

FLY YQQ

Comox Valley Airport News

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CVAC Announces Newest Board Members

The Comox Valley Airport Commission (CVAC) is pleased to announce the appointment of Director Brad Minton as Chair of the Commission's Board of Directors. The appointment was acclaimed in March following the resignation of Ken Dawson.

"This is certainly an exciting time to be a part of CVAC as we embark on our new five year strategic plan and work towards our ultimate goal of expanding air service delivery," said Minton.

As a resident of the Comox Valley for more than 30 years, Brad is a widely respected contributor to the community and has previously served as the President of the Comox Valley Chamber of Commerce and the Chair of Community Futures Strathcona.

He will serve out the remainder of Dawson's term until 2012.

"It has been a privilege serving under Ken's leadership," said Minton. "His professionalism,

integrity and commitment are unmatched and his meaningful contributions to the Comox Valley Airport and community will be thoroughly missed. We certainly wish him well in his new position with the B.C. Government."

Filling Minton's seat as Vice Chair is Director Christine Gibson.

Christine is the owner of Uniglobe Travel Alliance in Courtenay and has 20 years of experience in the travel industry. Prior to joining the CVAC board, she served as a Port Alberni city councilor and on the North Island College Board of Governors. Christine currently sits on the Board of Directors for the North Island College Foundation.

The CVAC Board will be announcing a new and qualified member to fill Dawson's vacant seat before the end of July. ■

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Message from the CEO

Welcome to the second edition of FLY YQQ. I am pleased to report that much has happened at the airport in the past few months including the appointment of a new Chair and Vice Chair to the Comox Valley Airport Commission (CVAC) Board, the arrival of Flair Air and YQQ's designation as a Safe Harbour facility. We are delighted to cover all of these events in this edition of our newsletter.

Our Journey Continues

Our work to support YQQ routes continues daily. With the addition of a dedicated public communications program, combined with a targeted marketing campaign, we are putting YQQ on the map and firmly in the minds of our passengers. This month we are looking forward to our Catch the Wave event, which will feature displays from hoteliers, traditional Mexican food, music and decorations in support of Transat Holidays and Nolitours direct flights to Puerto Vallarta and Cancun.

This summer also marks the launch of two new billboards on the Island Highway, along with posters on board BC Ferries. This complements dedicated

radio and web advertising that encourages our passengers to think YQQ when planning their summer vacation, along with more traditional print ads in tourist publications and newspapers.

Behind the scenes, we continue our journey to attract new, complementary routes and increase our passenger loads – all in order to grow our business and keep our operations thriving.

Celebrating a Decade of Success

This year marks the important anniversary of WestJet's first flights to Calgary and Edmonton and with them, the establishment of CVAC's Volunteer program.

To celebrate WestJet's tenth anniversary, the airport hosted an anniversary celebration for the airline that brought together staff, tenants, volunteers and community members. It was an opportunity to showcase the community's support of WestJet, while thanking all of those who have contributed to the success of these routes in the Comox Valley.

Later on this summer, we look forward to hosting a golf tournament to commemorate the tenth anniversary of CVAC's Volunteer program. We were also pleased to have our program profiled in the Comox by the Sea special supplement of the Comox Valley Record in the month of June.

Looking Ahead

July is shaping up to be another busy month with our Public Annual General Meeting taking place on the 21st. We also look forward to the launch of our new brand identity, including visual logo and tagline, which we will be pleased to share with you in our next edition of FLY YQQ.

Sincerely

A handwritten signature in black ink that reads "Shirley de Silva". The signature is fluid and cursive.

Shirley de Silva
Chief Executive Officer
Comox Valley Airport

YQQ to Boost Passenger Numbers with Arrival of Flair Air

The Comox Valley Airport (YQQ) is pleased to announce the addition of a private charter service operated by Flair Air.

The new service moves oil and gas construction workers to and from Fort Nelson, B.C. in a Boeing 737-400 aircraft. The inaugural flight took place on Tuesday, May 3, 2011 and the airline will operate up to 104 YQQ inbound and outbound flights over the next year.

“We are very pleased to be operating our air charter service out of Comox” stated Chris Lapointe, Director of Business Development for the Kelowna based airline. “The Comox Valley Airport is an excellent facility for this type of program due to its central Vancouver Island location and easy access terminal.”

The airline estimates it will move up to 100 passengers in and out of Comox each week and then process an additional 60 in-transit passengers through YQQ’s security screening facility. This translates into more than 8,000 potential passengers annually for the Comox Valley Airport.

“We are pleased to be working with Flair Air to provide transportation options for Vancouver Island based oil and gas



workers,” said YQQ CEO Shirley de Silva. “We look forward to a successful partnership with this charter airline operation.”

YQQ staff and contractors will provide fuelling and baggage handling services for Flair Air as required. Local WestJet staffers have been contracted by the airline to provide check-in services.

Bookings for the flights are handled through a private arrangement with Flair Air and its partner companies in Fort Nelson. ■

Fuel Team Receives Shell Operational Excellence Award

Shell recently awarded the Comox Valley Airport Commission with a “Silver Goal Zero” Award and the “Operational Excellence” award for its exceptional safety record in running YQQ’s fuel farm operations in 2010.

The awards are based on a stringent set of criteria in the areas of Training, Health, Safety, Security, Environmental, Operational Audits, Stock Control, and Leadership.

Congratulations team! ■



CVAC staff members, Ian Heselgrave, Craig Ballington, Scott Harlock, Shirley de Silva, George McGill and Ash Mohtadi.



WestJet Celebrates Ten Years at YQQ

Comox Valley Airport staff, tenants, volunteers and community members gathered together on June 10th to celebrate a very successful decade of WestJet's scheduled service at YQQ. Guests enjoyed a full-scale celebration including a jumbo-sized cake, appetizers and non-alcoholic champagne.

The highlight of the event was a special anniversary gift from YQQ to WestJet in the form of unique song, written and performed by Todd Butler. Butler offered a musical rendition of WestJet's history using a mixture of his own lyrics combined with chart-topping hits, all to the delight of partygoers. The well known local entertainer sang about his experience on the very first WestJet flight from Calgary to Comox and also acted as emcee for duration of the celebration.



Entertainer Todd Butler performs for party guests.

Board Chair Brad Minton and CEO Shirley de Silva praised WestJet and the community for supporting the airline, while Dianne Hawkins of the Comox Valley Chamber of Commerce pointed out the economic benefits of the routes.

"There are so many groups that played a role in attracting and keeping WestJet in the Valley," said Minton in his speech. He thanked representatives from 19 Wing Comox, the City of Courtenay, the Town of Comox, the Village of Cumberland, the Regional District and the Comox Valley Chamber of Commerce.

Hawkins noted the increase in both YQQ passenger numbers and median home prices in the Comox Valley following the establishment of WestJet routes. De Silva confirmed YQQ's commitment to working with WestJet to keep service in the Valley.

Tim Croyle of WestJet Vacations represented the airline at the event. He spoke about WestJet's amazing growth story and the success of the Comox routes. Croyle also pointed out that YQQ and WestJet share a caring culture and thanked the residents of the Comox Valley for their continued support of the airline.



Brad Minton, Dianne Hawkins, Tim Croyle and Shirley de Silva.

CEO Shirley de Silva led guests in a toast to WestJet before introducing Todd Butler.

"Last year, almost 224,000 YQQ passengers stepped aboard WestJet flights and this would not have been possible without the knowledge, resources and commitment of everyone in this room," she said.

De Silva highlighted the creation of additional travel opportunities for Valley residents, along with increased tourism, jobs, tax revenue and property sales, before raising her glass to the crowd.

"Happy Tenth Anniversary WestJet!" 🇨🇦



from left to right (Back Row - Rick forward, Joy Bruce, John Wolsey, Don Beeler, Franca Thompson, Helmut Lewandowsky, Middle Row - Audrey Yates, Linda Magnuson, Judi Rupert, Rosemary Alexander, Heather Ferraby, Karen Lange, Bernice Dueck, Lisa Iverson, Isabel Thomas, Ollie Acorn, Alice Doherty, Hank Jolley, Front Row - Lois Hayhurst, Joan Clarke, Sandy Nowik, Jan McArthur, Sally Atton, Edie Tapp, Maureen Holmes)

CVAC Volunteer Program Help Makes YQQ Unique

From the moment you step inside the terminal building at YQQ, there is a feeling that sets it apart from other airports. People are friendly, nobody is rushing and the first person a passenger is likely to encounter is a smiling Airport Volunteer.

Comprised of more than 50 volunteers with a broad range of experience and skill sets, the YQQ program is modeled after other successful airports and has been refined to suit the uniqueness of both the volunteers and the Comox Valley.

The airport volunteers add to the charm of the passenger terminal building but they also play a key part in personalizing the passenger experience – a role that is greatly valued throughout the airport says YQQ Volunteer Coordinator, Lisa Iverson.

“As the first point of contact for many Vancouver Island tourists, it is up to our volunteers to ensure they make a positive first impression,” she says. “Not only do passengers, airport staff and the airlines understand the value of service they provide, but the volunteers themselves recognize the importance of their role and they take it very seriously.”

Mary-Jane Vandeven, Station Manager for WestJet says her employees have enjoyed a great relationship with the YQQ volunteers for the past 10 years.

“They are a very important part of our operation, helping to point our guests in the right direction, answering questions, and always greeting them with a warm welcome and friendly smile,” she says. “We are very grateful for all of the assistance they provide us.”

Feedback on the program continues to be positive, but Iverson says she is always looking for new ways to strengthen the bond between volunteers, the airlines and the community. Recently this has included familiarization tours with many of the local hotels and attractions.

“The idea is to give the volunteers as much information as possible about the tourist attractions in our community,” she says. ■



Jackie Blocka, Baby Addison Hargreaves and Big Sister Mackenzie, Anita Brassard and Andrea Wagemaker.

Comox Valley Airport Raises Funds for Local Charity

YQQ's On the Fly Cafe held a special event in June to raise funds for Y.A.N.A., a local charity that supports families whose children require access to medical services outside the Comox Valley.

The cafe developed a unique blend of coffee and a special edition, reusable mug and donated proceeds to the charity. CVAC committed to match the cafe's donation for a combined total of \$700.00 donated to Y.A.N.A.

A local family (the Hargreaves) who benefited from Y.A.N.A.'s support attended the fundraiser and shared their experience travelling to Vancouver, Victoria and Nanaimo to obtain medical assistance for their infant daughter Addison. ■

YQQ First Canadian Airport Designated as a Safe Harbour

The Comox Valley Airport is now a certified Safe Harbour location and the first airport in Canada to display the decal that promises respectful treatment for all and provides a visible marker for those needing access to an immediate safe space.

"We are so pleased to bring the Comox Valley Airport on board as a designated Safe Harbour location," said Kathie Landry, Safe Harbour Program Coordinator. "YQQ is already such a welcoming place and this program is a natural fit with the culture of the airport."

The certification acknowledges that each employee, as a representative of the airport, is prepared to provide a safe place for individuals being insulted, bullied or harassed; and to provide a welcoming environment and treat all members of our diverse community with fairness and respect.

"Our participation in this program publicly displays YQQ's commitment to provide an inclusive workplace environment where employees, customers and passengers of diverse backgrounds know that they will be respected and safe from discrimination," said Comox Valley Airport CEO, Shirley de Silva.

For more information visit:
www.safeharbour.ca ■



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