



JACKSON HOLE AIRPORT STAFF UPDATE

March 31, 2020

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A Message to You from Jim

Dear Team,

I know we have seen a whirlwind of changes at the airport over the past couple weeks. I want you to know how grateful the Board and I are for all the efforts our team is putting forth to keep the airport environment as safe as possible.

We have been adapting to new best practices rapidly and I appreciate everyone taking the proper precautions when coming to work and being at home with your families. It is important we always remember to stay 6 feet away from one another while performing our duties. All our extra cleaning and social distancing will help us to maintain our health during these challenging times.

The Board has asked all non-essential staff to work from home, unless a crucial task needs to be completed. This means you will be seeing a little less of me, the administration staff and the hosts. This is not the natural way we have worked with our team or conducted business in the past, but it is another precautionary measure we must take. We are all working to adapt to our new work environments, and I know this team will continue to rise to the occasion and overcome these challenges. I want you all to know that your health and safety are our top priority and if we can embrace our new roles as social distancers, it will benefit the whole team.

We will get through this together! I read an article yesterday that holds everyone to a 200% accountability during this evolving situation. We are 100% accountable for following the standards for ourselves and 100% accountable for following the standards for everyone around us. So, let's give this our 200% and know that we've made impact on what we CAN control.

The other piece of advice is to remember to breathe... just not within 6 feet of someone else for social distancing!

Let's take care of each other!!!

Jim

Employee of the Month



Ray Brence has been an employee of the airport for the past 22 years, starting as a screening officer and then becoming an important member of the winter Host team. And in addition to his contribution as a Host, he is also an EMT and frequently assists Operations medical personnel when a traveler in the airport needs help.

Below you will find an excerpt from a letter we recently received from a passenger who interacted with Ray; and you'll see how the effect of his "people helping people" attitude touches people, and why he was an easy selection as our most recent employee of the month:

"What Ray did on Thursday blew me away. In this day and age to come across someone like him is very rare. He had nothing to gain by helping me, it was not his responsibility, and I had not even initially asked him for help. Ray's dignity is something that no level of college education or degree can capture. Where the vast majority of people will never go out of their way for anyone in the slightest way, Ray's action should be commended and honored. I can tell you with confidence that Ray's actions have inspired me."

Congratulations Ray!

Community Outreach



Often Meg Jenkins is giving tours to larger groups who come to see the airport, but she also takes time to share what makes the airport special with smaller interested parties. This past month she took two home-schooled students around so they could see the different aspects of our airport operations. Who knows, she may have helped spark interest in the aviation industry and they will be working here one day 😊

Getting to Know You

As we continue learning more about our Administration and Board leadership teams, this month we're highlighting Michelle Anderson.

Although Michelle was born in Billings, Montana, she has a strong Wyoming background. Her parents met at the University of Wyoming and her father completed his student teaching in Jackson Hole. Her grandparents owned the Post & Parcel (UPS) Store during the time it was situated on Pearl Street, across

from the Town Hall. She also has a fraternal twin sister Erika, who lives here and occasionally lends a hand with Airport administration projects.

Michelle's family includes sons Derek 14 and Tyler 20, husband Randy Knepper (a member of the Airport Operations team), and 2 beloved dogs: a chocolate lab Boomer and a border collie Lucy who is not only very smart but has turned into a master agility course competitor.

Michelle went to the University of Wyoming, getting a degree in Veterinary Sciences as she originally wanted to be a vet. She earned her undergraduate degree while raising a young child, and shortly thereafter moved to Jackson. The next step was earning an Executive MBA degree in just two years while raising two sons under 7 and working full time.

In 2002 she took her first position at the Jackson Hole Airport as Office Manager. Michelle has been promoted through different roles in the Airport Administration group; from managing all contracts to her current position as Assistant Director, Finance & Administration, which she has held for the past 3 years. She has made significant contributions to successfully bidding the Screening contract, developing a new budget format with 3 different operating centers, and completing a large capital plan.

Michelle has been a trailblazer while working for JAC and enjoys aiming for high achievements. She was the first employee to earn her Certified Member qualification and plans to earn her AAE accreditation this year. She is also in the middle of a two-year term serving on Board of the Wyoming Airport Operators Association.

On a personal level she loves animals and shares a special connection with them. Michelle also enjoys both downhill and cross-country skiing and has been a podium placer in triathlons. She believes it is important to find time to give back to the community and that little efforts add up to making a big difference.

Her work philosophy involves keeping an open door with her team and business partners. Everything is fixable. She believes we should do our best, not take anything personally, and lean on each other. Michelle aims for both a well-rounded work experience and a balanced life.

She is a believer in earning a business degree if college is an opportunity, due to the flexibility and applicability of that subject matter to all types of work. In summing up her experience at JAC Michelle remarked, "This team can do anything. We've come a long way and it's impressive."

COVID-19 Frequently Asked Questions

Q. Why is the airport still open?

A. The Federal Aviation Administration has been clear in their position that "it does not permit airports to shut down without agency approval." Additionally, the FAA has sent follow up communications to airports restating that airports are not authorized to close due to COVID-19.

Q. Is the airport planning to close?

A. The Jackson Hole Airport will remain open unless directed by the FAA to do otherwise.

Q. Why Jackson Hole Airport isn't performing health screenings for arriving passengers:

A. The Jackson Hole Airport is not a Port of Entry airport and does not have international air service. Currently, Federal mandates do not apply to JAC. The Airport cannot, unless mandated to do so, by a Federal Agency, implement mandatory health screenings on arriving passengers.

Q. What is the airport doing in response to COVID-19?

A. The Airport is paying very close attention to the COVID-19 virus and taking steps to be extra diligent during this time. For a complete list of measures and updated information, please visit www.jacksonholeairport.com and click the "Coronavirus" text box.

Q. How can I help someone who needs to change their travel itinerary?

A. The airlines are handling rescheduling and cancellations. The best option is to do this through their websites. Alternately, customers can call their 1 (800) numbers. Wait times for this have been reported to be long. Contacting airlines online is the preferred method for flight changes.

Q. The flight schedule is different every day. What's going on?

A. The airport has no control over the current flight schedule. Airlines are changing their service strategy multiple times throughout the day. Please check with the airline's website for the most current flight information.

Q. What is the safest way for me to pick up my friends and family from the airport during this time?

A. Once you have contacted your passenger, remain in your vehicle and pull up to the curb in front of the terminal to pick them up. The loading/unloading zone is for active vehicles only and we suggest parking in the short term or general parking lots to wait until your passenger has retrieved luggage and is present on the curb.

Teton County Public Health Orders

Teton County District Public Health Order #20-4 Limits Gathering to Only Individuals in Your Household for All People in Teton County, WY March 31st, 2020, Jackson, WY –

The Countywide Public Health Order #20-4 is now in effect and will remain valid through April 17, 2020. Public Health Order #20-4 orders that: • All Residents of

Teton County, Wyoming, including the City of Jackson, Wyoming shall limit gatherings to only individuals who are living in the same household. There are 6 circumstances in which a person may leave their home:

1. Performing tasks essential to their health and safety, or for the health and safety of their household members or pets, including, be example and without limitation, obtaining medical supplies or medication or visiting a health care professional.
2. Care for a family member or pet in another household.
3. Obtain necessary supplies for self or household members (including, by example and without limitation, groceries, food, liquor, sporting goods, and products necessary to maintain the safety, sanitation, and essential operation of a residence).
4. Deliver necessary supplies (including, by example and without limitation, groceries, food, liquor, sporting goods, and products necessary to maintain for safety, sanitation, and essential operation of a residence).
5. Engage in outdoor activity, so long as six (6) feet is maintained between any person not in the same household.
6. Travel to and work at a place of employment, if the work cannot be done remotely from home.

Teton County Recommendations

Recommendations The Teton District Health Officer has issued six (6) recommendations. Recommendations are guidelines and are not enforceable as law. Recommendations #1, #2, and #5 have all now been superseded by public health orders. Recommendation #3 has been superseded by Recommendation #6. The Teton Health District Officer is still recommending the following:

RECOMMENDATION #4 That visitors to Teton County, Wyoming are requested to return home immediately upon the issuance of this Recommendation by the fastest and safest available means, and persons considering visiting Teton County, Wyoming should remain home. Non-resident homeowners are strongly encouraged to leave or to not travel to Teton County, Wyoming.

RECOMMENDATION #6 That residents of Teton County, Wyoming who leave the geographic area of the State of Wyoming, Bonneville County, Idaho, and Teton County, Idaho and any visitors that visit Teton County, Wyoming from outside that geographic area should limit movement and gathering with other individuals who are not their immediate family upon their return to Teton County, Wyoming. Persons should leave their residences only to perform Essential Activities for a period of self-isolation lasting at least fourteen days or self-isolation until any fever or respiratory illness has resolved and they have returned to normal health for at least three days, whichever is longer.