



Yuma International Airport Ambassador Program

Yuma International Airport Ambassadors are volunteers from the community who donate their time to provide courteous and friendly assistance and provide a warm welcome to visitors. Ambassadors can make things simple in a busy airport.

Ambassador Duties Include:

1. Meet and greet passengers and visitors
2. Help passengers and visitors by directing them to the appropriate personnel
3. Answer questions and provide information about Airport Tenants, Yuma and upcoming events in Yuma.
4. Serve as translators in special circumstances (or refer them to Airport personnel)
5. Assist travelers with special needs

Ambassadors are stationed throughout the arrivals and departures areas and can be identified by their airport provided shirts and khaki/dark pants or skirts.

Safety and Conduct

A safe and healthy work environment for employees, customers, and visitors is of utmost importance to YCAA. Its success depends on the alertness and personal commitment of all.

Some of the best safety improvement ideas come from staff and our volunteers. Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Those with ideas, concerns, or suggestions for improved safety in the work place are encouraged to raise them with the Ambassador supervisor. In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify Airport management.

Volunteer Conduct

YCAA expects volunteers to follow rules of conduct that will protect the interests and safety of all volunteers and the organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in retraining or discussion with the person involved, up to and including ceasing volunteering for/at the Airport:

- Theft or inappropriate removal or possession of YCAA property
- Volunteering under the influence of alcohol or illegal drugs

- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer owned vehicles or equipment
- Fighting or threatening violence in the Airport
- Boisterous or disruptive activity in the Airport
- Negligence or improper conduct leading to damage of employer owned or customer owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the Airport
- Excessive absenteeism or any absence without notice
- Unauthorized use of YCAA-owned equipment
- Unsatisfactory performance or conduct

Frequently Asked Questions

1. Where can I pick up baggage?
 - a. If just arriving – bags will be on the carousel across from rental cars
 - b. If person was separated from bag, bag will be at the airline ticket counter
2. Where can I return my rental vehicle?
 - a. In the rental car return parking lot just to the East of the terminal – follow signs
3. Where do I check in? “There is no one at the ticket counter”
 - a. Counters are on the west end of the terminals
4. Is there a lost and found?
 - a. Lost and found is located at the Operations Office across from TSA screening
5. Flight arrivals and departures?
 - a. Please check the arrivals/departures screens on either end of the terminal for most up to date information
6. What is the badging process?
 - a. Please send them to the Operations Office across from passenger screening entrance.
7. Where is Customs?
 - a. Customs is located at the far West end of the airport’s terminal. Knock on door.
8. Where is Airport Administration?
 - a. Airport Admin is located on the second floor.
 - b. Persons looking to pay invoices should be directed to Finance located next to the elevator
9. Where can I get a taxi, and where are the taxi’s shuttles?
 - a. Taxicabs are located along the East end curb
 - b. There is a list of taxicab phone numbers on the bulletin board
 - c. There are YCAT bus schedules at the Visitor’s Information Center area

10. Where can I exchange my Canadian dollars?
 - a. At a nearby banking facility
11. What are parking prices?
 - a. As of December 2014 – First 15 minutes are free, 16-30 minutes \$1.00, 31-60 minutes \$2.00, then \$1.00 every hour after up to \$8.00/day (max).
12. What are the numbers to hotels?
 - a. There are several ads for hotels and eateries located on the East end of the terminal.
13. What are the terminal hours of operation?
 - a. The terminal is open 90 minutes prior to the first takeoff of the day and stays open until the last landing.
14. Do you have a flight school?
 - a. Not at this time. But the Yuma area has several independent flight instructors. Please check the airport's website: www.yumaairport.com
15. Can I bring a dog in the terminal?
 - a. Service dogs are allowed and must be on a leash. Any other dog must be in a cage.
16. Can I park a motor home in the parking lot?
 - a. Yes but there is limited space. We have only two RV spaces and they are not huge. The same fees apply. Please call Operations in advance at 928-941-2396
17. How can I find out if there are flight delays?
 - a. You can go to the airline's websites or to websites like Flight Aware but you will need the Flight information (flight number).
18. Can I leave my bicycle at the airport?
 - a. Yes, bicycle racks are provided at the East end (car rentals).
19. Where can I smoke inside of the airport?
 - a. State Law prohibits smoking in the facility. We have designated smoking areas outside the terminal.

U. S. AIRWAYS

How can I book a flight on U.S. Airways?

Call reservations # (800) 428-4322, book online at www.usairways.com or contact your local travel agent.

What size carry on can a passenger take and how many?

You are allowed one carry-on and one personal items such as a purse, briefcase, laptop or diaper bag (backpacks count as a carry-on). Size is up to 51 inches or 126 cm (11" x 14" x 26" or 28 x 35 x 66 cm)

How many bags can I check in?

Two bags under 50 lbs each. Fees that vary by airline will apply.

How much in advance do I need to come to check in?

Be here **no later than** 90 minutes prior to check-in.

What form of I.D. do I need?

State I.D. or passport is needed.

What if I don't get my luggage?

Talk to your airline's ticket counter. They will help you to locate your luggage.

Can I take alcohol on the airplane?

No more than 70% alcohol and no more than 5 liters. It must be in checked baggage only.

Can I take produce on the airplane?

All produce must be frozen.

Baby strollers and/or car seat

These items can be gate checked.

Pets

-You may only take a cat or dog that fit in a small carrier under your seat. No other animals allowed. They must have a cabin pet reservation that is paid in advance.

-Police Dogs, Military Dogs and Seeing Eye Dogs do not need a carrier. There is an extra charge for the animal.

-It is always a good idea to take some extra food in case there is a longer than expected layover.

Wheelchair

-Do I just show up or do I call first?

Call first if you need special accommodations.

-Can someone meet me on the curb with an airline wheelchair?

Have the person dropping you off come in with you. You can then get in an airline wheelchair.

-I heard at the Yuma Airport you walk out to the plane then up steps. How do I get on the plane?

They have a ramp also known as Air Stairs.

TSA

www.tsa.government.com

Can I take food or drinks on the airplane?

All food must go through the x-ray machine and must be wrapped or in a container. Unpeeled natural foods are okay but half eaten fruits must be wrapped. No beverages are allowed through.

Can I take my baby's formula and food?

When traveling with your infant or toddler, greater than 3 ounces of baby formula, breast milk or juice are permitted through the security point in reasonable quantities for the duration of your itinerary if you perform the following:

1. Separate these from liquids, gels and aerosols in your quart size and zip-top bag.
2. Declare you have the items to security officers at the check point.
3. Present these items for additional inspections once reaching the x-ray.

Can I take medication with me?

Prescription medication is okay. If in liquid form over 3 oz. must be prescribed by a Doctor.

Can I take personal needs (shampoo, deodorant, etc.)?

-If you have a carry-on you are allowed to have **ONE** quart-size clear plastic zip-top bag holding 3 oz. or smaller containers. You can have as many as the baggie will hold. It must zip and not tear.

-In checked bags the size of the container does not matter.

Can I take my lighter or matches?

You can take two Bic lighters or four books of matches. **NO TORCH LIGHTERS**

Can I carry a pocket knife?

No, pocket knives or any other knives are allowed on the plane.

How can I contact TSA?

To contact TSA, call 928-210-1216 or visit their website at www.tsatraveltips.us.

Does the X-ray machine affect my computer or my digital camera?

No it does not.

Do I have to take off my shoes?

When going through security all passengers must remove their shoes.

I have an artificial leg, how will I be treated at the checkpoint?

Advise TSA before proceeding to the walk through.

How do I precede through screening if I have a pacemaker?

Notify TAS prior to the walk through.

Can I take tools on a plane?

You may not have them in your carry-on bag. No flammables (oil, grease, etc.) Keep in mind the weight guidelines for checked baggage.

Can I take candles in my carry on?

Solid candles are okay. Gel candles may not be in your carry-on.

Can I take a shaving razor in my carry on?

Yes razors are allowed on the plane. It may not be a straight razor. Electric razors are also fine.

Can I take raw meat on the plane?

Raw meat must be frozen.

Where should I place my valuables such as jewelry, cash, etc.?

You should keep your valuables in your carry-on.

Can I lock my baggage?

If you choose to lock your baggage use a TSA recognized lock. They have a universal master that can be opened by the security officer so that the locks may not have to be cut.

Can I take a wrapped gift in my baggage?

No you may not. Wrap on arrival or ship your gifts prior to your departure. TSA may have to unwrap packages for security reasons.

Firearms

Federal regulations require that firearms in checked baggage or in their own shipping case be unloaded and declared. Firearms are not allowed in carry-on bags. Firearms in checked baggage must be packed in a locked hard-sided bag or gun case. A maximum of 11 lbs. of small arms ammunition is allowed in checked luggage in the original manufacturer's box or securely packed in a fiber, wood, or metal box to prevent movement of cartridges.

Transport of Cremated Remains

TSA recommends that passengers transport remains in temporary or permanent 'security friendly' containers constructed of light-weight materials such as plastic or wood. Temporary containers are typically available from funeral homes and offer a security friendly means to travel by air with a crematory container. Once the passenger completes their travel, they can visit their local TSA's funeral home partner who will transfer the remains from the temporary container to the permanent container free of charge. The complimentary "Remains Transfer Service" has been embraced by the funeral industry and already many funeral homes have requested to become partners in this important customer service effort.