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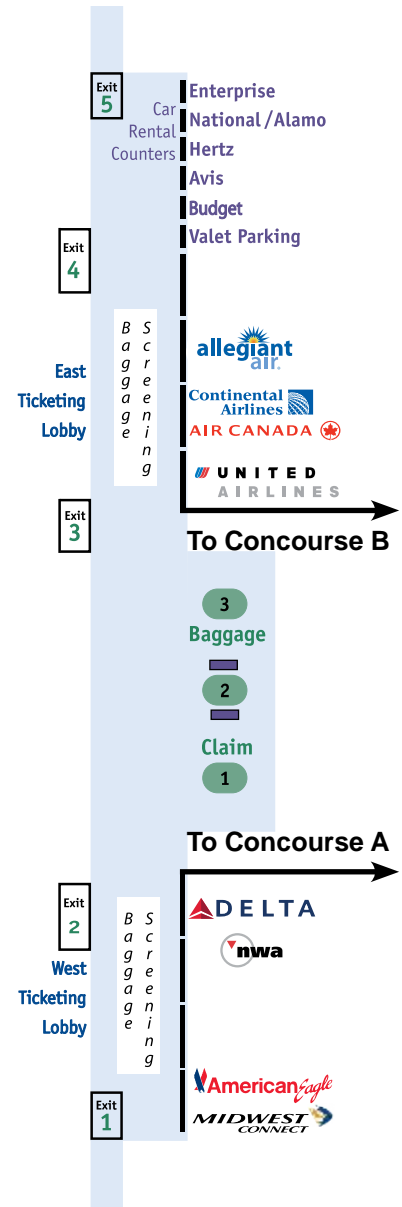
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Airlines Land In New Locations

Over the summer months, a few airlines at GFIA moved their operations within the passenger terminal facility. In order to help you fly through the airport on your next trip, here is an overview of airline locations.

- **Delta Air Lines** has moved from the east ticketing wing to the west ticketing wing as the next step of the Delta/Northwest merger. Passengers with tickets for Delta and **Northwest Airlines** should report to this consolidated ticket counter for all of their travel needs. All flights for Delta and Northwest now arrive and depart on Concourse A.
- **Allegiant Air**, which began operating at GFIA in February, continues to be located in the east ticketing wing. Flights arrive and depart on Concourse B.
- The **Continental Airlines/Air Canada** ticket counter remains in the east ticketing wing, and flights still arrive and depart from Concourse A.
- **United Airlines** ticket counter continues to be located in the east ticketing wing, and flights arrive and depart on Concourse B.
- **Midwest Airlines** has consolidated its ticket counter operations with **American Eagle** in the west ticketing wing. Midwest flights continue to arrive and depart on Concourse A. American Eagle flights arrive and depart on Concourse B.

Overhead signage at the curb front has been changed to reflect these moves. All baggage claim activities remain in the center of the front lobby area, and travelers are encouraged to use the information displays atop the carousels to locate luggage from their flight. For all baggage claim questions, contact a customer service representative at your airline's ticket counter.



Airport's Website Expands Customer Service

There's a new feature on the Gerald R. Ford International Airport website (www.flygrandrapids.org) that may aid in the planning of your next trip.

Located near the navigation bar on each page of the website, this "web widget" online tool provides up-to-the-minute information on airfare to a variety of destinations from GRR (see sample on page 2). The data is compiled and provided by the website *AirFareWatchDog.com*, which uses a variety of software tools and several staff persons to search the Internet, verify the availability of the flights, and ensure that the advertised fare is truly a "deal" for customers.

The scrolling list of destinations is just a sample of all the locations for which *AirFareWatchDog.com* provides fare information. Don't see your destination listed? No problem! Just click on the blue button below the scrolling marquee to be redirected to its home page where you can look for fare deals to hundreds of destinations based on a variety of criteria.

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Military Arrives In Full Force

Today 1.3 million service members comprise the National Guard and Reserve (collectively called the Reserve Component), representing nearly half of our nation's total military strength. Serving in the National Guard or Reserve presents unique challenges. Unlike their Active Duty counterparts, members of the Army and Air National Guard, Army Reserve, Air Force Reserve, Marine Corps Reserve, Navy Reserve, and Coast Guard Reserve serve their nation part-time and work for civilian employers full-time. The U.S. Census Bureau estimates the number of employers who employ members of the Reserve Component is 125,000.

Since the events of 9/11, more than 600,000 Reserve Component members have been mobilized. The resulting impact on civilian employers is significant, particularly when considering that 64% of these employers are nongovernmental companies or institutions—most employing fewer than 500 people. That's where ESGR comes in.

The Employer Support of Guard and Reserve (ESGR) was chartered by the Department of Defense in 1972. It is tasked to work through a nationwide network of nearly 4,500 volunteers and a small, full-time support staff to inform and educate hundreds of thousands of Reserve Component members and their employers regarding their rights, responsibilities, and best practices, and to develop and maintain relationships with employers. One of the ways they do this is by hosting a variety of events, including the recent Armed Forces Day Aviation Event held at the Amway Aviation facilities.

On Friday, May 15, instead of the normal assortment of corporate aircraft, the Amway Aviation hangars housed a WW-II era B-17

This UH-60 Black Hawk Helicopter was a popular exhibit at the ESGR Armed Forces Day Event at the Amway Aviation Facilities.



aircraft (provided by the Yankee Air Museum), a UH-60 Black Hawk helicopter, and an A-10 Thunderbolt II, along with a US Coast Guard 25' response boat, an Army Reserve HMMWV M-1114 (or "Humvee"), and a number of other military vehicles. Accompanied by more than 50 servicemen and women, these vehicles were just a small representation of what is in use by our military today.

So, how did all these military vehicles end up in the Amway Corporate Aviation hangars? "Amway/Alticor has a long history of support of the United States military servicemen and women. Several years ago, I was invited to attend a 'Boss Lift' event as a representative of Amway," states Rick Fiddler, director of aviation for Amway Aviation. "I was very impressed with the ESGR organization. So, when they indicated that they needed a host site for their Armed Forces Day event, we were honored to step forward and offer our facilities."

For more information on ESGR, visit its national website at www.esgr.org, or the West Michigan Chapter website at www.westmichigan-esgr.org.

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It is important for site visitors to know that *AirFareWatchDog.com* does not sell airline tickets, does not receive remuneration from airlines for listing fare information, and does not compensate the airport in any way for using this product. *AirFareWatchDog.com* is best described as a low-fare listing site that provides fare data at no charge to the public or other websites. It provides the site user with links to the location where the tickets can be purchased. *AirFareWatchDog.com* generates revenue through advertising contracts with other vendors. *AirFareWatchdog.com* is also the only low-fare listing site that includes fares for all airlines, including niche carriers, and it tracks promo code fares that are marketed directly to consumers.

So, when planning your next trip, make your first stop www.flygrandrapids.org. You just might find the fare deal you're looking for!

Shown at right, the *AirFareWatchDog.com* widget is available on all internal pages of the airport's website. To check for fares not listed in the scrolling marquee, simply click on the blue button below the marquee to be redirected to *AirFareWatchDog.com*'s home page, where you can check fares to hundreds of destinations.

A screenshot of a web widget for the Gerald R. Ford International Airport. The widget has a dark blue header with the airport's name. Below the header is a navigation menu with links for HOME, ABOUT US, AIRPORT AMBITIOUS, SCHEDULE, AIRLINES & TRANSPORTATION, and HEALTH & SECURITY. The main content area is titled "BEST FARES" and includes sections for "START RIGHT HERE!", "LOCAL TRAVEL AGENCIES", "TRAVEL WEBSITES", and "BEST FARES". The "START RIGHT HERE!" section explains that the widget provides low fare information. The "LOCAL TRAVEL AGENCIES" section lists several agencies. The "TRAVEL WEBSITES" section lists several websites. The "BEST FARES" section lists several destinations with their respective fares and airlines. A blue button at the bottom of the widget is labeled "Click here to see more fares".

Security Enhancements Come To GFIA

Soon, GFIA will be the recipient of just over \$770,000 being made available through the Department of Homeland Security's Transportation Security Administration (TSA) as a part of the American Recovery and Reinvestment Act. These funds will be used to upgrade and expand the security access control and video surveillance system in use at the airport.

With these funds, 44 new cameras will be installed for use by the TSA to monitor the passenger and baggage screening areas. In addition, the airport will upgrade the current access control servers and software, upgrade the Closed-Circuit Television (CCTV) servers and software, upgrade the video storage array, replace six existing cameras, and add three new cameras.

In addition to those mentioned above, 58 new cameras are being installed in and around the parking garage and terminal curb front as part of the Terminal Area and Parking Improvement Program.



Transportation Security Administration

On Approach

As summer begins to draw to a close, so does much of the work on the GFIA Terminal Area and Parking Improvement Program. The last of the parking garage structural concrete has been poured, and the large tower cranes are being replaced with smaller units needed to finish various phases of the project. Much of the once-visible work is now occurring within the levels of the parking garage, inside passenger sky bridges and gateway entrance facilities, and inside the passenger terminal building.

For many airport patrons, the most noticeable work is the installation of new flooring in the ticketing wings of the passenger terminal building. The contractor's work is completed primarily during the late evening and overnight hours, to minimize the disruption to the traveling public.

The new elevator/escalator lobbies, which allow pedestrians to pass safely above street level between the parking garage and passenger terminal facility, are nearly finished and incorporate familiar elements into the design—colors of warm sand and cool water along with the ubiquitous wave motif.



Outside, security bollard installation continues along the curb front area on a phased installation schedule to minimize interference with vehicle traffic. Across the drive from the curb front, the framework is taking shape for the welcome wall, which will showcase large-format photographs of Michigan's West Coast on the face of the parking garage.

Above street level, interior finish work has begun in the pedestrian sky bridges, as well as in the associated elevator lobbies in the parking garage. Construction activities for the light courts are nearing completion, and the concrete surface finishing in the garage is well underway. At a slightly higher elevation, weather sealing work and bird netting installation on the roadway canopy are wrapping up.

Beginning soon, airport patrons will see construction activities resume toward the east end of the parking garage as the rental car customer service center facilities are built. Starting in mid-September, the commercial vehicle lanes will open. These lanes will accommodate all customer traffic for a brief period as the terminal curb front roadway is finished and striped.

Giving From The Heart

Twice each year, GFIA partners with Michigan Community Blood Centers (MCBC) to host a blood drive at the airport. The most recent drive was held May 15.

Previous Total	736 pints
Given 05/15/09	21 pints
Total donated at airport drives	757 pints

GFIA and MCBC would like to thank all who participated in the blood drive. Special recognition goes out to Myron Huebner of the GFIA facilities division who received his 2-gallon pin at this drive.

Join us for our next blood drive on Friday, September 25, 2009.

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News In Brief

- » The Kent County Department of Aeronautics welcomes Ward Walters, P.E. to the position of civil engineering manager. Walters is responsible for managing the development and implementation of engineering and architectural improvements; managing environmental programs; and coordinating compliance with federal, state, and local environmental regulations, design parameters, and building and zoning codes. He has more than 35 years of design and construction management experience, including at GFIA. He is a graduate of the University of Michigan.
- » At a recent firearms qualification, Airport Police Officer Angela Silsby achieved the rating of “Top Gun” for marksmanship. This rating is achieved by scoring the most points as determined by accuracy using rifle, shotgun, and pistol firearms from distances ranging from 2–100 yards. Officer Jeff Smeenge closely followed with his second-place finish.
- » The GFIA Field Maintenance unit was presented with a First Place Idea Corner Award at the 2009 International Aviation Snow Symposium held in Buffalo, NY. This year’s submission was a safety ladder, railing, and platform — developed and manufactured by staff — that attaches to the front plow hitch of the snow removal vehicle, allowing staff safe access to the windshield area for maintenance.
- » GFIA will be partnering with Michigan Community Blood Centers to host a community blood drive on Friday, September 25, 2009, in the International Room in the passenger terminal building. You may pre-register for a time on our website at www.flygrandrapids.org/BloodDrive.php or by contacting Donna Thomas, office administrator, at (616) 233-6046. Walk-ins are also welcome.
- » The next three meetings of the Kent County Aeronautics Board will take place August 26, September 30, and October 28, 2009, at 8:30 am. All meetings are held in the International Room in the passenger terminal building and are open to the public.

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For the latest updates on the parking status at GFIA, you may visit our website at www.flygrandrapids.org/RampUp.php.

Throughout the project, we thank you for your patience and your patronage of Gerald R. Ford International Airport.

Airport Connections is the quarterly newsletter of the Gerald R. Ford International Airport. We encourage our readers to contact us with comments, suggestions, and submissions. If you wish to be added to the mailing list for *Airport Connections*, please contact the Kent County Department of Aeronautics:

Phone: 616.233.6000

Fax: 616.233.6025

Web: www.flygrandrapids.org

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Airport Employee Information Corner

GFIA uses two plan documents to guide storm water management activities at the airport. These documents are the Storm Water Management Program Plan (SWMPP) and the Storm Water Pollution Prevention Plan (SWPPP).

The SWMPP describes the “Six Minimum Measures” that are used to protect storm water quality. These include education (our employees, tenants, and contractors), public participation, construction and post-construction controls, preventing illegal and accidental spills and discharges, and other pollution prevention measures such as various good housekeeping practices.

The SWPPP, on the other hand, contains an inventory of materials that could potentially pollute storm water, and the activities used to prevent or reduce their exposure to storm water runoff. Both plans are available at www.flygrandrapids.org/Enviro.php.

Anything that comes into contact with precipitation or runoff at the airport has the potential of getting to the local waterways. Anyone observing practices or situations that appear to have the potential to negatively affect the quality of storm water at the airport should call Airport Communications at 233-6055.

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