



# AirportConnections

## New Routes Are Springing Up at GRR This Season

### The Big Apple In One Bite:



#### American Eagle Flies Nonstop to LGA

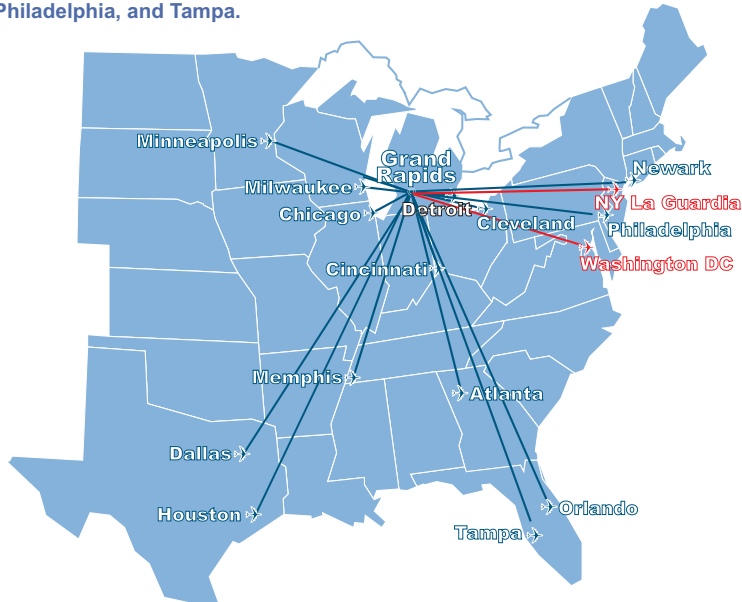
Beginning Thursday, June 9, American Eagle, the regional affiliate of American Airlines, will add nonstop service between Gerald R. Ford International and New York's La Guardia Airport. The twice-daily flights will operate on a 37-seat ERJ-135 jet. Departure times are 6:35 am Monday through Saturday (8:00 am on Sundays) and 12:21 pm daily; with arrivals back in Grand Rapids at 11:50 am and 8:31 pm daily. Approximate flight time is two hours.

American Eagle became GRR's eighth commercial air carrier when it started providing air service in Grand Rapids in 1985. In 2004, the airline served 209,383 passengers, nearly 10% of all passengers who traveled via GRR.

With the addition of the La Guardia service, American Eagle will operate eleven daily flights to three nonstop destinations (New York, Chicago, Dallas).

"Our new service gives Grand Rapids customers easy access to New York's La Guardia airport, just minutes from Manhattan," said American Eagle President Peter Bowler. →

The addition of New York La Guardia and Ronald Reagan Washington National brings the number of nonstop destinations from GRR to sixteen. Other destinations include Atlanta, Chicago, Cincinnati, Cleveland, Dallas, Detroit, Houston, Memphis, Milwaukee, Minneapolis, Newark, Orlando, Philadelphia, and Tampa.



### A Capitol Idea:



#### Northwest Flies Nonstop to DCA

Beginning Monday, May 2, Northwest Airlines is expanding its daily nonstop destinations to include Ronald Reagan Washington National Airport, Washington DC (DCA). This once-daily flight will depart Gerald R. Ford International at 8:15 am and return at 8:35 pm, Monday through Saturday. The new flight will be operated by Northwest AirlinK partner Mesaba Airlines with a 69-seat Avro RJ85 jet. The flight will take approximately 1 hour 45 minutes.

Northwest began serving Grand Rapids in August 1982. In 2004, NWA served 912,932 passengers, 42.5% of all passengers traveling through GRR. Today, the airline operates 17 daily flights to six nonstop destinations (Washington DC, Detroit, Minneapolis, Memphis, Orlando, Tampa).

In other Northwest news, the Grand Rapids station received the Airlines' "Team Leadership Award: 'A' Station of the Year – 2004". This award is presented to a team that has made a significant contribution toward achieving Northwest's mission and whose members regularly epitomize Northwest's values and guiding principles. Dan Conner, Station Manager at GRR, states, "Without the hard work and true dedication of every one of the GRR employees, this award would not be achieved. They always step up to the plate when needed. I deeply appreciate all that they do." This is the first time the GRR station has won this award. →

"We are very excited about the benefits this air service expansion will bring to our community and the positive impact it will have in marketing our region to new businesses as well."

- Birgit Klohs, President  
The Right Place, Inc.

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## GFIA Tenant Profile: U.S. Customs and Border Protection

Much has changed since we last highlighted this tenant: their name, for one. In response to the Homeland Security Act of 2002, the US Customs Service became US Customs and Border Protection (CBP) in March 2004. This Act also moved oversight from the Treasury Department to the Department of Homeland Security. Also, in 1999, Port Director Ann Broker oversaw the move of her offices from the terminal building to the newly built Air Cargo and Trade Center. And, following the events of 9/11, the officers carry radiation detectors whenever they are handling shipments.

Despite changes such as these, many duties remain the same. The CBP officers continue to inspect and collect duty on goods coming to West Michigan from around the world, regardless of whether the cargo is trucked, shipped, or flown here. In 2004, the CBP office at GFIA processed nearly 15,000 shipments and collected \$20 million in duty. For Ann and her two-member staff, that's nearly 60 shipments and \$77,000 per work day. The officers also continue to provide immigration services to those who are flying internationally on a private, corporate, or charter aircraft through GFIA.

You don't have to be a business organization to consult CBP. One call to Ann or her staff can help individuals going abroad avoid Customs problems. The CBP can provide advice on passports and how to register valuable items leaving the country (such as cameras and firearms).

So, what's the one thing Ann and her staff want you to know? "That we're here," states Ann. "We are available to assist individuals with their traveling needs and businesses with their importations. A five minute call to us could prevent myriad problems later on."

For further information, please contact Ann Broker at: US Customs and Border Protection  
Gerald R. Ford International Airport  
6450 Air Cargo Drive  
Grand Rapids, MI 49512  
616.942.5245



### Airport Police Receive Federal Recognition



Federal Security Director John Mumma presents the Friendship Award to Airport Police Chief David Stricklen.

The local office of the Transportation Security Administration (TSA), the federal agency responsible for all passenger and luggage security screening at U.S. airports, has awarded the TSA's "Friendship Award" to the Law Enforcement Division at GFIA. The Friendship Award is presented to an agency or organization that has played a significant role in assisting TSA accomplish its mission of securing the nation's air transportation system.

Local Federal Security Director John H. Mumma presented the Award to GFIA Police Chief David Stricklen, commenting, "The Gerald R. Ford International Airport Police Department has consistently been a model agency with which to partner. From its inception, our relationship has been one of mutual respect, an appreciation for one another's mission, and total professionalism." →

## Grand Rapids Weather In January: Just What The Pilots Needed

On Tuesday, January 25, the weather at GRR was typical: 30 degrees Fahrenheit, winds WSW at 6.5 miles per hour with occasional gusts to 14 mph. Not the most inviting conditions we have to offer – but just what test pilots from Embraer needed.

Embraer, a Brazilian aerospace company, produces commercial, military, and corporate aircraft. It is the largest manufacturer of regional aircraft in the world.

And on January 25, test pilot Joao Rafael de C.M. da Silva and his crew brought an Embraer E190 prototype jet to Grand Rapids to test the effects of Type IV de-icing fluid on the take-off performance of the aircraft. Type IV fluid (propylene glycol) is the thickest of the de-icing fluids. As part of the certification process, aircraft must conduct these performance tests to show that aircraft handling is not hindered by the use of the fluid.



Embraer E190 Regional Jet during the January Ice Flight Test Campaign.

This was the second time Embraer had come to GRR during an Ice Flight Test Campaign. In 2002, they performed similar testing on the E170 regional jet – which is now flown commercially at GRR by United Express. So in addition to our winter weather, why test in Grand Rapids? "The conditions and facilities here are outstanding. The staff at Northern Air and the Air Traffic Controllers made our task a lot easier with their flexibility and support," said Rafael. "We will certainly consider using GRR again." Embraer anticipates the E190 will obtain certification by the end of 2005. →

<i>Embraer 190 Specifications</i>	
Wingspan	94 ft. 3 in.
Overall Length	118 ft. 11 in.
Overall Height	34 ft. 7 in.
Maximum Operating Speed	Mach 0.82 (541 mph)
Range - Full Passenger	2,200 nm
Maximum Fuel	28,377 lbs (4,173 gal)



## Passing the Torch

For 26 years, he contributed to the safety of travelers, visitors, and employees at the Gerald R. Ford International Airport. For 15 of those years, he oversaw a department of fifteen. And now, as of March 1, 2005, Fire Chief Jake Callier is passing the torch.

In 1979, GFIA served just over 924,000 people. The airport was in its 15th year at the present location. The Aircraft Rescue and Fire Fighting unit (then called Crash Fire and Rescue, or CFR) had just three firefighters on staff, who received additional help from the Police, Airfield Maintenance, and Operations personnel when needed. On February 6 of that same year, Jake Callier joined the crew as a CFR Equipment Operator – a firefighter.



“I’ve always felt like the Department of Aeronautics was a big family.”

- Jake Callier,  
Retired Fire Chief

After serving in the military, Callier became a firefighter in Alaska, where he studied and received an Associates degree in Fire Science from the University of Alaska. He also became a certified Emergency Medical Technician. Then, in 1979, Callier moved with his family back to his home state of Michigan and joined the staff of the Kent County Department of Aeronautics. In the years since, he saw the staff grow to 15 firefighters; moved with the ARFF unit into a new facility (1985); became Chief (1990); oversaw the change to 24-hour shifts, which provided for better utilization of manpower (2002); headed up the airport’s tri-annual full-scale exercises; and led the unit through several FAA inspections with no discrepancies.

Now retired, what will Chief Callier miss the most? “The teamwork, cooperation, and the friendships. I’ve always felt like the Department of Aeronautics was a big family; I’ll miss the camaraderie and the daily interactions with the crews and other staff. I’ll also miss the airport atmosphere – it’s just a great place to work.” →

## And The Winner Is...

The Gerald R. Ford International Airport “Michigan’s West Coast” photo contest results are in! In total, 163 photographs were received from 71 contestants. Images included nature shots, area buildings, attractions, events, and facilities. And the judging - though arduous - was an enjoyable task.

Many of the photos submitted may be used for various airport projects, and prizes were awarded for those judged to be the top three images. Photos were judged on criteria including:

- Is the subject matter clearly representative of West Michigan?
- Is the subject matter interesting?
- Does the photo offer a unique perspective of the subject matter?
- And, of course, is the photo a high quality/clear image?

Our winners are:

### 1st place



Thurston wins a three-piece luggage set for his image of the Point Betsie Lighthouse.



1st place photo taken by Thurston De Vos of Wyoming, MI

### 2nd place

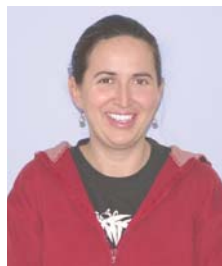


Jim wins an Olympus Stylus 105 35mm camera for his image of the Grand Haven Lighthouse and Pier.



2nd place photo taken by Jim Korringa of Ada, MI

### 3rd place



Corinne wins a Tamrac Travel Pack 71 photo backpack for her image of downtown Grand Rapids.



3rd place photo taken by Corinne Barrio of Grand Rapids, MI

Our thanks to all the contestants and congratulations to the winners!



Michigan's West Coast  
HOLLAND • GRAND HAVEN • MUSKEGON • GRAND RAPIDS





## NEWS IN BRIEF

- » The Government Finance Officers Association (GFOA) recognized the Department of Aeronautics for its annual financial report by awarding it the 11th consecutive Certificate of Achievement for Excellence in Financial Reporting. This award is presented to those government agencies whose financial reporting meets the high standards established by the GFOA.
- » The next three meetings of the Kent County Aeronautics Board will take place May 25, June 29, and July 27, 2005, at 8:30 am. All meetings are held in the International Room in the terminal building and are open to the public.
- » The Airport Virtual Tour is now available on the website at [flygrandrapids.org](http://flygrandrapids.org). This tour will take you through a typical airport experience in just under 20 minutes.
- » The 2005 Airport Profile is now available online, or you may call the Department of Aeronautics at 616.233.6000 to request a copy be mailed to you.

## Passenger Appreciation Days Start Spring Break Travel Off Right

Passengers traveling through GFIA during the first three days of the Spring Break season were once again treated to complimentary refreshments, beach balls and other giveaways, as well as contests and drawings. The return of the paper airplane-flying contest was a big hit with the kids and the young-at-heart. "Passenger Appreciation Days is just one of the ways we choose to say 'Thank you' to our community each year," said Jim Koslosky, Airport Director.



The Grand Hall hospitality station was a popular stop for travelers during Passenger Appreciation Days.

The winners of this year's paper airplane-flying contest were Brittany Hieftje of Holland, Fred McNeil of Comstock Park, and Jenn Brewer of Hudsonville. Each receives a \$100 Woodland Mall gift certificate.

Winners of the \$150 travel vouchers were Ev Lewis of Grand Rapids; Drew Poppleton of Holland, and Fred Haveman of Moline. Congratulations to all the winners and thank you to all our passengers throughout the year! →

## Sneaky Sam Loses by a Knock-Out!

The Sneaky Sam Security Challenge, now in its tenth year, has proven to be a positive and effective way of enforcing airport security rules and regulations. The program has won praise from the Transportation Security Administration. And the annual Grand Prize competition is fierce.



This year 50 airport employees challenged a badgeless "Sneaky Sam" in the Airport's restricted Security Identification Display Area (SIDA), making them eligible to compete for two top prizes: a \$400 travel voucher, and a \$100 travel voucher. On January 26, contestants (or their representative) met in the International Room to duke it out for the top prizes in a rousing tournament of Rock 'Em Sock 'Em Robots.

Displaying superior boxing techniques, Drew Klofta of Northwest Airlines advanced through six rounds to take home the grand prize. Runner-up Gene Cross of Servisair had co-worker Steve Klingensmith to thank because Steve stepped in for Gene and boxed to a second place finish.

While the Grand Prize competition may be fun, the point of the program is serious: to encourage airport employees to challenge anyone seen not displaying proper identification while in the SIDA. →

*Airport Connections*, the newsletter of the Gerald R. Ford International Airport (GFIA), is published quarterly by the Kent County Department of Aeronautics. We encourage our readers to contact us with comments, suggestions and submissions. Also, if you are not already receiving *Airport Connections* by mail and wish to be added to the mailing list, please call the Kent County Department of Aeronautics at 616.233.6000. For additional information, be sure to visit us on the web at [www.flygrandrapids.org](http://www.flygrandrapids.org).

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