

To Whom It May Concern:

The intent of this letter is show support for Cape Air continuing as the provider of air service for the city of Decatur and surrounding area through Essential Air Service at the Decatur Airport.

We would like to start by introducing ourselves. Will and Jessica Gaitros, the owners and operators of Gaitros Aviation, LLC, the fixed base operator located at the Decatur Airport. We have been located on the airport since 2010.

We have had the pleasure of working with Cape Air since the takeover of air service in February of 2018. Our experience with them has been nothing but top notch. The areas of interaction have been many and every person within the Cape Air organization have been more than accommodating.

Cape Air has hired many local citizens as employees. These include gate agents, mechanics and pilots. We have personally heard only positive feedback from all of these locally employed positions.

As mentioned above, Cape Air has chosen to staff a full-time mechanic in Decatur. This has provided a level of service for the aircraft fleet that no other air service has been able to provide. Maintenance issues are able to be addressed and solved immediately. This is also another job brought into the community.

Another issue of note is the flights offered to St. Louis. Continuing to offer service to both St. Louis and Chicago is something of value, in our eyes, to the community. The number of seats filled for both cities show the importance of a provider, especially one through the EAS program, flying to both of these desired locations.

Cape Air is a company who invests in the communities they service. The advertising seen in print, radio and television and the ticket office downtown make a statement of commitment. Cape Air is also a company that looks to the future. Cape Air has invested millions of dollars in new aircraft to continue to provide the best experience for all passengers.

We believe Cape Air has brought a value to the community that no other air service has since our arrival on the airport. With the reliability, availability and community presence they have shown, we hope the Decatur Park District will renew with Cape Air so they can continue to invest in the progression of our aviation community.

Thank you for your time and consideration,

Will and Jessica Gaitros

DEPARTMENT OF
TRANSPORTATION

2018 AUG -8 P 2:51

SOCKET OPERATIONS

Martin, Michael (OST)

From: Tim Wright <twright@decparcs.com>
Sent: Wednesday, August 07, 2019 10:09 AM
To: Martin, Michael (OST)
Subject: FW: Cape Air Decatur Service

Good morning Mr. Martin,

Here is an email that I received on the Decatur Airport EAS program.

If you need anything else or have questions please let me know.

Regards,

Tim

Timothy A. Wright
Airport Director
Decatur Airport
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Decatur, IL 62521
(217) 428-2423 Office
(217) 428-7904 Fax
twright@decparcs.com

-----Original Message-----

From: Wilson, Faith <fwilson@imperialsupplies.com>
Sent: Tuesday, August 6, 2019 8:45 AM
To: Tim Wright <twright@decparcs.com>
Subject: Fwd: Cape Air Decatur Service

>
> Good morning Tim,
>
> I wanted to share with you my experience with Cape Air. It has been fantastic and is a resource I truly appreciate.
>
> I travel for work on a weekly basis and prior to the Cape Air service, I was driving to Bloomington or St. Louis. These extremely early mornings and hours of commuting make for a long day. The Cape Air service changed all of that.
>
> I not only do I use this service personally but I fly my daughter home from college using Cape Air, every few months. The convenience is appreciated.
>
> The staff is second to none. Michelle and her staff provide wonderful service. Their friendly greetings and quick service are some of the best I have seen during my 10 years of travel. Their level of professionalism, service and flexibility to fix changes are greatly appreciated. Last night I actually received a personal call to let me know there was road construction and a detour and to add a little extra time. It was not a generic recording. It was a call from the staff.

Several years ago St Louis has an entire parking ramp closed for construction. The closed ramp caused serious delays for parking. There was zero communication. I almost missed my flight. What a huge difference in service!!

>

> I hope this service continues. I know there are several other regular travelers that use this service, that feel the same way. Please continue this service.

>

> Thank you,

>

> Faith Wilson

> National Account Manager

> Imperial Supplies, W.W. Grainger

>

>

> Sent from my iPhone

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