



Why do we have an Airshow?

Feel the need for 'real' speed? The 14th annual California Capital Airshow, presented by Sacramento County in partnership with the City of Rancho Cordova, will be roaring across the skies of our region this October 5th-6th featuring the United States Navy Blue Angels, spine-tingling military and civilian jet demonstrations, world-class aerobatics, pyrotechnics, sky-diving, barnstorming, miles of aviation displays and endless entertainment, music, food and exhibits along the ramp. It's a weekend of thrills, chills and jaw dropping excitement for the whole family!

But it's not all about what's soaring overhead...

Honoring our past

Attendees step back in time each year with theatrical tributes that honor veterans, share the story of our nation's history and show gratitude to the men and women who serve and sacrifice to provide the freedoms we all enjoy today. But our Salute to Veterans doesn't stop there. The humble heroes that these thrilling performances honor participate further by enjoying the rest of show weekend in special areas that provide shade, lunch and a chance to share their stories and experiences personally with the families who attend each year.

Inspiring the future

Scholarships, internships, mentorship and exciting educational programs! This non-profit organization is not just about what's soaring overhead at the annual Airshow. In the air, on the ground and throughout the year, the CCA team showcases the power and magic of flight through a variety of programs and events designed to inspire young people; creating exciting educational environments that clearly show how science, technology, engineering and math are the tools needed to accomplish great things and reach for the stars! We are proud to have awarded over 130 scholarships to stellar students who dream of accomplishing amazing things and truly believe our efforts are changing the world...one kid at a time.

Shining a spotlight on our region

The Airshow not only serves our regional residents with a thrilling and unforgettable civic amenity, but attracts people from all over the nation and beyond to see what's so special about where we live, work and thrive. In addition, CCA gives back to the community each year through charitable donations and revenue-share programs supporting other nonprofits throughout the region.

- **2018 Collector's Book:** <http://bit.ly/2018RecapBook> Please enjoy a sample of our annual collector's book, published each year as a reminder of what makes this event so very special.
- **2019 Promo Video:** <http://bit.ly/2019PromoVideo>

The annual California Capital Airshow is far more than aircraft flying overhead – it's about telling a story. The story takes us from the ground to the sky and across a century of time in a thrilling and unique way. This patriotic event shares our nation's history, perseverance and innovation. It honors the past, recognizes the present and prepares young people for the future using ***the power and magic of flight.***



2019 Prohibited Items List

- 1) No Weapons: All Firearms, All Explosives, Batons, Stun Guns, Pepper Spray or Mace
- 2) No Sharp Objects: Box Cutters, Cigar Cutters, Knives (All Sizes), Meat Cleavers, Pocket Knives, Razor-Type Blades, Sabers, Swords, Throwing Stars.
- 3) No Drones or Laser Pointers
- 4) No Flammables: Firecrackers, Fuels, Lighters, Lighter Fluid, Pepper Spray, Torch Lighters.
- 5) No Large or Hard-Sided Coolers
Soft-sided coolers not exceeding 20 quarts and/or 10in. x 12in. x 11in. are allowed.
- 6) No Alcoholic Beverages
- 7) No Glass bottles or Containers, No Unsealed Food or Beverage Containers.

Food and beverages must be factory-sealed. Empty unsealed containers (such as refillable water bottles) are allowed.

Exceptions:

- a. Baby food, baby formula or breast milk can be in glass containers and unsealed.
- b. Unsealed food or beverages needed for a medical purpose.

NOTE: We are going to allow people to bring unsealed food in as long as it fits in a small cooler as defined above. Examples: sandwiches, food in Ziploc bags, food that is obviously for personal consumption and not for resale at the show. If in doubt call over an adult supervisor or board member.

- 8) No Pets or Companion Animals (Emotional Support Animals). Certified service animals are permitted - No companion animals (emotional support animals).
- 9) No Large Beach Umbrellas, Awnings, Tents, Pop-Up Tents. Personal hand-held umbrellas not to exceed 48 inches in diameter are permitted.
- 10) No Bicycles, Skateboards, Scooters (Excluding medical transport)
- 11) No Smoking or Vaping



Customer Services Standards

Courtesy and Welcome

Give a warm welcome to all visitors

- Every guest counts! – You can make a big difference in a guest's day
- Be engaging and friendly with all visitors, even if the line gets long
- Be flexible and willing to listen
- Seek out contact with visitors – ask them how things are going several times throughout the day
- Actively listen to and seek out feedback from visitors – Ask, “How was your visit?” or “Is there anything one of our team members can help you find?”
 - Programs are FREE – include ramp map and schedule
 - Guest Services can help guests find things located just inside the gate
- Remember you are an **Airshow Ambassador** so use appropriate decorum:
 - Display positive, friendly body language
 - Refrain from having personal conversations amongst fellow team members
 - Abstain from eating & drinking in front of guests
 - Stay busy – keep your work area clean, engage with customers, check on supplies regularly
- Thank all visitors as they leave and let them know you will see them next year!

Visitor Experience

Take responsibility to communicate with guests

- Create the ‘Disneyland experience’ – you are always on stage in front of our guests representing California Capital Airshow
- Greet guests with a smile and hello
- Always remain positive in conversations
- Use respectful language – please, thank you, have a nice day, how can I help
- Be mindful of guests comfort
 - Tram for elderly inside the gate
 - Shade for overheated guests under aircraft wings
 - Cooling tents available throughout the ramp
 - Restrooms are available just inside the gate
 - First Aid Stations are located along the Ramp
 - Lost and Found items will be located at Guest Services

If any question/issue arises, please signal an Airshow Board Member or Team Leader for assistance, there will be plenty of people to help.



Public Safety Information

Law enforcement personnel from several agencies will be highly visible. They will be on foot and using various forms of transportation – horses, bikes, golf carts and in the sky. Contact any uniformed officer if you need assistance.

Volunteer Safety Awareness

Be aware of suspicious activity such as persons that appear out of the ordinary or behaving oddly.

In case of emergency

- **Stay Calm:** Remaining calm and focused in order to effectively cope with and resolve a crisis.
- **Listen to the Announcer for Further Directions:** The Airshow Announcer will be the main source of emergency information. Listen and follow these instructions promptly.
- **Stay Focused:** Take all emergencies seriously and respond immediately.
- **Manage the Situation:** Once directed, move others to areas of safety, first aid resources, medial resources and/or emergency personnel.
- **Communicate:** Only communicate on the assigned and approved radio channel. Assure that anyone threatened by the emergency is made aware of it.

BE VIGILANT AND AWARE AT ALL TIMES...

If you see something, say something!

