panel, the Tenant Coordinating Committee, the Planning Professionals Group and the Citizens Review Panel all reviewed the progress made to date and began to share their visions for the airports' futures.

Prior to the committee meetings, airport consultant Parsons Brinkerhoff (PB) completed interviews with 15 key stakeholders. Based on those interviews, and discussions with the advisory committees, a vision for the future of each airport will be developed. The next series of committee meetings are tentatively scheduled for September 11 and 12.

The next steps in the process include finalizing an inventory of each

airport and forecasts of airport activity for the next 20 years. Once these steps are complete, PB and the Sacramento County Airport System will develop and evaluate alternatives for the future of both airports.

Anyone interested in the Master Plans can visit [www.sacairports.org/exec](http://www.sacairports.org/exec) for more information. Public workshops will also be announced later in the process.



July 25, 2006 - Jill Tiedt, Project Principal for Parsons Brinkerhoff, leads the Tenant Coordinating Committee meeting.

## New Restaurant Coming Soon

This fall, meeters and greeters will enjoy a new array of food and snack choices on the lower level of Terminal A. Construction crews are busy building a new restaurant to serve all airport visitors. The new eatery will feature three popular brands, Sbarro's Pizza, Cinnabon and local favorite Merlino's Freeze. The former Cinnabon is closed during construction. Starbucks Coffee is open to provide grab-and-go sandwiches, salads and pastries to hungry airport patrons. All restaurants post-security are open for ticketed passengers.

5,047,302  
equals  
the number of  
passengers who  
arrived and departed  
from Sacramento  
International Airport  
in the first half of  
2006.



July 2006 - construction has begun on the new restaurant on the lower level of Terminal A at Sacramento International Airport.

Need a flight schedule for  
SMF?

Visit [www.sacairports.org](http://www.sacairports.org)  
and click on  
"Flight Info."

AirMail is published by the  
SACRAMENTO COUNTY  
AIRPORT SYSTEM

G. Hardy Acree  
Director of Airports

Cheryl Marcell  
Deputy Director, Marketing & PR

Karen Doron - Editor

BOARD OF SUPERVISORS  
Roger Dickinson, District 1  
Illa Collin, District 2  
Susan Peters, District 3  
Roberta MacGlashan, District 4  
Don Nottoli, District 5

County Executive  
Terry Schutten

## Sacramento International Airport Flies High in North American Satisfaction Study

Sacramento International Airport (SMF) ranks among the top 10 mid-sized (10 million to less than 30 million passengers annually) in the 2006 North America Airport Satisfaction Study<sup>SM</sup> conducted by J.D. Power and Associates and AVIATION WEEK.

Sacramento International was listed among small airports that had less than 10 million passengers annually in the 2004 J.D. Power and Associates 2004 Global Airport Satisfaction Index Study<sup>SM</sup>. Passenger numbers at SMF now exceed 10 million travelers annually.

In addition to emerging as a medium-sized airport, Sacramento International improved its overall score by 10 points since the 2004 study, reporting greater customer satisfaction than Oakland, San Jose and San Francisco International airports.

"This year's results validate what so many Northern Californians already know – the best air travel experience starts in Sacramento, not with a drive to the Bay Area," said Sacramento County Board of Supervisors Chair Roberta MacGlashan. The North America Airport Satisfaction Study compiled more than 17,000 evaluations from airline passengers who traveled on a commercial airline flight between January and May of 2006. Areas rated include airport accessibility, check-in process, security check, terminal facilities, retail services and baggage claim. Respondents were given four ratings for each area: "among the best," "better than most," "about average" and "the rest."

Sacramento International scored "better than most" for airport accessibility, baggage claim and check-in process. Security check and terminal facilities were rated "about average."

By comparison, Oakland International Airport scored "about average" in all areas except security check, which was rated "the rest." San Francisco International received the lowest rating in all areas, while San Jose International received an "about average" rating in three of the five areas.

"Our steady increase in passenger numbers truly tells the story. Year after year, more passengers choose Sacramento International. The J.D. Power study shows that our commitment to customer service is paying off, but there's always room for improvement," said Sacramento County Airport System Director G. Hardy Acree.

<b>Flight Numbers</b>		<b>June 2006</b>	<b>June 2005</b>	<b>Last 12 Months 2006</b>	<b>Last 12 Months 2005</b>
Passenger traffic at Sacramento International Airport was up 3.3% in June 2006 compared to June 2005.	<b>International Airport</b>				
	Passengers	969,411	938,261	10,295,067	9,960,410
	Air Freight (Tons)	5,775	5,997	68,368	65,724
	Aircraft Operations	14,620	14,883	172,902	162,397
	<b>Executive Airport</b>				
	Aircraft Operations	11,037	11,639	118,405	109,765
	<b>Mather Airport</b>				
	Air Freight (Tons)	5,455	5,378	64,484	62,655
	Aircraft Operations	6,576	7,985	86,291	80,532

Beat the heat, save fuel and spare the air.  
If you are picking up or dropping off passengers at Terminal A,  
park on the first floor of the garage in Hourly Parking.  
The first 30 minutes are free!