

CITY OF PHOENIX AVIATION DEPARTMENT BUSINESS EDUCATION SERIES

Public Relations

December 16, 2025

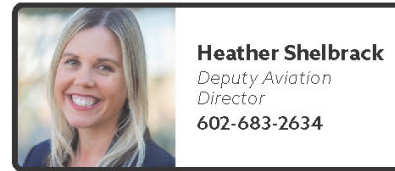


WHO WE ARE



America's Friendliest Airport®

Public Relations Division



GUEST & EMPLOYEE EXPERIENCE



Misty Cisneros-Contreras
Superintendent of Guest & Employee Experience
602-316-2949

- Employee Recognition Program
- Guest Service Programs
- Dementia-Friendly Initiatives
- ORAT
- Contracts
- Compassion Corner
- Strategic Plan
- Culture Programs



Rachel Brannan
Guest & Employee Experience Program Manager

- Strategic Plan
- Customer Service Training
- Special projects



Monica Avila
Volunteer Coordinator

- Navigator Program
- Navigator Buddies
- Chaplaincy Program
- Teen Navigators



Haley Hinds
PHX Airport Museum Manager/Curator

- Program Management
- Curation
- Public Art Liaison
- Collections Management



Sandra Langer
Public Information Specialist

- Guest Services
- Information Counters
- Traveling Tunes
- Customer Feedback
- HQ & Badging Reception



Mike Goodwin
Associate Curator

- Social Media
- Exhibition Coordinator
- Curation



Stephen Reichardt
Museum Specialist

- Educator
- Archive Curator
- Aviation History



Brad Konick
Museum Assistant

- Exhibition Installation
- Facility Maintenance
- Public Art Conservation



Elaine Saborowski
Museum Assistant

- Exhibition Installation
- Facility Maintenance
- Public Art Conservation

COMMUNITY OUTREACH



Jason Gitkin
Community Outreach Manager
602-273-3355

- Budget
- Events
- Sponsorships
- PHX AERO Club



Greg Montes
Management Assistant II

- Tours
- Speaking Engagements
- Contracts
- e-Procurement



Nikki Donathan
Public Information Specialist

- Special Events
- Aviation Academy
- Community Outreach



Leticia Browne
Secretary III

- e-Procurement
- Administrative Support
- Purchasing



Greg Roybal
Public Information Manager
602-683-3803

- Media | Social Media
- Media Public Records Requests
- Internal Communications



Eric Everts
Public Information Officer

- Media
- Video Production
- Social Media



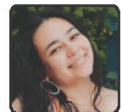
Monica Hernandez
Public Information Officer

- Media
- Website Content and Updates
- Interactive Directory Updates



Tim Clarke
Digital Content Officer

- Graphic Design
- Logo Standards
- Photography



Ashley Meza
Night Public Information Specialist

- Social Media
- Website Customer Feedback
- Media Monitoring

A large, white, stylized 'X' graphic that serves as a background element on the left side of the slide.

PUBLIC INFORMATION

EXTERNAL COMMUNICATIONS

- 24/7 media response
- Media events
- Social media content creation, monitoring & documenting feedback



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8 SOCIAL NETWORKS



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WEBSITES



skyharbor.com

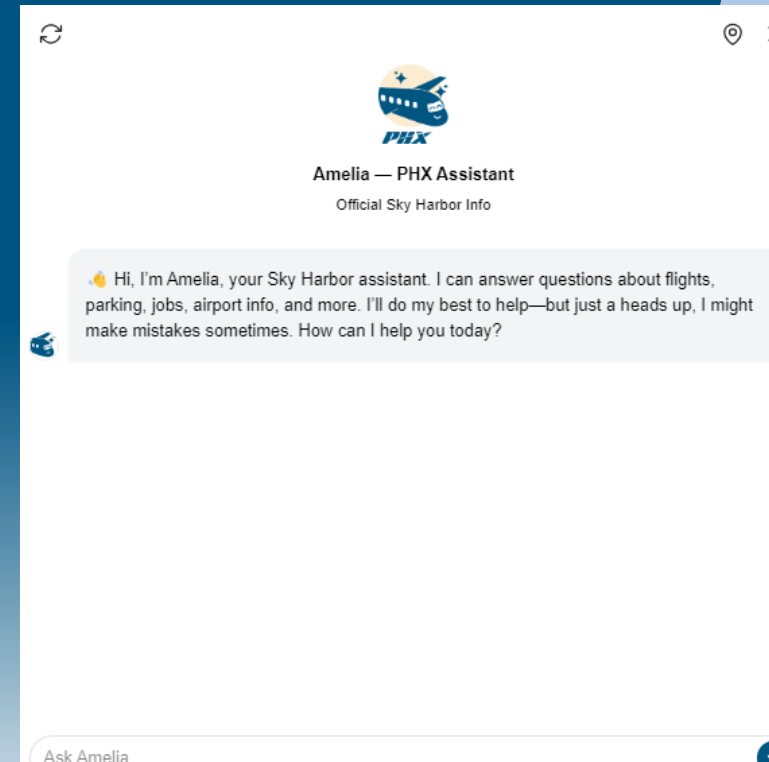
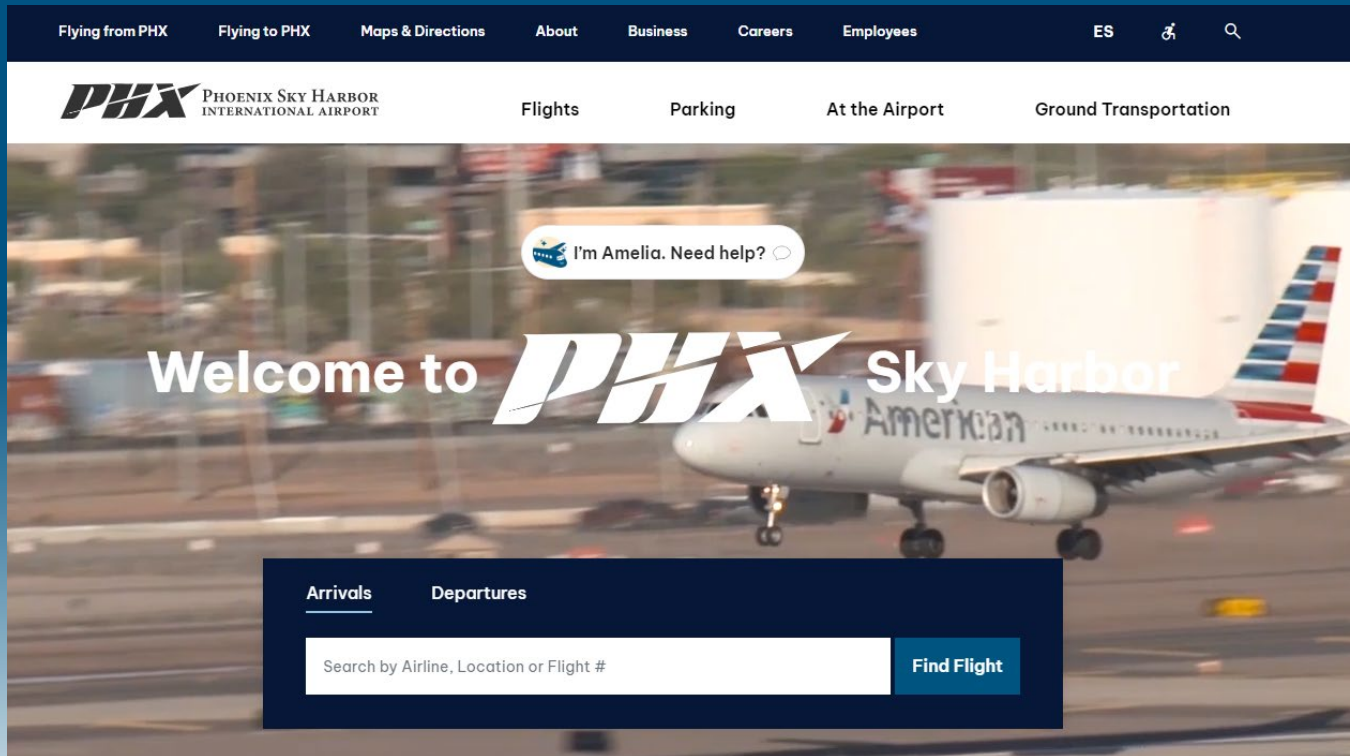
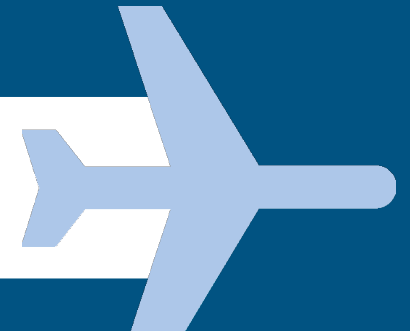
deervalleyairport.com

goodyearairport.com

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MEET AMELIA



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PHX CHECK-IN

- Monthly newsletter
- Posted on skyharbor.com
- Sent to 1,100 + subscribers

PHX
CHECK-IN



PHX
CHECK-IN



Navigator Saves the Day
[READ MORE >>](#)



Porter Airlines a New Face at PHX
[READ MORE >>](#)



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BY THE NUMBERS

- 20+ press releases
- 10+ media events
- 2,000+ posts across social media



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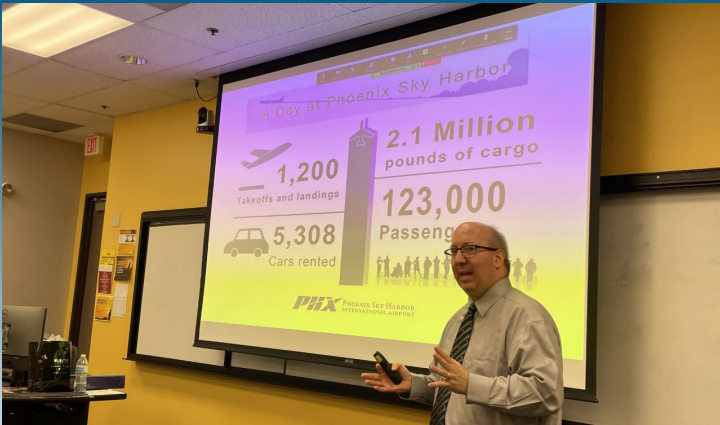


COMMUNITY OUTREACH

COMMUNITY OUTREACH TEAM



- Airport Events
- School Tours



- Speaking Engagements
- Community Events



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BY THE NUMBERS

- Reached nearly 30,000 people across 233 events
- 50 new events & tours
- 2nd Youth Aviation Academy



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MONTHLY JOB FAIRS





Monthly Job Fairs COME LAND WITH US

100s

of Airport Jobs Available!

UPCOMING DATES

• January 6	• July 7
• February 3	• August 4
• March 3	• September 1
• April 7	• October 6
• May 5	• November 3
• June 2	• December 1



**PHX Sky Train®
44th St. Station**
200 South 44th St.
Phoenix, Arizona



11am - 2pm

More info available at
[SKYHARBOR.COM/JOBS](https://skyharbor.com/jobs)



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PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT
ES



I'm Amelia. Need help?

Airport Speakers & Tours



Free and Fun

Phoenix Sky Harbor International Airport is pleased to participate in community events and airport staff members are available to speak to groups about aviation and the City's airport system. Airport tours are available on the second Tuesday of the month from 10:00 - 11:30 a.m. and the fourth Thursday of the month.



REQUEST A SPEAKER OR TOUR





GUEST & EMPLOYEE EXPERIENCE TEAM



GUEST EXPERIENCE TEAM

- Manages volunteer program
- Manages Information Desks
- On-the-FLY
- Airport Museum Program
- Culture Program
- Traveling Tunes



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BY THE NUMBERS

- 40 New Navigators
- 20 New Navigator Buddies
- 2 New Navigator Chaplains
- 17 Teen Navigators
- 75+ FLY Awards presented



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Since 2000:

More Than
1,800

Navigator Volunteers
Have Served

Donating About

1.6M Hrs

To Assist Passengers and Visitors



NAVIGATORS

Celebrating 25 Years



So Far in 2025:

More Than

387 Volunteers
Have Contributed

54,698 Hours of
Service

40 New Navigators
Have Joined

21 Shifts
Volunteers Fill

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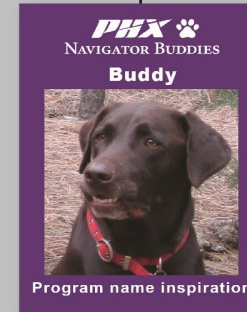
Navigator Program Official Start November, 2000



PHX NAVIGATORS

25th anniversary

Navigator Buddies Therapy
Dog Program Started August, 2017



Airport Chaplain Volunteers Moved
Under the Navigator Program, 2019



PHX
NAVIGATOR CHAPLAINS

2000

2005

2010

2015

2020

2025



PHX
TEEN NAVIGATORS

Teen Navigator Program Started
Summer, 2019

THANK YOU NAVIGATORS





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WANT TO BE A VOLUNTEER?

skyharbor.com/volunteer



EXPERIENCE GREAT SERVICE?



- Tell us!
- Email skyharbor@phoenix.gov
- We want to recognize employees for going above and beyond



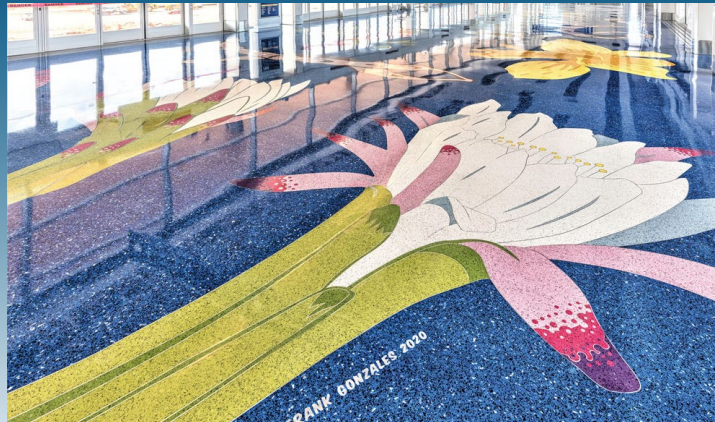
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AIRPORT MUSEUM PROGRAM



- Fine art collection
- Aviation history collection



- Exhibition program
- Outreach



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BY THE NUMBERS

- 9 new exhibitions featuring 86 artists
- 4 artworks added to fine art collection
- 98 objects added to Aviation history collection



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TYPES OF PROCUREMENTS

Procurement Types

Request for Quotes (RFQ)

Invitation for Bids (IFB)

Request for Proposals (RFP)

Request for Qualifications (RFQu)

Revenue Contract Solicitation (RCS)

City of Phoenix Qualified Vendor Lists (QVL)

Central Point of
Contact

Aviation Contracts &
Services



Subject Matter
Expert

Aviation PR



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PUBLIC INFORMATION

- Photography
- Advertising and Graphic Design Services
- Video Production – Citywide



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PUBLIC INFORMATION

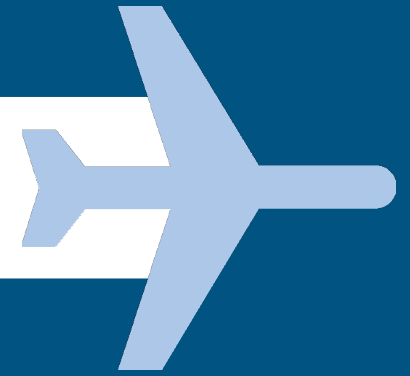
- Professional Printing
- Foreign Language Translation – Citywide
- Online Media Monitoring – Citywide



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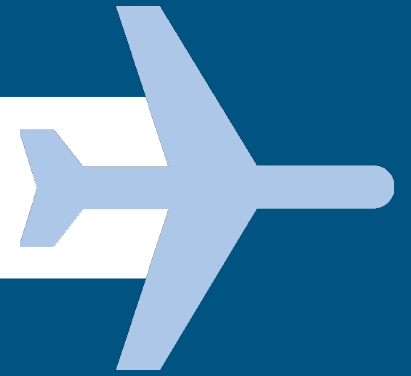
COMMUNITY OUTREACH



- Equipment Rental – Décor, Furniture, etc.
- Sports Uniforms and Promotional Items



GUEST & EMPLOYEE EXPERIENCE



- Annual Customer Service Forum - Venue
- Navigator Appreciation Week – Venue
- Volunteer & Guest Services Management
- Uniforms/Blazers
- Engraved Name Badges
- Full-Service Laundry
- Fine Artwork Dusting & Cleaning
- Fine Artwork Moving





FUTURE PROCUREMENT

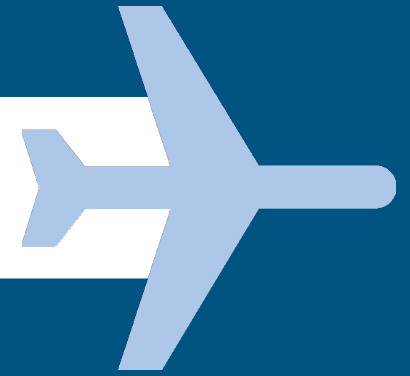
Volunteer & Guest
Services Management



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MORE WAYS TO ENGAGE



- Follow and connect with us on social media
- Subscribe to PHX Check-In
- Nominate employees for On-the-Fly Awards
- Request a speaker or tour



Join our Aviation Department Interest Email List

Instructions

Email: busopps.aviation@phoenix.gov

Include the following information:

- Company Name
- Email address (for notification)
- Identify interested business area(s)
i.e., Retail, Food & Beverage, Ground Transportation

RESOURCES

Aviation Outreach Events



Aviation Business Website



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Questions?

Please type them in
the chat box.

”



heather.shelbrack@phoenix.gov

skyharbor.com



/PhxSkyHarbor



@PHXSkyHarbor



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