

Missoula International Airport E-Newsletter

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November 2018

Tomorrow, we'll be sending out our first ever MSO e-newsletter to a group of travelers who have opted in to receive updates from the airport, but we wanted to share the news with you first!

Not only does the public rely on you for information about what's happening at the airport, but we rely on you to help inform and educate our travelers during this time of transition.

If you or your staff have any questions, concerns or would like a briefing about the construction at the airport, please reach out to Tim Damrow via email at tdamrow@flymissoula.com or phone at 406-830-7033.

You can also refer travelers to our construction landing page:
www.flymissoula.com/construction



Bear With Us...

We're on the path to a brand-new terminal—one step at a time!

And we don't just do the *bear* minimum – we're working on an amazing new travel experience for all our passengers. When the dust settles (and is swept away!), our new terminal will be spacious, comfortable and easy to navigate. Travelers will enjoy better Wi-Fi, plenty of seating, picturesque views, spacious gate areas and more charging stations. Most importantly, **you will not see your taxes increase as a result of bringing you a bigger, better airport.**

In short, we're building a whole new airport that will give local passengers the travel experiences they deserve and will receive our visitors in classic Montana fashion: with wide open spaces and a warm Missoula welcome!



Progress

Already done...

- A lot of the work we've done so far is behind-the-scenes, including new utilities (like water, gas, electric, data, and fiber) as we lay the groundwork for a bigger parking lot and expanded terminal access roads
- We added a "tech bar" in the restaurant with hi-top seating and lots of charging stations for all your mobile devices!
- Expanded post-security gift shop for all your Montana souvenirs

In progress...

- The terminal will change rapidly – even from day to day – as we add, relocate and remove walls in the lobby as we prepare for relocating the TSA checkpoint to our current lobby area
- Starting this month, the restaurant and bar will be located past security; however, if you're not going through security, you can order from the restaurant using their mobile ordering app (text "jedediahs" to 33733 to download) and restaurant staff will bring your food to the designated locations
- Our famous bear in the lobby will be getting a temporary home in baggage claim for all your selfie needs
- Let us know how we are doing! Complete our guest survey on our website or airport Wi-Fi network

Later this winter...

- We'll close the old TSA checkpoint and a new TSA checkpoint will open in our current lobby area
- A new grab-and-go option for quick bites and beverages will open in the pre-security area
- We will be updating our airline ticket counters to make your check-in experience much more intuitive

Pictured below:

Top: New revolving door and exit

Middle left: New gate area seating

Middle right: New gift shop

Bottom: Trench for utilities



Things to Know for Your Next Trip to MSO

Departing Flights

- Arrive extra early for your departing flight from MSO, especially because holiday travel is one of the busiest times of the year. Airlines recommend checking in at least 2 hours prior to departure

Meeting Arriving Passengers

- We know you'll be anxious to pick up your arriving friends and relatives, but please remember that the curbside area is for immediate pick-up and drop-off only — no parking or unattended vehicles are permitted on the airport curbside
- There is free parking for 15 minutes in our short-term lot, or you can use one of a handful of spaces in our cell phone waiting lot
- If you are meeting an arriving passenger inside the terminal, plan to do so in the bag claim area instead of the main lobby

Food and Beverages

- Starting this month, the restaurant and bar will be located past security; however, if you're not going through security, you can order from the restaurant using their mobile ordering app and restaurant staff will bring your food to the designated locations (see photo for app details).
- Vending machines have been relocated to the baggage claim area
- In December, we will be adding a grab-and-go food option for quick bites and beverages in the pre-security area

Welcome to Our E-Newsletter!

To say the Missoula International Airport (MSO) is busy these days

would be an understatement, and we want to keep you informed about what's going on!

With things changing daily at the airport, we're only going to send out these e-newsletters when we have something important to tell you. You'll learn about important changes at MSO that could impact your travel experience, and we'll let you know what to expect and how to plan ahead.

The more you know about what's happening at MSO, the more smoothly your travel will go!

Stay tuned for future editions of the MSO E-Newsletter!



Stay Informed

We've created a place where you can stay up-to-date on the construction taking place at MSO: www.flymissoula.com/construction.

There, you can see photos of our progress, get alerts, read news, and more.

If you have questions, you can reach out to us via email at contactus@flymissoula.com or by text/phone at 406-521-3009.



Name the Bear Contest

If you've flown through MSO, you've probably seen the massive bear in the terminal. Our beloved bear has seen a lot of changes at the airport over the years! While we work to give him a bigger, better home, you can help us by giving him a name!

- Contest runs until February 2019

- Prize of **\$500 gift card** for winning name submission

- Prizes for best selfies posted to our social media accounts

- Enter by messaging us on social media or at

www.flymissoula.com/construction

(name of bear, why you think it's a good name, and a picture with the bear if you can manage it!)

- Facebook: [@FlyMissoula](https://www.facebook.com/FlyMissoula)

- Twitter: [@MissoulaAirport](https://twitter.com/MissoulaAirport)

- Instagram: [@MissoulaAirport](https://www.instagram.com/MissoulaAirport)

#NameTheBearMSO

Air Force One

It's not every day we get a Presidential visit in Missoula, but last week we welcomed Air Force One to MSO for the first time since 1954! It was an exciting day for airport staff and visitors alike — especially watching our runway serve as the landing strip for this impressive aircraft!



Stay connected to MSO -- visit our website, or find us on Facebook, Twitter and Instagram!



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