SkyWest
AIRLINES

April 28, 2004

The Honorable Norman Y. Mineta
Secretary of Transportation
Department of Transportation
400 Seventh Street, SW
Washington, DC 20590

Dear Secretary Mineta,

The city of Abilene, Texas is preparing a proposal for the U.S. Department of Transportation's FY04 Small Community Air Service Development Program. SkyWest would like to publicly express our support for their proposal.

Among the benefits the grant is expected to generate:

- Enhanced outreach to citizens living in the rural areas of the airport's 32-county service area, including the formation of a Regional Air Service Advisory Council and proposed new regional shuttle service to the airport
- Formalizing a web-based Customer Knowledge Project to fully understand the air service needs and expectations of those citizens and their businesses
- Pursuit of more efficient service to Abilene's top western markets to better meet the demands of more than half of our passengers
- Expanding our Promotional Fare & Air Service E-mail Notification Program to include paid advertising

SkyWest initiated service to Abilene as a Continental Connection partner last September and we're eager to expand our operation there. Approval of the Abilene grant request will assist us in doing just that.

Thank you for your consideration.

Sincerely,

Steven Hart

Steven Hart
Vice President-Market Development
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