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Dear Mayor Smith,

The purpose of this letter is bring to your attention the concern that I have relating to the facilities for non-commercial aircraft at the North Little Rock Airport. As you are aware we have had multiple jets based at this facility for many years. Frankly, it is a little embarrassing when I fly customers into our corporate offices in North Little Rock from Detroit, Atlanta or Chicago to make an impression on them as to the competency of the Maverick organization to meet their expectations all over North America. Whether these folks are from the United States, Canada or Mexico...where we live and how we live sends a clear message to these potential customers and existing customers related to who we and our passion for doing things the right way. That's our brand. We have spent tens of millions of dollars at all of our facilities to make sure that the message of commitment is loud and clear to our customers and to all of our 2,000 employees. You will find that attention to detail not only in North Little Rock but at all of our facilities whether that be in Ft. Smith, St. Louis, Chicago or any location that has our brand. In addition to what you have seen in North Little Rock...we are about to announce that we will be expanding our campus to include a new CDL School, building a new state of the art 50,000 sf service center, complete remodel of existing maintenance facility to include an employee lounge area with cafeteria, game room, exercise facility, movie theatre and more. In addition, at the beginning of the year we plan to begin construction a motel on our property to house the more than 100 employees who spend the night in North Little Rock on a daily basis. The only exception to this well-choreographed image is the FBO at the North Little Rock Airport. Why do I continue to use this facility? There is only one reason and that is because of the job that the personnel have provided for my company and family for years. Unfortunately we have reached a breaking point.

I have been complimented for years by Senators, Congressmen, Governors and Mayors on the impression that our facility makes on travelers driving to the North Little Rock area or thru our state. I take a great deal of pride in meeting that "responsibility". Economic development is critical to the quality of life we can expect to have as citizens. When you have something to build on...you need to consistently put your best foot forward because you never know which of these individuals potentially will have the most impact on our local community. You are either in the game or you are not. I don't think that the message resonating from the City of North Little Rock is impressing anyone.

I have visited with the other businessmen who have chosen to keep their jet aircraft based in North Little Rock and our feelings are consistent. An old trucker that I knew years ago told me that "one of the great things about owning a trucking company is when a customer gets mad at you, those trucks can roll into another town just like they rolled into this one." That adage holds true and it applies to planes, too. I am not threatening to leave

N. Little Rock....but where we spend the tens of millions of dollars on facilities in the years ahead will always remain optional. That is true for the other customers you already have.

Respectfully,



Steve Williams
Chairman & CEO

FILED 9:44 A.M. _____ P.M.
BY via email
DATE 9-28-18
Diane Whitby, City Clerk and Collector
North Little Rock, Arkansas
RECEIVED by K. Thomas