

AMBASSADORS NEWSLETTER

November 2018
Editor Ken Dewerson



Passenger loads at YLW are still on the rise, by the end of October we have reached last years record 1.6 million. Sunday, November 18th will be the day YLW conduct a **Families with Autism** Tour. Aside from the group tours we now have an Ambassador committee who will assist individual families with autism who request a familiarization tour either through the airline or the airport. **Airport**

Development is ongoing in the departures lounge. The new high speed exit door from Departures is now in operation and working well. The only issue so far is a young boy who got separated from his family by running through the door, he was escorted back through PBS. The airlines may use the door to deplane passengers, particularly with small groups, or with issues in the corridor. Plans are being developed to expand the parking lots. There have been a rash of **thefts** from vehicles in the lots, do not leave anything visible in your car, lock it in the trunk. Most people keep their insurance./registration papers inside the vehicle, did you know that your name and address is on those papers and along with your garage door opener a thief has the ability to break into your home. I know of 2 Ambassadors who have had **license plates** stolen from their vehicles in YLW parking lots, to deter this theft the downtown RCMP office have special fitting to attach your plates, I have a few available for Ambassadors on a first come first served basis. Last week I travelled on Westjet, the only people who get **free baggage** allowance are those with a Westjet elite credit card or employees, please don't ask for free baggage on any airline it only causes embarrassment. Have you noticed the **QR codes** around the Airport? They are primarily for use by YLW tenant staff to report safety concerns,



but are also available for guests or passengers. The 2018 YLW **Junior Ambassadors program** is in the planning stages with new management at the School District and a new Coordinator at YLW (see page 2 profile) Did you **RSVP** for the November 27th Dinner, also send the name of your guest to ylwadmin@kelowna.ca

Saturday November 3rd, celebration of life for **Arnie Krezanski** 1pm-3pm
First Memorial Funeral Services 1211 Sutherland Avenue Kelowna, B.C.
Please wear your winter uniforms. Thanks



PROFILE

MAURICE MATHIEU

Maurice was born and raised in Northern Ontario got married there and raised two children. Moved to Alberta in 1978. Spent the next thirty years there. Working for Syncrude and the city of Calgary, both as a millwright and a maintenance planner, before going into my own businesses. Eventually, moved to Kelowna where Maurice and his wife Sharon owned and operated two franchised restaurants. Maurice enjoys curling, cycling, reading, woodworking, he is currently filling in on Saturday am shift at the Airport, he also volunteers at the heart and stroke foundation, and the victory life church in Kelowna. Maurice has stepped up to coordinate the Junior ambassador Program this year, he may be calling you with a junior for your shift.



SERVICE QUALITY AT YLW.

Commissionaire Steve was working the curbside when he heard a lady across the street crying. He went over and asked if he could assist her. She explained that she had just lost her car key to her husbands car that she was driving. Steve asked if she had any idea where the keys would be, she replied " I think they may be in the garbage when I threw out my tissue". Steve without a second thought started removing items from the large garbage bin, after 5 minutes he spotted the key fob and retrieved the key. Another happy passenger and an obliging commisionaire happily working the curbside.

Pacific Coastal Airlines came up with 2 good deeds this month. **Jenelle** along with **Cindy** and **Kevin** assisted a lady in distress at YLW, the lady had also lost her car keys. PASCOS, she says "saved her life" by bringing in a spare key from her home in Victoria so that she could drive home. The lady was not even a PASCOS passenger. The second kudo goes to PASCOS agent **Adam**. A group were travelling to Victoria, one of the group was visually impaired, Adam went the extra mile to assist her with the check in process. The leader of the group commented that she travels frequently and that was one of the best experiences she had ever had at an airport.

AUTISM—DIFFERENT NOT LESS.

Sunday November 18th Westjet along with YLW and the Canadian Autism Network will be conducting a mock boarding for Families with Autism. We will be using a Q400 Aircraft from 4pm-4:30pm. As last time the Ambassadors will be assisting the families through PBS and onboard the aircraft. All Ambassadors are encouraged to join us.



CANNABIS

The Canadian cannabis laws are now in effect. The YLW official policy is that the use of cannabis is a Canadian law, and we will embrace it, smoking cannabis is only allowed in designated smoking locations. Signs are now on display at the airport warning passengers about the international rules. Some Airports have prohibited the use of cannabis on all their property. To protect the safety of its customers and staff, some airline staff will be prohibited from using cannabis and cannabis products whether on or off duty.



BOEING 747 HOTEL



If you've endlessly tried to sleep on a plane to no avail, now is your chance to finally catch some zzz's aboard a Boeing 747. The Jumbo Stay, a jet that's been parked at the Stockholm-Arlanda Airport since 2009, welcomes guests to spend the night. The plane, which was an active Boeing 747-212B once owned by Transjet Airways that entered service in 1976, has been given a modern makeover. The jumbo hotel, which can house up to 76 guests, features 27 rooms, including a luxury suite in the plane's cockpit, as well as accommodations inside the plane's engines.

BIOMETRIC IDENTIFICATION

Biometrics — particularly facial scans — are quickly becoming a popular alternative for verifying the identity of travelers moving through U.S. airports. Travelers stand in front of the machine. If the image shot by the iPad is a match, the screen will turn green, and they'll be permitted to board: U.S. citizens can opt out of being photographed, but non-U.S. citizens are required to have their pictures taken. Images of U.S. citizens are held for 12 hours and then discarded. Travelers who declined to have their faces scanned will have their identity confirmed manually.

Facial recognition technology caught an impostor trying to enter the U.S. on a fake passport that may have passed at face value with humans. Using the new facial comparison biometric system, the officer determined the unidentified traveler did not match the passport he presented. The fledgling technology is already being tested at 14 US airports

