

Athens / Clarke County (AHN)

GeorgiaSkies

SITUATION SUMMARY

OCTOBER 2010

- Although the City had endorsed a different carrier... Athens Mayor Heidi Davison said she thought the DOT's decision "was obviously the right one because that company [GeorgiaSkies] was able to meet the requirements that were laid out by the Department of Transportation."

***Atlanta Journal Constitution
October 8, 2010***

Recent Developments

- Athens / Clarke County Government and Airport officials may have acted outside the scope of their respective charters, duties, nonprofit status and applicable federal prohibitions, by engaging in behaviors with direct and indirect regulatory effects on scheduled air transportation provided by GeorgiaSkies
- Local government efforts to regulate airline service are specifically prohibited by the Airline Deregulation Act of 1978 (as amended)
- Athens/Clarke County Unified Government appears to be in conflict with federal airport grant assurances prohibiting state, county, city or local government intervention in matters relative to federally preempted airline rates, routes schedules or *service*
- Public statements by elected and appointed Athens / Clark County officials have significantly and adversely impacted GeorgiaSkies' brand equity, business strategy and reputation
- Attached public documents obtained from Athens/Clarke County Government indicate:
 - an Athens Airport employee may have acted to influence the outcome of a federal contract award without the knowledge, consent or authorization of the Airport Board, Mayor or Commissioners
 - the employee used an Athens / Clarke County email account in their acknowledged official capacity
 - the employee apparently made a series of damaging statements about the GeorgiaSkies brand to a large media outlet, without authorization or knowledge of City/County Attorneys or Public Information Personnel
 - Information apparently provided by the employee to the media outlet was unattributed, erroneous, anecdotal and misleading
 - the Athens Mayor was influenced to change her endorsement in a federal contract award from GeorgiaSkies to another company, reportedly due to negative publicity prompted by the employee's unauthorized media contacts
- Published statements by Athens Airport Board members regarding GeorgiaSkies:
 - consist of hearsay, omissions and misrepresentation
 - contradict public records obtained from Athens / Clarke County Government
 - contradict official USDOT Consumer Affairs data
 - suggest non-compliance with FAA prohibitions on scheduled airline service regulation by airport sponsors receiving federal grants
 - lack supporting facts or firsthand information
 - published, broadcast and distributed via the Internet to a worldwide audience

Collateral Effects

- Athens' airport business climate and management behaviors are no longer conducive to GeorgiaSkies' elective investment beyond the two daily round trips contemplated by the City's EAS contract
- GeorgiaSkies is requesting assistance from the FAA Southern Region Airports District Office with Athens Airport business practices which:
 - may inhibit scheduled air service delivery
 - may have (direct or indirect) regulatory effects on GeorgiaSkies service
- The airline has minimized its exposure to Athens / Clarke County Government personnel and behaviors with *known potential* to damage GeorgiaSkies' brand equity and shareholder value:
 - Service over and above EAS minimums (two daily AHN-ATL round trips) currently provided at the airline's expense are discontinued
 - 50% of Athens current flights are terminated, including the extra (non-EAS) midday flight to Atlanta and extra (non-EAS) evening nonstop to Nashville
 - Remaining departures are re-scheduled between 6:30 and 9:00 AM; remaining arrivals are re-scheduled between 5:45 and 8:30 PM when historical demand is greatest.
 - GeorgiaSkies' counter will close at 9:00 AM. Customer service is available 24 hours via the airline's web site and toll-free number
 - Athens / Clarke County Government, Airport Management and Board have been provided with a local Government Affairs Liaison to ensure proper documentation and disposition of all matters pertaining to GeorgiaSkies
 - GeorgiaSkies personnel are limiting exposure to municipal personnel with *demonstrated potential* to damage the airline's brand; and, referring unsolicited communication from those individuals to the airline's designated Government Affairs Liaison for Athens / Clarke County
- Estimates and projections used to justify runway extensions, terminal construction or other publicly financed capital improvement projects based (in whole or part) on GeorgiaSkies passenger traffic during the past 24 months are invalidated:
 - passenger traffic decline of approximately 50% anticipated as the company eliminates extra (non-EAS) flights subsidized entirely by airline shareholders
 - Discontinued flights represent half of Athens' current scheduled service

LESS IS MORE: GETTING BACK TO BASICS

A Common Goal

GeorgiaSkies is committed to achieving Athens / Clarke County's stated subsidy reduction goals

AIRLINE SAVINGS

- Elimination of service in excess of EAS minimums reduces unnecessary personnel and operational expense and helps position GeorgiaSkies for sustainable subsidy independence
- Re-scheduling all departures to occur before 9:00 AM and closing the AHN station for the remainder of the day enables the airline to reduce personnel expense and achieve greater operational savings
- Fare increases and baggage fees enhance airline revenue, positioning GeorgiaSkies for sustainable subsidy independence within the airline's 24-month tactical timeline
- Fueling exclusively in Atlanta enables significant volume discounts and consortia pricing, further reducing subsidy dependence
- Elimination of non-essential leased space at airports enables operational savings and reduces federal subsidy dependence

LOCAL TAXPAYER SAVINGS

- Limiting use of Law Enforcement Officers (LEO) to departing flights between 6:30 AM and 8:30 AM saves taxpayers money
- No LEO coverage required after 9:00 AM when GeorgiaSkies' counter closes, freeing resources for crime interdiction and prevention elsewhere in Athens / Clarke County
- No LEO coverage required for arriving flights: passengers deplane non-sterile, increasing taxpayer savings
- Reduced (non-EAS) passenger traffic could save Athens / Clarke County taxpayers millions by extending useful life of existing AHN terminal facilities
- Reduced (non-EAS) utilization of terminal and runway facilities for scheduled airline service may defer or eliminate the need to spend millions on capital improvements, by conserving and extending utility of existing facilities

FEDERAL TAXPAYER SAVINGS

- Transportation Security Administration (TSA) coverage now only required part-time, significantly reducing TSA staffing expense
- Reduced TSA resource requirements save federal taxpayers money and free TSA personnel for other mission critical priorities
- Focus on significant reduction or elimination of subsidized EAS at Athens within the next 24 months could save federal taxpayers in excess of \$1M annually
- Possible deferral of costly improvements to underutilized airport facilities

EAS SUBSIDIES ARE NOT A SUSTAINABLE SOLUTION!

Focus on Results

- GeorgiaSkies will ask FAA to ensure the Athens Airport Sponsor is compliant with federal prohibitions on air carrier service regulation
- GeorgiaSkies will request FAA problem resolution assistance to halt apparent prohibited intervention and interference with its federally regulated, scheduled airline service processes by Athens / Clarke County Government
- GeorgiaSkies will adopt pricing and policy changes necessary to eliminate federal EAS subsidies in Athens and work aggressively to achieve that goal during the current 24-month contract period
- GeorgiaSkies will zealously pursue all available remedies when individuals or organizations make or publish damaging unsubstantiated, false or defamatory public statements regarding the airline
- GeorgiaSkies will release all non-essential leased airport space
- An airline ticket is a contract between the airline and its customer. GeorgiaSkies is prohibited by policy from accepting complaints from, or discussing confidential customer information with, parties other than:
 - the individual passenger
 - their duly-appointed legal representative
 - their IATA-accredited travel agent
 - United States Department of Transportation Office of Consumer Affairs
- GeorgiaSkies will request that Athens / Clarke County Government cease and desist use of its brand in any form, or for any reason not specifically approved in advance by the airline's Government Affairs Liaison for Athens
- To improve operational efficiency and ensure the highest levels of service, all business communications with Athens / Clarke County Government will be received, registered, documented and coordinated by GeorgiaSkies' Government Affairs Liaison to Athens, Hue Henry

ONE GOAL: SUBSIDY INDEPENDENCE IN 24 MONTHS!

Athens / Clarke County Public Records Timeline

Athens Airport management receives Essential Air Service bids and requests a meeting with two of the eight Airport Authority representatives to discuss

The same airport employee sends another email to the same reporter less than 24 hours after the first. Unlike the previous email, this one is copied to Airport Board members, and contains absolutely no mention of any problems with GeorgiaSkies or the employee's previously stated preference for any other EAS bidder. The reporter inquires about feedback regarding GeorgiaSkies, despite the fact that the airport employee apparently sent him a lengthy email highly critical of the airline the previous afternoon. To the uninformed reader, the exchange might appear spontaneous, as opposed to a direct response to the airport employee's seemingly unsolicited and unauthorized email just one day earlier

The Athens Mayor drafts a letter to USDOT endorsing GeorgiaSkies, stating "GeorgiaSkies most closely met the goals established by the [Airport] Authority, including a history of eliminating EAS subsidies in other communities they service." The letter contains no mention of any service or other issues, real or perceived

The Athens Mayor drafts a letter reversing her original endorsement of GeorgiaSkies. The letter is subsequently submitted to USDOT

The Athens Mayor tells the Atlanta Journal Constitution that USDOT's selection of GeorgiaSkies over ACC's recommendation "was obviously the right one because that company [GeorgiaSkies] was able to meet the requirements that were laid out by the Department of Transportation."

6/30/2010

7/6/2010

7/7/2010

7/13/2010

7/15/2010

7/16/2010

7/22/2010

10/7/2010

10/8/2010

USDOT selects GeorgiaSkies as Athens' EAS provider, noting the bidder endorsed by ACC attempted to subvert EAS "best and final" and sealed bid processes

On the day EAS recommendations are due to USDOT, the airport employee who initiated apparently unauthorized and unsolicited contact with the media alleging problems with GeorgiaSkies on 6/30/10, announces the Board will seek an extension to "properly review" anonymous postings to a newspaper web site prior to making a "final decision" on EAS carrier recommendation. The postings are in response to an article containing substantially the same unattributed allegations found in the employee's 06/30/10 email

The same airport employee sends an email to ACC Airport Authority Board members stating GeorgiaSkies "provides more service options and is therefore the preferred airline to be recommended to the ACC Mayor." There is absolutely no mention of service or any other issues the employee apparently found important enough to send, unsolicited, to the media without knowledge of ACC superiors or public information office approval, just seven days earlier

An Athens Airport Employee sends an email to a large media outlet containing unattributed, damaging and defamatory statements about GeorgiaSkies' brand, without apparent knowledge of the ACC Airport Board, Mayor, Public Information Offices or City/County Commissioners. The email also expresses preference for another bidder proposing service to Nashville instead of Atlanta



Re: EAS Bids
J. Douglas Toma to: Airport, Airport
Cc: wigglesworthrobert

06/30/2010 03:32 PM

History: This message has been replied to.

Tim and Bob:

How does Thursday afternoon at 4p work? Thanks. Doug.

On Jun 30, 2010, at 1:45 PM, <Airport@co.clarke.ga.us> <Airport@co.clarke.ga.us> wrote:

Doug and Bob,

I have received the bids for our essential air service. Athens received four bids, three Athens to Atlanta and one Athens to Nashville I am attaching the bid letter for your review. I would like to set a meeting with you so that we can review and discuss the bids. We have to act fast because the EAS wants a recommendation by July 16th! Please check your schedules and see if you can meet sometime the first part of next week. Maybe July 6th in the afternoon?

Thank you!

Tim

<Athens-MaconGA-CommentRequest-2010 AHN Airport Manager.pdf>

J. Douglas Toma
494 Baxter Street, Apt. 46
Athens, Georgia 30605
706-614-6104, residence and mobile
jdouglastoma@mac.com

From: Airport@co.clarke.ga.us [mailto:Airport@co.clarke.ga.us]

Sent: Tuesday, July 06, 2010 2:47 PM

To: Nelson, Don

Subject: Airline EAS Bids

Don,

I thought you may interested in the attached information on the bids we received for our EAS service. The current contract runs out on October 1st. Let me know if you have any questions.

Tim Beggerly,
Airport Manager

Athens-Ben Epps Airport
1010 Ben Epps Drive
Athens, GA 30605
706-613-3420
706-613-3425 (fax)

Regarding Essential Air Service Bids for Athens, Georgia:

We have reviewed the bids and believe there are three viable options: Georgia Skies, Seaport Airlines, and Charter Air Transport, Inc. Of those three, the most economically viable bids appear to be Georgia Skies and Seaport Airlines, as they are based on the nine-seat model of service. We are seriously considering the Seaport Airlines bid because of problems with Georgia Skies, the current airline.

In the past four months, we have seen a steady decline in enplanements, reaching its lowest point in over a year. The evidence is anecdotal, but we believe there is a link between the decline in enplanements and poor performance by Georgia Skies. There have been numerous complaints to Airport Staff and members of the Airport Authority about late or canceled flights, lost baggage and a lack of customer service. There is no local number for members of the community or airport management to call, and there have been several complaints that local airline staff have refused to address passenger concerns, answer questions or handle complaints. Additionally, there have been numerous complaints about telephone customer service on the national level. Customers have complained that Georgia Skies (Pacific Wings) has treated them rudely or referred them back to the local airport management, who is not equipped to handle airline issues. Airport management has had difficulty communicating with both the local staff and national staff for Pacific Wings. In a community as small as Athens, it doesn't take long to build a reputation for unreliable, poor service. This concerns us greatly. The community sees little difference between the local airline service and the airport management, and it is very difficult to regain their confidence, even if a new company begins air carrier service.

We have done some research on Seaport Airlines, and they seem to have a good reputation for on-time performance and customer satisfaction. We would consider them as an alternative to Georgia Skies.



Re: Airline EAS Bids
J. Douglas Toma to: Airport

07/07/2010 10:21 AM

History: This message has been replied to.

Thanks, Tim. Wanted to mention that I made the same points to a reporter from the Flagpole yesterday when he called. I framed our work as making a recommendation to the mayor and commission that would then go to Washington. Thanks. Doug.

On Jul 7, 2010, at 9:44 AM, <Airport@co.clarke.ga.us> wrote:

Don,

We are currently reviewing the proposals and will make a recommendation to the Essential Air Service office next week. We want to make sure that we recommend an airline that will best meet the needs of our community. As such, we will consider several factors such as bid price, hub connections, ticketing, baggage transfers, advertising, and customer service. Overall, we want an airline that ensures the flight meets the passengers needs and they have a good experience. At this point, all bids are under consideration.

Tim Beggerly,
Airport Manager

Athens-Ben Epps Airport
1010 Ben Epps Drive
Athens, GA 30605
706-613-3420
706-613-3425 (fax)

From: "Nelson, Don" <don.nelson@onlineathens.com>
To: <Airport@co.clarke.ga.us>
Date: 07/06/2010 02:53 PM
Subject: RE: Airline EAS Bids

Thanks Tim. What's your take on it? Have you been getting much feedback on Georgia Skies'. I get a complaint every now and then and hear that delays and mechanical problems are consistent issues. What will authority recommend?

Airline Selection Update 

Heidi Davison to: Tim Beggerly

07/13/2010 01:11 PM

Cc: Alan Reddish, allen, eorbock, jdt, ken, lowry, patcardin, wigglesworthrobert

Thanks, Tim. I have printed out the spreadsheet to review the analysis prior to signing off on the letter to DOT. If I have any questions or concerns, I'll give a shout. Much appreciated.

heidi

Mayor Heidi Davison
301 College Avenue, Suite 300
Athens, Georgia 30601
Phone: (706) 613-3010
Fax: (706) 613-3033

Tim Beggerly/AIR/ACC

Authority Members,

As you are aware, airport staff is currently evaluating proposals to provide Essential Air Service (EAS) subsidized flights at the Athens Airport. Due to a very short turn-around time, a meeting of the full Authority board was not possible but I have been in touch with individual members of the airline sub-committee. The proposals were narrowed down to two companies, Pacific Wings dba Georgia Skies and Seaport Airlines. After further evaluation of the short listed airlines, Georgia Skies provides more service options and therefore is the preferred airline to be recommended to the ACC Mayor to provide service between Athens and Atlanta. The Mayor will draft a letter to the DOT with her recommendation and the DOT shall have the final say in which airline is awarded the contract.

Please review the attached summary of the proposals and let me know if you have any last minute comments or concerns with this recommendation. We will be giving a full report at the upcoming authority meeting. Also, I ask that you please keep this information confidential until the Mayor submits her recommendation to the DOT this Friday.

Expect an article in the ABH and AJC on this subject this week.

Thank you!

Tim Beggerly,
Airport Manager

Athens-Ben Epps Airport
1010 Ben Epps Drive
Athens, GA 30605
706-613-3420
706-613-3425 (fax)

[attachment "Airline Spreadsheets 2010.xls" deleted by Heidi Davison/MAY/ACC]



Re: Airline Selection Update
J. Douglas Toma to: Airport

07/13/2010 11:29 AM

Thanks, Tim. I am comfortable with the approach you and I discussed in advancing Georgia Skies. Best wishes. Doug.

On Jul 13, 2010, at 10:26 AM, <Airport@co.clarke.ga.us> wrote:

Authority Members,

As you are aware, airport staff is currently evaluating proposals to provide Essential Air Service (EAS) subsidized flights at the Athens Airport. Due to a very short turn-around time, a meeting of the full Authority board was not possible but I have been in touch with individual members of the airline sub-committee. The proposals were narrowed down to two companies, Pacific Wings dba Georgia Skies and Seaport Airlines. After further evaluation of the short listed airlines, Georgia Skies provides more service options and therefore is the preferred airline to be recommended to the ACC Mayor to provide service between Athens and Atlanta. The Mayor will draft a letter to the DOT with her recommendation and the DOT shall have the final say in which airline is awarded the contract.

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Expect an article in the ABH and AJC on this subject this week.

Thank you!

Tim Beggerly,
Airport Manager

Athens-Ben Epps Airport
1010 Ben Epps Drive
Athens, GA 30605
706-613-3420
706-613-3425 (fax)
<mime-attachment.gif>

DRAFT

July 15, 2010

Mr. Dennis J. DeVany
Chief, Essential Air Service Division, X-53
Office of Aviation Analysis
Department of Transportation, 8th Floor, Room W86-472
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Re: June 25, 2010 Letter Requesting Comments on Essential Air Service for Athens Georgia.

Dear Mr. DeVany,

Thank you for your assistance in requesting proposals for air carriers to provide EAS supported air service to the Athens-Ben Epps Airport.

The Athens Airport Authority has established a set of goals for growing and improving the air service provided in Athens. These goals include recruitment and retention of an air carrier that will provide service to a major hub airport meeting the following criteria: affordable pricing, interlining or code share agreements with major carriers, internet ticketing availability, seamless baggage transfers, and a business model designed to minimize and eventually eliminate the need for operational subsidies.

At the request of the Essential Air Service, four airlines submitted proposals to provide EAS subsidized air service to Athens; Pacific Wings, LLC d/b/a/ Georgia Skies (Georgia Skies), Alaska Juneau Aeronautics, Inc. d/b/a/ Seaport Airlines (Seaport), Charter Air Transport, Inc., and Sovereign Air, Inc. Athens Airport staff closely evaluated all proposals. Georgia Skies most closely met the goals established by the Authority, including a history of eliminating EAS subsidies in other communities they service. Additionally, Georgia Skies, Athens' current airline, is providing one round trip per day to Atlanta and one round trip per day to Nashville, TN over and above the requirements of the EAS contract.

Therefore, based on the above information, I recommend Georgia Skies be awarded the contact to provide service between Athens and Atlanta as outlined in the airlines proposal to the US DOT.

Sincerely,

Heidi Davison,
Mayor – The Unified Government of Athens Clarke County

EAS Comment Extension

----- Forwarded by Heidi Davison/MAY/ACC on 08/16/2010 11:41 AM -----



Tim Beggerly/AIR/ACC

07/16/2010 02:08 PM

To jdt@uga.edu, wigglesworthrobert@yahoo.com,
eorbock@ugaref.com, ken@parris.us,
patcardin@charter.net, allen@athenscpa.net
cc lowry@athensclarkecountyga.gov, Alan
Reddish/MGR/ACC@ACC, Heidi Davison/MAY/ACC@ACC
Subject EAS Comment Extension

Authority Members,

As you are aware, members of the airline sub-committee have been reviewing proposals for providing EAS subsidized air service to Athens. Two of the airlines, GA Skies and Seaport Airlines, were short-listed as having the most fiscally and operationally responsive proposals. A recommendation was due to the DOT by the close of business today. But, after articles appeared in the ABH and AJC, several citizens provided additional comments on their airline experiences in Athens. Also, new enplanement information was received indicating a significant decline in ridership over the past four months. As such, the Mayor requested a one week extension to allow time to properly review all the information prior to making a final decision. Chairman Doug, has asked to place this on the agenda for the next Authority meeting for discussion and action. I am attaching a link to the airline proposals and a comparative spreadsheet for your review.

Thank you for your time and please call me if you have questions.

Tim Beggerly,
Airport Manager

Tim Beggerly,
Airport Manager

Athens-Ben Epps Airport
1010 Ben Epps Drive
Athens, GA 30605
706-613-3416
706-613-3425 (fax)



Airline Spreadsheets 2010.xls



Airpoort Board Charter

Greg Kahlstorf to: TimBeggerly, J. Douglas Toma, lowry

Sent by: gkahlstorf@gmail.com

07/21/2010 02:34 PM

Gentlemen,

I have spent several hours today discussing the Athens Banner article with media outlets in other cities served by our brands who have noticed the story.

I am finding it difficult to provide responsive commentary given my limited understanding of the Board's charter, scope or parameters, which may have been defined and documented when it was created. Can you please tell me if such a documented charter exists, and where I might obtain a copy? Can you also tell me whether any legislation was enacted by the Athens / Clark County Unified Government specifically to enable the Board's creation?

If available, this information will help me to effectively address the expanding number and range of inquiries I am receiving about the Athens situation in a factual and unambiguous way. It will also help me avoid contributing to a growing body of misinformation and perceptions which appear to be taking on a life of their own. Can anyone refer me to the custodian of these documents, if indeed such documents exist?

--

Greg Kahlstorf
Chief Executive Officer
Pacific Air Holdings

www.pacificwings.com
www.TennesseeSkies.com
www.newmexicoairlines.com
www.KentuckySkies.com
www.GeorgiaSkies.com

DRAFT

July 22, 2010

Mr. Dennis J. DeVany
Chief, Essential Air Service Division, X-53
Office of Aviation Analysis
Department of Transportation, 8th Floor, Room W86-472
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Re: June 25, 2010 Letter Requesting Comments on Essential Air Service for Athens Georgia.

Dear Mr. DeVany,

Thank you for your assistance in requesting proposals for air carriers to provide EAS supported air service to the Athens-Ben Epps Airport. Continuing its connection with the National Air Transportation System is very important to this community. Our citizens have not only expressed their interest in continuing the service, but also improving the levels of service provided.

At the request of the Essential Air Service, four airlines submitted proposals to provide EAS subsidized air service to Athens; Pacific Wings, LLC d/b/a/ Georgia Skies (Georgia Skies), Alaska Juneau Aeronautics, Inc. d/b/a/ Seaport Airlines (Seaport), Charter Air Transport, Inc., and Sovereign Air, Inc.

The Athens Airport Authority established a set of goals for evaluating the proposals which should result in the growth and improvement of the air service provided in Athens. These goals include recruitment and retention of an air carrier that will provide service to a major hub airport meeting the following criteria: a proven customer service/marketing program, affordable pricing, interlining or code share agreements with major carriers, internet ticketing availability, baggage transfers, and a business model designed to minimize and eventually eliminate the need for operational subsidies.

After careful consideration which included meeting the above stated goals, contract bid price, comments from area citizens and business representatives, a majority vote of the Airport Authority Board, it is recommended that **Alaska Juneau Aeronautics, Inc. d/b/a/ Seaport Airlines (Seaport)** be awarded the contract to provide service between Athens Ben Epps Airport and Atlanta Hartsfield Jackson International Airport. Note that Seaport Airlines has agreed to amend their proposed destination of Nashville International to Atlanta International.

We regret not being able to recommend our current carrier to continue service in Athens, but after considerable input from our community, it is determined to be in Athens' best interest to change the service provider.

Again, thank you for your assistance with our air service and should you have any questions please feel free to contact me or the Airport Manager.

Sincerely,

Heidi Davison,
Mayor – The Unified Government of Athens Clarke County

C: Athens Airport Authority
Seaport Airlines
Charter Air Transport, Inc.
Sovereign Air, Inc.



Re: Airpoort Board Charter
J. Douglas Toma to: Greg Kahlstorf
Cc: TimBeggerly, lowry

07/21/2010 02:44 PM

Greg:

Tim can forward you our bylaws, which should address your questions. Good luck with the task of clarifying matters and please do not hesitate to call upon us as we can be helpful. Best wishes.
Doug.

On Jul 21, 2010, at 2:34 PM, Greg Kahlstorf wrote:

Gentlemen,

I have spent several hours today discussing the Athens Banner article with media outlets in other cities served by our brands who have noticed the story.

I am finding it difficult to provide responsive commentary given my limited understanding of the Board's charter, scope or parameters, which may have been defined and documented when it was created. Can you please tell me if such a documented charter exists, and where I might obtain a copy? Can you also tell me whether any legislation was enacted by the Athens / Clark County Unified Government specifically to enable the Board's creation?

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Greg Kahlstorf
Chief Executive Officer
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www.pacificwings.com

www.TennesseeSkies.com

www.newmexicoairlines.com

www.KentuckySkies.com

www.GeorgiaSkies.com



Greg Kahlstorf <gkahlstorf@gmail.com>

Airport Customer Service Issues

Greg Kahlstorf <greg@pacificwings.com>

Tue, Aug 17, 2010 at 11:31 AM

To: areddish@co.clarke.ga.us

Cc: HeidiDavison@co.clarke.ga.us, "J. Douglas Toma" <jdouglastoma@mac.com>, huehenry <huehenry@bellsouth.net>, lowry@athensclarkecountyga.gov, sims@athensclarkecountyga.gov, maxwell@athensclarkecountyga.gov, kinman@athensclarkecountyga.gov, lynn@athensclarkecountyga.gov, robinson@athensclarkecountyga.gov, hoard@athensclarkecountyga.gov, herod@athensclarkecountyga.gov, girtz@athensclarkecountyga.gov, hamby@athensclarkecountyga.gov

Alan,

Thanks for taking time to speak with me today regarding customer service issues at Ben Epps Airport. As discussed, reaching Airport Management by telephone in real time, during business hours has always been a challenge, and voice mail messages frequently go unreturned. During the past two months service has deteriorated to a point where emails are not being responded to at all and requests by Airport Board members are being ignored. The email below is one recent example. We are still awaiting a response.

I have explained that many operational decisions are based upon information and input obtained from various airports where our airline conducts business across the country. Our inability to timely access information and personnel at Epps is affecting our operations there in various ways, including provisioning and reporting processes. Is there someone in Clarke County Government we can call in real time with any operational or decision support questions or assistance we may require when Airport Management is not available or unresponsive?

We also want you to have real-time access to a local company representative. Hue Henry has joined our team and will be the primary point of contact for Athens/Clarke County Government going forward. If you can provide Mr. Henry or myself with requested alternate contact information for Clarke County, our operations at Epps would be greatly simplified.

Thanks again for taking time to discuss my customer service concerns.

Greg

----- Forwarded message -----

From: J. Douglas Toma <jdouglastoma@mac.com>

Date: Wed, Jul 21, 2010 at 11:43 AM

Subject: Re: Airpoort Board Charter

To: Greg Kahlstorf <greg@pacificwings.com>

Cc: TimBeggerly@co.clarke.ga.us, lowry@athensclarkecountyga.gov

Greg:

Tim can forward you our bylaws, which should address your questions. Good luck with the task of clarifying matters and please do not hesitate to call upon us as we can be helpful. Best wishes. Doug.

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whether any legislation was enacted by the Athens / Clark County Unified Government specifically to enable the Board's creation?

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--

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www.GeorgiaSkies.com

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