



## INSIDE THIS EDITION

- 2 | *Local United Team Earns Star Award*
- 2 | *Parking Rates Unchanged For 2009*
- 2 | *Sounds Of The Season Echo In The Halls*
- 3 | *Aeronautics Board Vice Chairman Completes Term; Board Welcomes New Member*
- 3 | *Toys for Tots Drive A Success*
- 4 | *News In Brief*
- 4 | *Airport Employee Information Corner*

## Nonstop Service To Sun And Fun

As the mid-winter blues have set in, getting away to destinations in the sunny south just got easier. Beginning Tuesday, February 3, Allegiant Air comes to GFIA to serve two Florida destinations — Orlando-Sanford and Tampa/St. Petersburg. Additionally, Allegiant Air will begin nonstop service to Las Vegas on May 1.

On November 10, GFIA and Allegiant Air held a news conference to announce the exciting addition of Florida service. “We are pleased to bring the Allegiant brand of low-fare, nonstop jet service to Grand Rapids,” Maurice J. Gallagher, Allegiant Air president & CEO, said. “This is an exciting new addition for our airline and our customers as we launch nonstop jet service between West Michigan and Florida.” The airline said its market research and input from local community leaders indicate that the West Michigan community will welcome the new nonstop flights and low fares to both Orlando and Tampa Bay as an alternative to connecting flights or long-distance drives.

On January 27, GFIA and Allegiant Air held a second news conference to announce the addition of Las Vegas as a nonstop destination from GRR. “The enthusiastic response of the West Michigan market to our Florida service allowed us to expand our offerings and add another world-class destination from GRR,” John Fenyes, Allegiant Air director of sales, said.

“In light of the current economic slump, this new air service from Allegiant is very welcome news indeed for West Michigan,” James Koslosky, A.A.E., executive director, said. “This low-fare air service will play a significant role in moving us toward a balanced mix of service that best meets the needs of our customers and our region.”



Allegiant Air, a subsidiary of Allegiant Travel, is focused on linking travelers to world-class leisure destinations such as Las Vegas, Phoenix, Fort Lauderdale, Fla., Orlando, Fla. and Tampa/St. Petersburg, Fla.

**allegiant**

*continued on page 2*

## Ramp Up! Project Update

### Curb Front Reopens | Excavation Begins Anew | Progress Continues

As 2008 drew to a close, several significant milestones were evident related to the Terminal Area and Parking Improvement Program project. On Friday, December 5, the passenger terminal curb front and roadway reopened to the public. This brought to an end the use of the temporary curb front and walkways that had been in use for nearly a year. While construction activities continue along the curb front for



the remainder of the construction project, impact on customers will be minimal.

The new roadway and curb front area receive protection from the elements provided by the glass canopy overhead. While nearly all the glass panels have been installed, some finish work and sealing will continue in the spring. Just below, interior work continues on the pedestrian sky bridges, vestibules, and escalator lobbies, as well as at the transit station for the Rapid.

**ramp up**

*continued on page 3*

## Local United Team Earns STAR Award

We've all heard of the "snowball effect." One thing leads to another, and another, and so on until everything seems out of control. Well, at United Airlines, they have a program designed to address just that issue. It's called the STAR Reliability Recognition Program, which promotes efforts to "start the airline right" and drive on-time performance.

On-time departures is just good business for any airline, and United's STAR program focuses on pre-planning for each flight to help avoid delays. Pre-planning tasks include myriad details ranging from seat assignments and boarding to identifying passengers with special needs to managing carry-on bags.

Part of the motivational program includes a traveling trophy. The station that exceeds its monthly goal and posts the highest STAR performance receives the trophy to display for employees and customers. For the winners, the award honors achievement and sparks a little competition. For the Grand Rapids station, which won a monthly STAR Award for the first time in November, the team wants to maintain their top-performing ways. "We are focused on keeping the traveling trophy at our station," says Diana Weiss, general manager.

Additionally, the GRR station won a STAR Award for customer service for the third quarter of 2008 among airports of similar size. Congratulations to the entire United Airlines team at GRR!

### allegiant

*continued from page 1*

Founded in 1997, Allegiant Air currently provides air travel from more than 70 cities across the United States.

At GFIA, eight air carriers provide non-stop service to these 18 destinations: Atlanta, Chicago-O'Hare, Cincinnati, Cleveland, Dallas/Fort Worth, Denver, Detroit, Houston, Las Vegas, Memphis, Milwaukee, Minneapolis/St. Paul, New York-LaGuardia, New York-Newark, Orlando, Tampa/St. Pete, Toronto, and Washington DC-Reagan National.

## Sounds Of The Season Echo In The Halls

From December 8 through 12, the passenger terminal building's Grand Hall was transformed by the sounds of the holiday season. Airport patrons and employees were treated to a wide range of musical stylings from classical Latin arias to classic carols to some new twists on old favorites.

This year's Airport Holiday Music Festival included 18 area middle and high school choral groups. The Department of Aeronautics would like to thank the following schools for sharing their talented groups with us:

- Caledonia High School
- Caledonia Middle School
- Creston High School
- Cross Creek Charter Academy
- East Grand Rapids High School
- East Kentwood High School
- Grand Rapids Christian High School
- Jenison Christian Schools
- Legacy Christian Middle School
- Moline Christian Middle School
- Northpoint Christian High School
- Ottawa Hills High School
- Potter's House Middle School
- Wyoming Park High School



The Northpoint Christian Middle School Choir, performing under the direction of Lisa Spangler, entertained airport patrons with a mix of classic carols and contemporary holiday songs.

## Parking Rates Unchanged for 2009

Parking rates at Gerald R. Ford International Airport are as follows:

### Short-term Parking:

\$2 first hour

\$1 per additional ½ hour

\$24 daily maximum

**no overnight parking in this lot**

### Long-term Parking:

\$2 per hour

\$8 daily maximum

\$48 weekly maximum

### Express Shuttle Parking:

\$2 per hour

\$8 daily maximum

\$48 weekly maximum

### Valet Parking:

\$17 per day

\$10 for five hours or less

*For all parking (except Valet) there is an \$8 lost-ticket fee if original parking stub is not presented when exiting the parking facility.*

For your convenience, we offer a parking calculator on the airport website to assist you in estimating your parking fees. Visit [www.flygrandrapids.org](http://www.flygrandrapids.org) for more information.

## Aeronautics Board Vice Chair Completes Term; Board Welcomes New Member

December 17 marked the final Aeronautics Board meeting for citizen member and Board vice chairman Tom O'Hare, whose term expired December 31, 2008.

Mr. O'Hare was certainly no stranger to the airport industry, nor to the Kent County Department of Aeronautics, when he was appointed to the Aeronautics Board in 2002. During his career in the food service and management industry, he was employed by the Host division of Marriott, Inc., overseeing 80 airport concessionaire programs, one of which was GFIA

Reflecting on his unique perspective of being on both sides of the industry, Tom said, "When you look across the landscape of the industry, and look at (executive director) Jim Koslosky and the team that he has assembled – both individually and collectively – I can say without reservation, that this group of people stands shoulder to shoulder with the very best of the best that are out there. It has been a pleasure to have been associated with the Board this past six years and to have worked with this team."

At the December Board meeting, Board chairman John Van Laar said, "We have been blessed to have Tom on the Aeronautics Board with us these past six years. We regretfully accept his resignation, and wish him the best of luck in the future."

Joining the Aeronautics Board is citizen member Floyd Wilson, who was appointed on January 8, 2009 to a three-year term by the Kent County Board of Commissioners. Mr. Wilson is the executive vice president of human resources at Metro Health. Before joining Metro Health, Mr. Wilson worked at Spectrum Health and D & W Foods in Grand Rapids.



In addition to his position on the Aeronautics Board, Mr. Wilson serves on the boards of Goodwill Industries, Goodwill International, and Mary Free Bed Rehabilitation Hospital (orthopedics and prosthetics). He is actively involved with the Grand Rapids African American Health Institute, Society for Human Resource Management, and Alliance for Health (West Central Michigan Health Care Regional Skills Alliance). Mr. Wilson is also an active United Way participant and coaches youth athletics. When asked about his interest in the Aeronautics Board, Mr. Wilson replied, "Health care decisions have traditionally been made locally with your physician and hospital as the center of your health care. As industries have moved into national and global markets, we in health care are not immune to this change. We have seen national and international health care consultants being utilized with increasing frequency. In order to access this increasingly global commerce, we must continue to develop our airport facilities, as well as remain engaged with our airline partners in retaining and enhancing air service."

In other Aeronautics Board news, John Van Laar was re-elected as chairman and Kent County Commissioner Ted Vonk was elected as vice chairman for 2009.



### ramp up *continued from page 1*

Across the road, excavation workers removed the temporary roadway and curb front to make way for the southern portion of the parking deck. Concrete footings are being poured in preparation for the remainder of the deck to be built. The south portion of the deck will be built from the mid-point to the east and west, tying it together with the recently-constructed northern portion of the structure.

Meanwhile, terra cotta panels are going up on the north and west exteriors, and plumbing, electrical, lighting, and steel guard post installation work continues on the interior of the completed portion of the deck. Just a bit to the west, work continues on the gateway entrance plaza as the northern half of the entrance plaza begins to take shape.

For the latest updates on the parking status at GFIA, you may visit our website at [www.flygrandrapids.org/RampUp.php](http://www.flygrandrapids.org/RampUp.php). You may also sign up to receive e-lets in your inbox.

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

## Toys For Tots Drive A Success

The GFIA Aircraft Rescue Fire Fighters once again collected donations for Toys for Tots during the recent holiday season. The collection began November 21 and ran through December 17, with an Open House on Saturday, December 6. Airport employees, patrons, and visitors generously donated so many toys, games, dolls, puzzles and stuffed animals that the donation box was overflowing (one family donated two 21" bikes and helmets!). Visitors during the Open House were among the first to see the airport's brand new Oshkosh Striker 1500 fire truck. Also on hand was Len O'Kelly from 98.7 FM, broadcasting live from the fire station.

The Grand Rapids Santa Claus Girls coordinate the distribution of Toys for Tots donations to qualified families of Kent County.

Thanks to all of our donors for your continued generosity.



## News In Brief

- » The Government Finance Officers Association (GFOA) recognized the Department of Aeronautics for its annual financial report by awarding it a 15th 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.
- » In November, the Federal Aviation Administration performed its annual FAR Part 139 Airport Certification Inspection at GFIA. For the sixth consecutive year, the airport received “zero discrepancies,” meaning there were no issues that required corrective action.
- » Bruce Schedlbauer, APR, marketing and communications manager for GFIA, has been elected to a second three-year term on the Board of Directors of the West Michigan Tourist Association (WMTA). Bruce currently serves as vice chair of the Board. WMTA is the oldest continually-operating regional tourist association in the nation, with a membership base of 800+ members from throughout the western half of Michigan’s Lower Peninsula.
- » The next three meetings of the Kent County Aeronautics Board will take place February 25, March 25, and April 29, 2009, at 8:30 am. All meetings are held in the International Room in the passenger terminal building and are open to the public.
- » Airport tenant operator Northern Jet Management was recently named a 2008 Sentient Best Service Award winner. This award, given each year by Sentient, a pioneer in private jet management, recognizes service excellence by those operators who regularly go above and beyond for their customers.

## Airport Employee Information Corner

Gerald R. Ford International Airport (GFIA) has acres of paved runways, taxiways, aircraft aprons, parking lots, buildings and hangars. When rain or snowmelt runs off these surfaces, it can take various materials into storm drains and eventually to local waterways. Everyone’s activities at the airport — including ground crews, pilots, and tenants — can affect storm water quality. One of GFIA’s storm water management goals is identifying and promoting best management practices (BMPs) to prevent pollution.

Storm water management is a joint effort between airport staff and tenants. The airport is responsible for documenting BMPs, as well as educating tenants about their responsibilities. Tenants are responsible for implementing BMPs to mitigate impacts to storm water from their operations. BMPs currently being implemented at GFIA include:

Structural BMPs	Non-Structural BMPs
» Indoor/roofed material storage	» Maintenance and inspections
» Underground storage	» Good housekeeping
» Secondary containment	» Material handling and storage requirements
» Catchbasin inserts (for aircraft de-icing)	» Spill response procedures
» Oil/water separators	» Training and education

GFIA’s Storm Water Management Program (SWMP) and Storm Water Pollution Prevention (SWPP) Plans are both available at <http://www.flygrandrapids.org/Enviro.php>. Any observed situations that appear to have the potential to negatively affect the quality of storm water at the airport should be reported to Airport Communications at 233-6055.

*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

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**Web:** [www.flygrandrapids.org](http://www.flygrandrapids.org)

**Kent County Aeronautics Board** | John Van Laar, chair; Ted Vonk, vice chair; Dean Agee; Joe Tomaselli; Dick Vander Molen; Floyd Wilson, Jr.

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