

Flight Lines

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GOAA EMPLOYEES HELP FEED THE HUNGRY



GOAA FOOD DRIVE COMMITTEE
FRONT ROW: VERA WALKER, PUBLIC AFFAIRS, MICKEY AGOSTINI, ARFF, PAM L'HEUREUX, FINANCE AND DAWN GAYE, HR, COMMITTEE CHAIR, BACK ROW: MARCIO CICARINI, MATERIAL CONTROL, KEN OSTROW, GRAPHICS, CHRISTINA RANDOLPH, MAINTENANCE AND FRANK BROWNE, CONCESSIONS. NOT PICTURED: KAREN KOSIUSKO



Authority staff members contributed over 650 items to the Second Harvest Food Bank. The food collected in the Spring drive goes to non-profit agencies in six Central Florida counties. Some of the types of agencies benefiting from the efforts of GOAA employees include: emergency food pantries, soup kitchens, homeless shelters, shelters for battered women and children, low income day care centers, summer camps and HIV/AIDS programs.

The committee wishes to thank all GOAA staff for your help in feeding the hungry and making the event a success.

AIRSIDE 3 RENOVATIONS NEAR COMPLETION



Renovations to one of the two original 1981 airside are substantially complete at Orlando International. Airside 3, gates 30-59, opened nearly 28 years ago as part of the current Orlando International Airport terminal complex. That airside is now part of a 300 million dollar renovation and modernization project to offer more amenities for travelers primarily flying United Air Lines, US Airways and Spirit Air. The current renovations began in October 2006 with a

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BEST INDUSTRIAL USER OF 2008



Dan Carrington, the Authority's Environmental Project Manager, accepts a trophy and award which is given annually by the City of Orlando Environmental Control Section to the "Best Industrial User of 2008".

Orlando International Airport performed best in the city's Industrial Waste Pretreatment Program for the year. Dan and the environmental department oversee the sanitary and sewage treatment program which has been recognized for its compliance with city rules.

"It's not a glamorous job, but someone's got to do it" says Dan. The award is a confirmation and recognition that this important aspect of the airport's operation is taken care of correctly and a continuing reflection of the ongoing care and concern for the environment...

Congratulations, Dan!

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Dear **Mr. Paul Issler**:

We have closed our business at the airport due to the economy and I wanted to share with you my complement to you and your staff.

In every instance the **Permit Office** was professional and courteous to us and I always felt the "playing field" was level and the rules applied consistently. As I've said before, if I had your staff I could take over the world!

When we were contacted about compliance with an issue, I always felt like if we didn't immediately comply, it was equivalent to disappointing my mother!

Best wishes to you and your staff and thank you for the relationship.

Sincerely,
John K Freeman
 President, Best Coach USA

To Whom It May Concern,

I would like to express my appreciation of **Alan Griggs** and **Isabel Pena**. My husband who has Parkinson's Disease was trying to locate our car in terminal "B" while I (recovering from a broken leg and hip) waited with a friend on another level.

Your employees noticed my husband checking cars up and down the aisles for over an hour while unknown to him or us we were in the wrong terminal! After they observed him, they determined he was in the wrong place and drove him to meet us and then explained about the two terminals.

They were very courteous and helpful we were tired and nervous wondering what took him so long and felt something was amiss. Maybe he fell or? That is where Alan and Isabel were so great, they assisted him and then explained his delay in finding the car. We are certain we were not the only ones but your employees made us glad we were at Orlando Airport with helpful people.

Sincerely,
Carol and Stan Strom
 Bridgton, Maine

Just wanted to compliment **Jim Howard** on his handling of my ticket situation. He was very calm and diplomatic when discussing the matter and I was pleasantly surprised at the result. I really appreciated that you have good representatives like him working for you.

Thank you
Adam Damerow

To **Brian Keene, Continental Airlines Station Manager**:

I wanted to pass along our thanks and commendation to your employee, **Joe Ventrello**, who observed one of our bag theft suspects, loitering near your carousels today. Joe followed him, contacted the Comm Center with a description, and we were able to locate the suspect, who has an indefinite trespass warning at the airport. He went to jail before any bags could be stolen.

Thanks to Joe for his great observation and initiative.

Sgt. Dennis Ahern
 Orlando Police Department

ENTERPRISE AND THRIFTY CAR RENTALS NOW AT ORLANDO INTERNATIONAL



The buses shuttling passengers to and from Enterprise and Thrifty rental car agencies at Orlando International are gone. The reason, Enterprise and Thrifty are now renting vehicles and operating from level one of the main terminal building. Their arrival is made possible in part because new agreements and the creation of expanded quick turnaround areas (QTA). The project, which is taking place next to the "A" and "B" parking garages, gives travelers more rental car options when traveling to and from Orlando International Airport.

ORLANDO INTERNATIONAL MAINTAINS RANKING AS TOP RENTAL CAR MARKET



ARTIST RENDERING OF NEW QUICK TURN-AROUND FACILITY

When completed up to 96 percent of the area's rental car companies will have the ability to rent vehicles on airport property. That's the bottom line to the construction project taking place behind both the "A" and "B" garages. When completed in Spring of next year, the quick turn-around area expansion project at Orlando International Airport enables rental car companies to process, fuel, wash and maintain their vehicles for the public.

AIRSIDE 3 RENOVATIONS NEAR COMPLETION



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projected completion set for this summer.

The renovation adds new restaurants like Ruby Tuesday, Wendy's, Freshens, Nature's Table, Qdoba and Pancho's and retail shops beyond the security checkpoint. Travelers and employees going to the newly renovated terminal will also be able to experience higher ceilings with new skylights, new carpeting, marble flooring, elegant finishes, new air conditioning, electrical and infrastructure systems and new seating just to name a few of the upgraded offerings.

In total over 25 thousand square feet of dining and retail space has been added to airside 3.





NEW DINING OPTIONS OPEN ON AIRSIDE 1



Massive renovations and upgrades are underway on airside 1. One of the first areas tackled was the creation of a new food court. Passengers heading to gates 1-29 can now enjoy Burger King, Famous Famiglia Pizzeria, Café Brioche Doree Bakery and Cold Stone Creamery. Once the work is completed it will resemble airside 3 which now sports a new skylight, open-air hub with new flight information displays and new carpet.

CONSTANT TRAINING KEEPS ARFF UNITS READY



Using grant money, the Greater Orlando Aviation Authority Aircraft Rescue Fire Fighting (ARFF) department conducted a training drill in conjunction with the University of Miami. The drill allowed ARFF members to train in various disciplines that focused on recognizing threats and protecting emergency responders.

By working with the University of Miami, which is nationally recognized as having one of the top courses of its type in the country, two ARFF members are now qualified to teach the course to national standards. Lieutenant Norm Massicotte and Engineer Andy Thompson now give GOAA and ARFF valuable Department of Homeland Security expertise.



GOAA PARTICIPATES IN HISPANIC BUSINESS EXPO



The Greater Orlando Aviation Authority along with a number of our airline partners took part in this year's annual Hispanic Business Expo at the Orange County Convention Center.

Southwest Airlines, TAM, AeroMexico, JetBlue, and Copa all participated to help reach out to the Hispanic business community throughout Central Florida. Thousands turned out for the event and hundreds stopped by the GOAA booth to also learn more about new air service options and what the airport has to offer the entire community.



CLEAR REGISTERED TRAVELER PROGRAM CELEBRATES ONE MILLION PASSENGERS AT ORLANDO INTERNATIONAL



It's taken less than four years and already the CLEAR registered traveler program, using state-of-the-art biometrics, has helped over a million passengers expedite their travels through security at Orlando International Airport (MCO).

Nationwide the CLEAR program now has 21 participating airports but it all started at Orlando International. Since the early days of only being able to enroll at MCO the registered traveler program has really expanded. Currently there are over 260 thousand CLEAR members across the country.

SERVICE UPDATE

June 2009

New Service

AirTran Airways
Allentown, PA4 flights per week
AirTran Airways
Asheville, NC3 flights per week
AirTran Airways
Atlantic City, NJ 3 flights per week
AirTran Airways
Charleston, WV3 flights per week

Resume Service

AirTransat
Montreal/YUL, Quebec 1 flight per week
AirTran Airways
Knoxville, TN4 flights per week
Delta Air Lines
Mexico City, Mexico2 flights per week
US Airways
Hamilton, Bermuda 1 flight per week
Air Jamaica
Montego Bay, Jamaica7 flights per week
AirTran Airways
Boston, MA7 flights per week
Martinair
Amsterdam, Netherlands3 flights per week

Increase in Service

Midwest
Milwaukee, WI14 flights per week
Northwest
Detroit/DTW, MI49 flights per week
AeroMexico
Mexico City14 flights per week
AirTran Airways
Atlanta, GA84 flights per week
Sun Country
Minneapolis, MN7 flights per week
Lufthansa
Frankfurt, Germany7 flights per week
Northwest
Minneapolis, MN28 flights per week
US Airways
Charlotte, NC63 flights per week
WestJet
Calgary, Alberta3 flights per week
WestJet
Toronto, Ontario14 flights per week

WANTED: GRADUATES OF 2009

It is graduation season again, a time for moving onward and upward.

The Greater Orlando Aviation Authority (GOAA) is proud of our grads and would like to honor them in an upcoming issue of Flight Lines. If you are a proud parent, guardian or spouse of a 2009 high school or college graduate please let us know and send us a picture to include in future issues.

Information can be submitted by sending an e-mail to rcjohnson@goaa.org. Include the name of the graduate, the name of the school they graduated from, the name of the GOAA employee they are related to and the department of that employee. If you know the student's future plans, i.e. University of Central Florida, US Army, Bob's Accounting Service, etc., please include that as well.



GOAA EMPLOYEES WHO RECENTLY GRADUATED FROM EMBRY RIDDLE AERONAUTICAL UNIVERSITY
CEDRIC WELLS, WAHERDA SIWJI, DAMION GRAHAM,
AND DALLA GOMANGO

Pictures may be contributed to the special issue by accessing the GOAA network and going to the "rjohnson" folder on the "G" drive. If employees do not have access to the "G" drive they may submit pictures to the above email address. Sometimes the old fashioned way may work best and pictures and information can be submitted in person or through intra-office mail to the Public Affairs office in the GOAA offices on the third level of the main terminal building next to the East security checkpoint gates 60-129.

We look forward to receiving your submission before the cutoff date of July 17 and sharing in your pride during this festive graduation season.

PLEASE NOTE:

THE DEADLINE TO SUBMIT INFORMATION AND PICTURES IS JULY 17, 2009.

MARTINAIR RETURNS TO ORLANDO INTERNATIONAL

Martinair resumes operations at Orlando International Airport starting October 15. Martinair will offer three non-stop flights per week between Orlando and Amsterdam in the Netherlands.

Martinair returns with Boeing 767-300 ER aircraft capable of transporting two-class service seating of 274 total passengers.



APRIL PLANE SPEAKING

	APRIL 2009	APRIL 2008	% CHG	ROLLING 12 Mos. 2009	ROLLING 12 Mos. 2008	% CHG
MCO TOTAL PASSENGERS	3,087,873	3,329,515	(7.26)	34,174,733	37,266,184	(8.30)
MCO TOTAL OPERATIONS	26,679	31,084	(14.17)	314,516	363,889	(13.57)
ORL TOTAL OPERATIONS	9,595	12,394	(22.58)	121,773	147,718	(17.56)