



FOR IMMEDIATE RELEASE

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## Palm Springs Airport Celebrates 20 Years of Volunteer Airport Navigator Program

**Palm Springs, California** –Palm Springs International Airport celebrated the 20th Anniversary of its volunteer Airport Navigator Program this week with a luncheon at the Palm Springs Convention Center.

PSP's Airport Navigator program started in November 2002. Over the years, 239 local community members have gifted over 93,000 hours of service helping travelers navigate the airport by answering questions about the community, providing directions, and even suggestions of local restaurants and sites to visit in the Coachella Valley.

"Volunteers are vital to our community," said Palm Springs Mayor Lisa Middleton. "The contribution of the Airport Navigators is truly a gift to any and all that visit Palm Springs International Airport. I thank them on behalf of the City of Palm Springs and our community for their commitment to service."

The Navigator program was started to help passengers navigate new airport security requirements from TSA after 9-11, but it has evolved to become much more. Over the last 20 years, the Navigator program has provided information services to travelers, general assistance, way-finding, help to locate airport facilities, paging friends or family they can't find, and accessing ground transportation services. Navigators also help by offering maps of Palm Springs and the Coachella Valley, local tourist guide magazines, and lists of key phone numbers and directions. They communicate with airline representatives and airport staff to make the travelers' airport experience a positive one. On occasion, they are called upon to help usher travelers into the proper lines and to keep open pathways throughout the halls of the terminal during the busiest times of the year at PSP.

Currently, 39 people volunteer every week, and several have volunteered for 5, 10, 15, and even 20 years with the program. The estimated value of their 93,000 hours of service since 2002 is over \$2.8 million. During this time, over 32 million travelers have passed through PSP with many receiving

assistance from this wonderful group of volunteers. Navigators man the information desk 13 hours a day 7 days per week from 8 AM to 9 PM.

Palm Springs International Airport  
3400 E. Tahquitz Canyon Way, Ste OFC  
Palm Springs, CA 92262





If anyone in the community is interested in becoming an Airport Navigator, they can visit the Volunteer Opportunities page on the City of Palm Springs website at [PalmSpringsCA.gov](http://PalmSpringsCA.gov)

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#### **ABOUT PALM SPRINGS INTERNATIONAL AIRPORT**

Palm Springs International Airport (PSP) is owned and operated by the City of Palm Springs and is the only commercial service airport in the Coachella Valley. The airport's 12 air carriers provide nonstop service to more than 30 airports in season, including 5 in Canada, and 13 airports year-round. US nonstop routes include Atlanta, Austin, Bellingham, Bend/Redmond, Boise, Boston, Chicago O'Hare, Dallas Love, Dallas/Fort Worth, Denver, Des Moines, Eugene, Everett, Houston, Las Vegas, Los Angeles, Minneapolis, Nashville, New York City-JFK, Oakland, Phoenix, Portland, Sacramento, Salt Lake City, San Francisco, San Jose, Santa Rosa, and Seattle. Canadian nonstop routes include Calgary, Edmonton, Toronto, Vancouver, and Winnipeg. PSP is served by Air Canada, Alaska, Allegiant, Avelo, American, Delta, Flair, JetBlue, Southwest, Sun Country, United, and WestJet. Some airlines and routes operate only on a seasonal basis.

For additional information, please refer to [flyPSP.com](http://flyPSP.com) or get social with PSP on Facebook ([www.facebook.com/flyPSP](http://www.facebook.com/flyPSP)), Twitter (@flyPSP), or Instagram (@flyPSP) to stay informed about the airport and the airlines that serve the Coachella Valley.