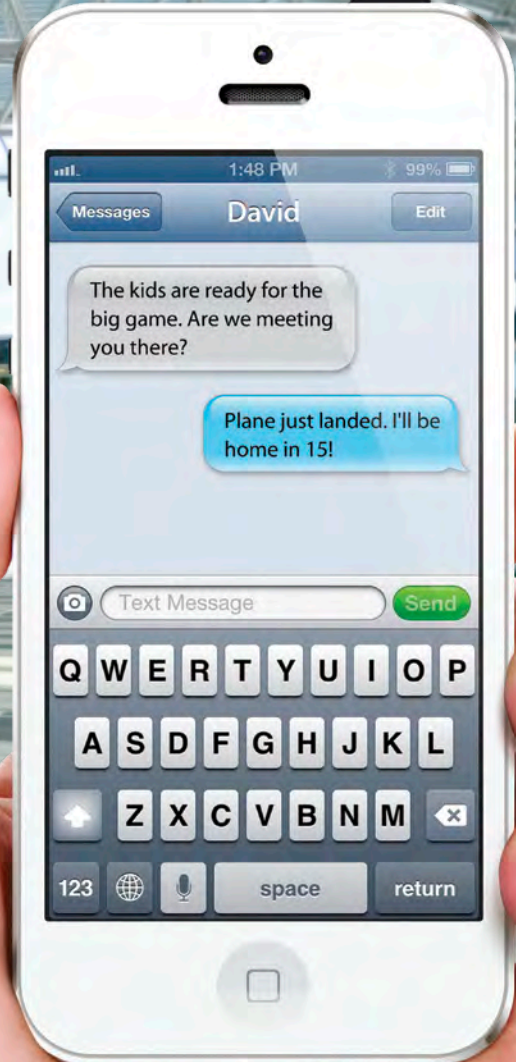
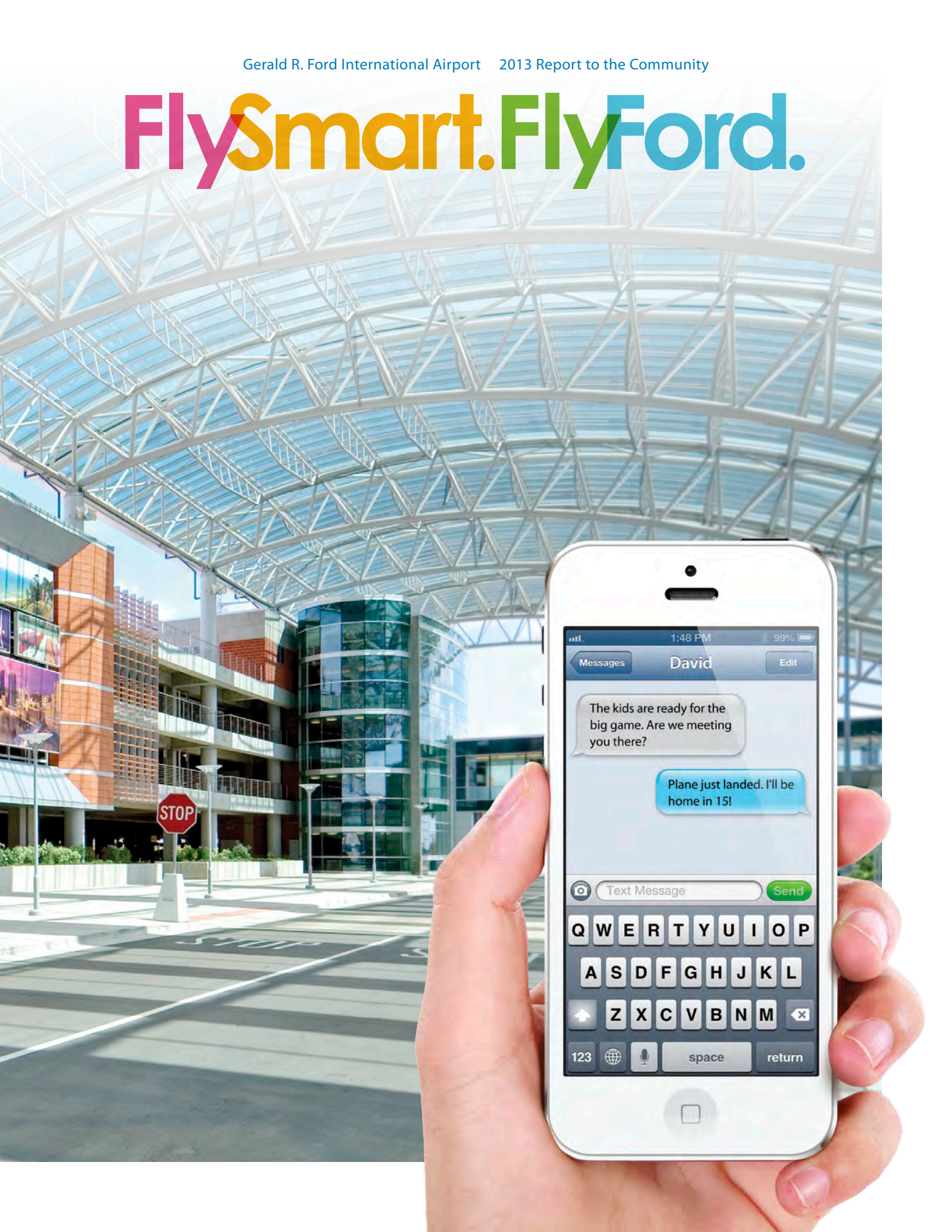


FlySmart.FlyFord.



Closer is better.

And it certainly is true for the Gerald R. Ford International Airport. The perfect combination of cost-effective, convenient, and comfortable travel is possible locally. But some people just don't see it...they assume they will save money leaving from a big city instead of right out of their own airport.



Saving money by traveling from Detroit or Chicago is often a myth, believed by those who haven't calculated the real costs — including not only airfare, but also travel time, quality of the experience, and the chaos of unanticipated changes.



Going somewhere fast.

Continuing the ascent.

The Gerald R. Ford International Airport is the second busiest airport in Michigan, ranks among the top 15 percent of busiest airports in the U.S., and in 2012, served more than 2 million passengers. But 2012 can be measured by more than volume. The Ford took the lead on important environmental issues, added new amenities, and

continuously improved the customer experience at the airport, making it the most comfortable, cost-effective, friendly way to fly in the region.

So what makes it smart to fly Ford?

To begin with, the Ford is making it easy to go where and when you want. More carriers, more routes, and more flights make travel to more places even more convenient

from the Ford. In 2012, the Ford provided nonstops to 21 of the nation's most desirable destinations, getting passengers to where their hearts desired or business led them. Direct flights are more cost-effective, save time, and make travel easier. And 2013 promises to give passengers even more ways to fly smart.



Why fly Ford? The reasons are nonstop.

City	Airline
Atlanta (ATL)	Delta
Baltimore/Washington (BWI)	AirTran/Southwest
Chicago-O'Hare (ORD)	American United
Cincinnati (CVG)	Delta
Cleveland (CLE)	United
Dallas/Fort Worth (DFW)	American
Denver (DEN)	Frontier United Southwest (begins 8/11/13)
Detroit (DTW)	Delta
Fort Lauderdale (FLL)	Allegiant
Fort Myers (RSW)	AirTran/Southwest
Houston (IAH)	United
Las Vegas (LAS)	Allegiant
Minneapolis-St. Paul (MSP)	Delta
New York-LaGuardia (LGA)	Delta
New York-Newark (EWR)	United
Orlando (MCO)	AirTran/Southwest
Orlando-Sanford (SFB)	Allegiant
Phoenix-Mesa (AZA)	Allegiant
St. Louis (STL)	Southwest (begins 8/11/13)
St. Petersburg-Clearwater (PIE)	Allegiant
Tampa (TPA)	AirTran/ Southwest
Toronto (YYZ)	Air Canada
Washington, D.C.-Dulles (IAD)	United (begins 5/1/13)



Capital idea! In May 2013, United Airlines will add new nonstops to the nation's capital through Washington-Dulles airport. This twice-daily service will be a convenient way to make the capital your destination, whether you're

UNITED  learning history or changing it.

Go Southwest, young man.

In August 2013, Southwest Airlines, the world's largest low-cost carrier, will greatly increase service from the Ford, adding new cities and more flights. Furthermore, Southwest will increase the size of the aircraft it uses to serve these flights. This service enhancement provides business and leisure travelers with access to the entire Southwest network, as well as an estimated additional 1,100 seats per week departing from the Ford. That means more seats are going more places, making more affordable travel easier to find.



 **Gerald R. Ford International Airport** shared a link.
February 4

IT'S OFFICIAL! Southwest Airlines is bringing its branded service to GFIA beginning August 11, 2013.

Like · Comment · Share 95

 119 people like this.

 View 4 more comments

 **Olivia Burns** Awesome!!! Congratulations GFIA!
February 4 at 10:43am via mobile · Like  3

 **Michael Ristorcelli** This is good news. Been waiting a long time for this.
February 4 at 10:50pm · Like  16

 **Saira Stevenson Jones** Finally!!!! Wonderful. No more trips to Chicago or Detroit!!
February 4 at 11:01pm · Like  7

Creature comforts.

Ask any question. *Where's the baggage claim? Which way to the rental cars? What are the downtown hotel options? Can you suggest a good sushi bar in town?*

Travelers and those who greet them have questions, and our new roving Airport Ambassadors have answers. Throughout the Ford, in the Grand Hall and the concourses, Airport Ambassadors go where they are needed. They greet travelers at the gates, keep tabs on the flight status of loved ones, and provide useful information with a smile. Airport Ambassadors can track the flight status of an inbound plane, showing its precise location at that moment on their iPad. They're on the move, connected to a world of useful answers, and cheerfully distinguishing the Ford as the most helpful airport ever.



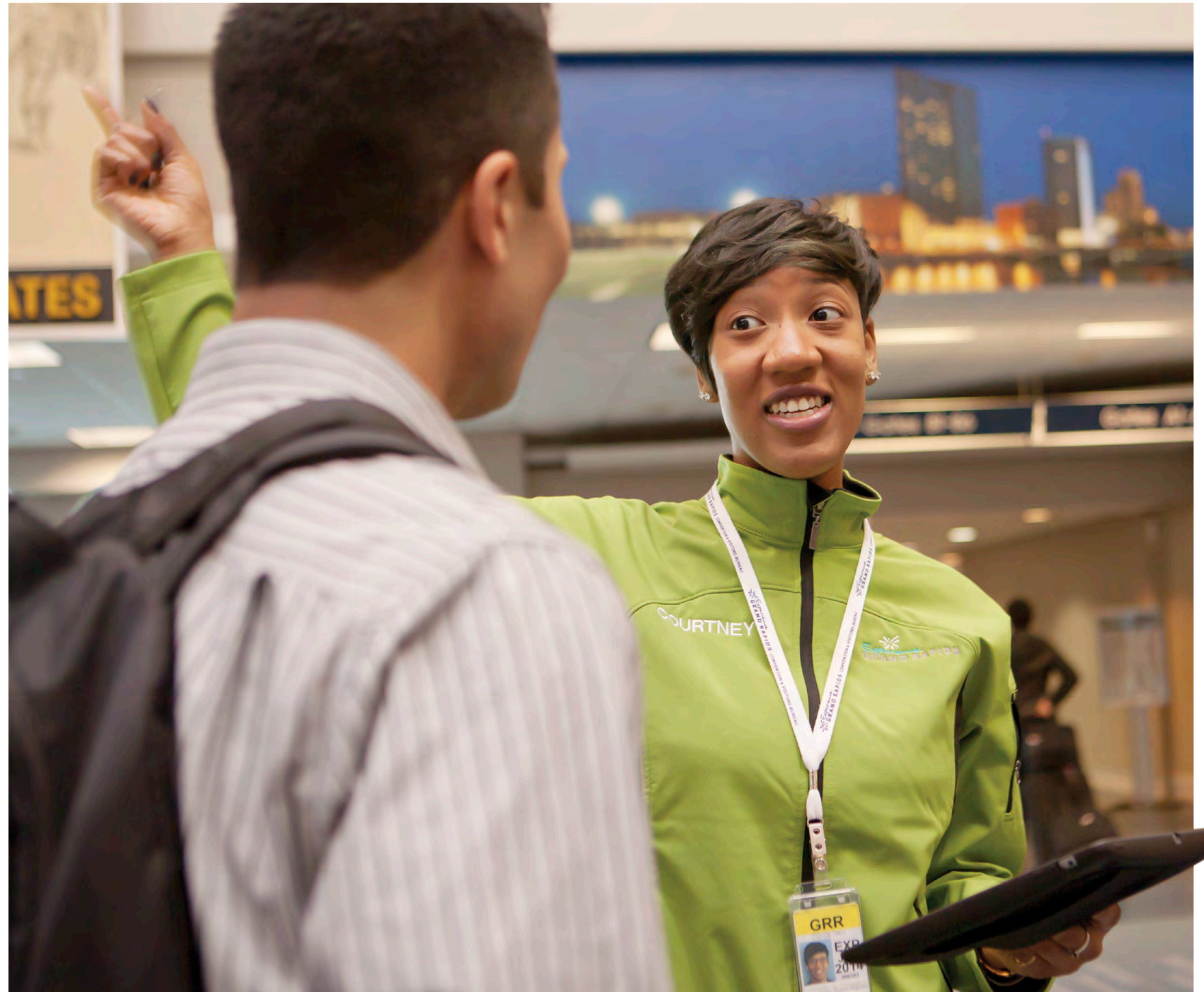
Drink the water. Staying hydrated on a flight is smart; it makes you feel better and reduces travel fatigue. But federal law restricts transporting liquid through security, so this year the Ford added Water Refill Stations in each concourse beyond security

screening. Now, your own refillable bottle can be used to bring cold, filtered water with you on the plane. Ounces and ounces of it! In 2012, passenger enthusiasm for this innovation at the Ford saved more than 95,000 bottles from entering landfills. Good for the environment. Good for your trip. Good for you!

Stay connected. Anywhere. The Wi-Fi at the Ford helps you keep connected to family and work anywhere in the airport. And best of all, it's complimentary to travelers and guests.



Breaking the sound barrier. The Ford was the first airport in the United States to be equipped with a hearing loop system to meet the needs of hearing-impaired individuals. This year, the Ford expanded the integrated hearing loop system throughout the Grand Hall and concourses. This system directly transmits flight information and announcements so people with T-coil-equipped hearing aids are never restricted in their travel plans. For hearing-impaired patrons, the din of background noise in an airport can make details hard to distinguish. Broadcasting directly to T-coil-enabled hearing aids with crystal clarity, the Ford's hearing loop isn't just nifty technology, it's another smart reason to fly Ford.



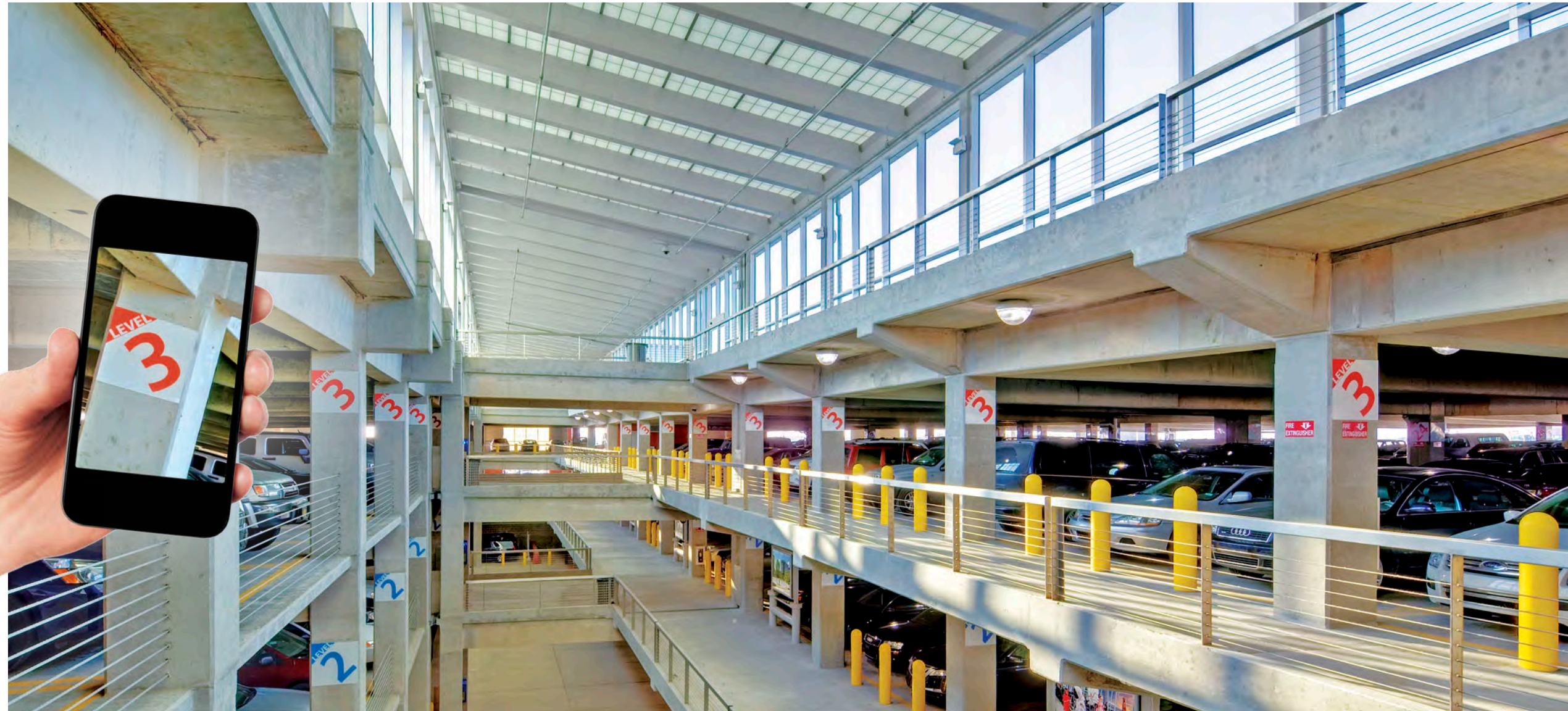
Park. Walk. Fly.

It's that simple. Covered parking at the Ford was designed to make travel easier, more convenient, and more comfortable. Just steps away from your flight, and out of the elements, it's nice to begin and end a trip close to your vehicle. Compare it to the confusion and hassle of big-city airports and it's no wonder so many travelers chose to park at the Ford in 2012. For the ultimate in convenience, enjoy Valet Parking and if you wish, while you're away, we can arrange to have your vehicle professionally detailed.

For the budget-conscious traveler, convenient parking options also include an economy lot with free shuttle service every 15-18 minutes, and long-term surface parking, which is just a short walk from the terminal.

Cell phone pick-me-up. For a smart new way to pick up an arriving passenger, try the complimentary Cell Phone Parking lot, located immediately inside the airport campus on the right. You wait in your car until the passenger calls you after landing and retrieving their baggage. Then, off you go to the front door of the terminal for the easiest pickup ever.

More of a good thing. Regardless of where you park, you will appreciate beginning and ending your trip with dry clothes, clean shoes, and luggage that has been spared the ravages of snow, rain, and dirt. With our roadway canopy, the outside stays where it belongs — outside. In the worst weather, you will appreciate the elevated, climate-controlled walkways that connect the garage to the terminal.



Here's a time-saving tip:

Your phone can be a smart way to remember where you parked your vehicle. Use your smart phone to take a snapshot of the location of your vehicle before heading off on vacation or business. When you return, it may be the most useful photo from your trip.

Conservation. Safety. Flying strong.

Propylene glycol... keeping it safe to fly in the snow.

The extremes of winter weather often require de-icing planes with propylene glycol to ensure passenger safety. This unique compound works by lowering the freezing point of water, and is favored because it is biodegradable, noncorrosive to metal, and considered safe for humans to handle and consume. In fact, propylene glycol is a useful food additive that binds the ingredients in many food products, including mustard, chips, salad dressings, and cake mix.

Helping fish breathe easier.

But propylene glycol can also act as a food source in the environment, unintentionally feeding and promoting the growth of microorganisms, and depleting the water of oxygen. The Airport uses sophisticated procedures to collect and recycle propylene glycol, but a small portion of the excess used in de-icing combines with stormwater runoff and runs to a nearby tributary. So together with the Michigan Department of Environmental Quality (DEQ), the Gerald R. Ford International Airport developed a \$20 million plan to reduce the environmental impact of the remaining trace amounts of propylene glycol to ensure a clean, natural future for fish living in local waterways.



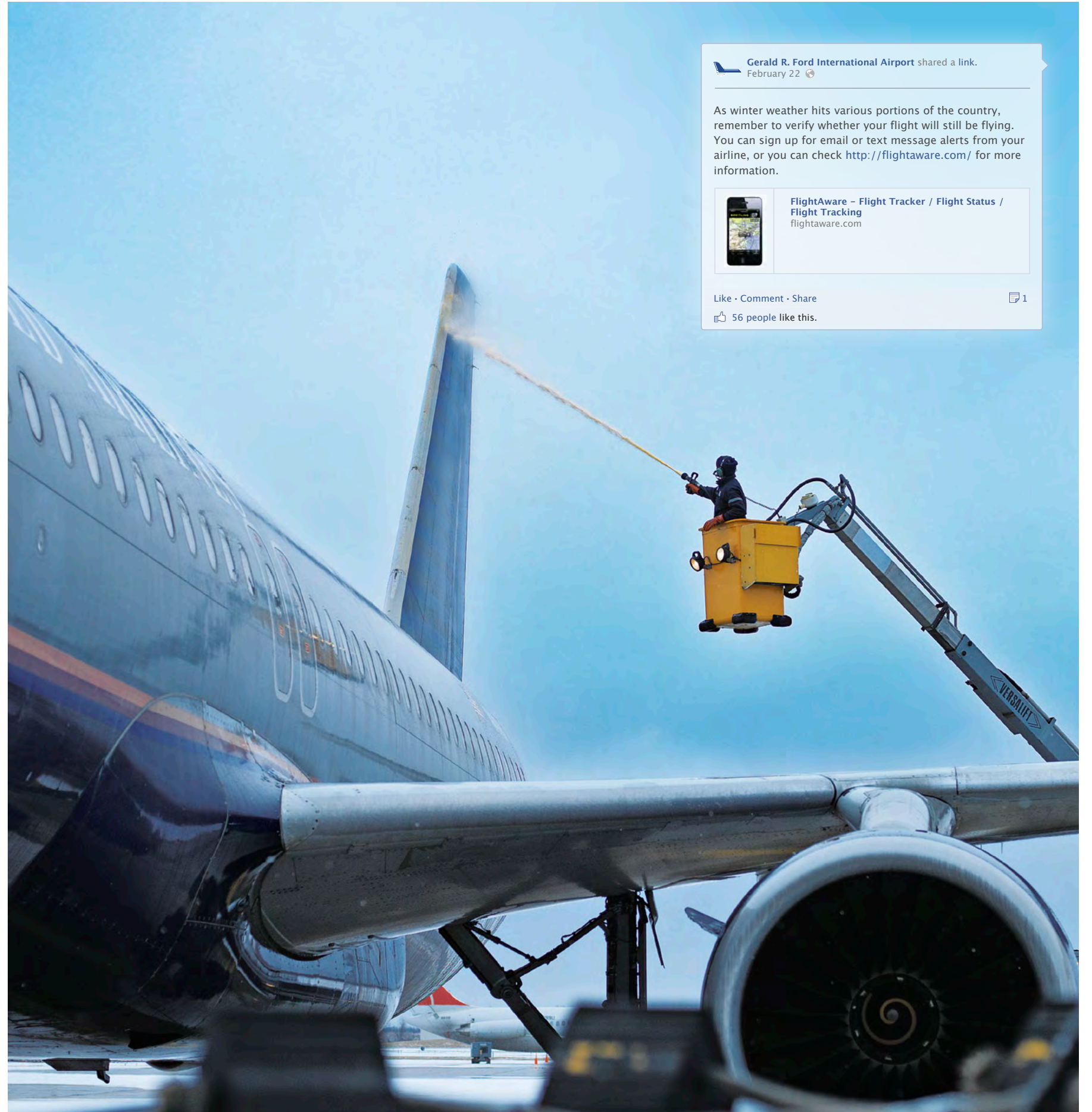
Looking ahead.

The comprehensive approach to drainage and treatment diverts stormwater affected by de-icing into a sophisticated, multi-tiered, natural treatment system. The entire process naturally degrades any remaining propylene glycol during the de-icing season. The system will permit typical flows to the natural tributary during warmer seasons. With the design phase concluded this year, construction begins in 2013 with an anticipated completion date of 2015.



Let the snow fly. This beast eats snow for breakfast. In an average winter, the Ford removes 83,700,000 cubic feet of snow from the airfield. That's enough to fill 20,000 Olympic-size swimming pools! And more than enough to cramp your style when traveling on a snowy, winter day. The Ford makes quick work of big snow, ensuring that passengers fly safely and on time to their winter getaway or important business meeting.

The large-capacity snow removal equipment used at the Ford isn't often found at smaller airports. And neither is the dedicated staff that skillfully carves away winter from the runways. Our oversized approach to snow removal, whether in machinery or in spirit, reflects our fundamental commitment to passenger safety and is another smart reason to fly Ford all year round.



Gerald R. Ford International Airport shared a link.
February 22

As winter weather hits various portions of the country, remember to verify whether your flight will still be flying. You can sign up for email or text message alerts from your airline, or you can check <http://flightaware.com/> for more information.

 FlightAware - Flight Tracker / Flight Status / Flight Tracking
flightaware.com

Like • Comment • Share 1

56 people like this.

Strategic partners.

Up, up, and away. The Airport gets a lot of lift from the right strategic partners, and the Regional Air Alliance of West Michigan helps the Ford improve air travel for everyone in the region. The Alliance fosters long-term economic growth and enhanced quality of life in West Michigan through quality commercial air travel. As these efforts succeed, they will result in reduced travel costs and increased travel options, greater passenger volumes, business stimulation, and millions of dollars retained in the local economy. The Alliance works hand in hand with the Airport to bring focus and solutions for meeting the needs of business and leisure passengers utilizing the airport. The Alliance makes a compelling case with the best carriers to show why new routes, new times, more flights, and new opportunities to serve customers make good sense for the future.



Moving mountains — cargo on the go. One way to move a mountain is one stone at a time. In February 2012, the Airport reached a milestone when it surpassed 2 billion pounds of cargo handled since opening in November 1963. By the end of 2012, that lifetime total was exactly 2,072,403,725 pounds (or approximately 1,036,202 tons) of cargo. And 2012 turned out to be a banner year: at more than 80 million pounds, last year's cargo throughput was our largest ever, representing a 6.5 percent increase over 2011.

Going your way — private aviation. Occasionally, private aviation is the preferred way to travel. But it may come as a surprise that private aviation is often the smartest, most cost-effective way to travel. To a savvy CFO or CEO, the value of time is calculable, and when a corporate team needs to get to and from an important meeting, private aviation provides the ultimate in customization with maximum efficiency. Traveling on your own schedule may feel like a luxury, but ask your CFO to do the math, and you may learn it simply makes good business sense.

The Ford works with two highly respected on-site private aircraft operators: Northern Air and Grand Rapids Air Center. They both provide comfortable, modern aircraft and professional crews to ensure that your business travel gets you to your business, on your schedule.





High-flying high school – West Michigan Aviation Academy

Focused on flight. The West Michigan Aviation Academy (WMAA) is a unique public charter high school committed to training and inspiring the next generation of pilots, engineers, technicians, and other aviation enthusiasts. The WMAA has many partners, including the Gerald R. Ford International

Airport, the Regional Air Alliance, GE Aviation, Western Michigan University, Gulfstream, and others in the community.

Academic excellence. For interested students, the WMAA provides a foundation for career opportunities in aviation. But other

students also enroll to enjoy a top-flight, college-ready high school education focusing on math and sciences. It's not for everyone, but if studies in robotics and aviation sound like cool ways for your teen to get smart, you should learn more.

Ensuring a high-flying future. In 2012, the WMAA completed a \$5.5 million expansion of the Academy, with the addition of a new, 46,000-square-foot building that includes a gym, additional classrooms, and common areas. The addition connects to the original 25,000-square-foot building that served as home to

the WMAA for its first two years. Enrollment swelled from 137 students in 2011 to 240 in the fall of 2012. Expansion was necessary to accommodate the addition of a junior class and to fulfill the plan to evolve into a fully functional four-year high school, which can now accommodate up to 500 students.

Comings and goings.

Now arriving: Brian Ryks, Executive Director.

Brian Ryks is just the fifth person to occupy this important position since the Airport opened in the 1930s. But just what is an executive director? It's someone who leads, navigates, inspires, and is

ultimately responsible for the successful operation of the airport. It's a big-shoes job, and Brian Ryks fills them nicely.

Mr. Ryks brings 26 years of airport management experience to the helm of the Ford and is an Accredited Airport Executive. He is no stranger to the tempestuous

nature of winter weather, having worked at airports in snow-covered Colorado, South Dakota, and most recently, Minnesota.

And he has a love for flying that began early. As a teenager, he was invited by a neighbor to strap on a leather cap and goggles and take his first amazing flight

in a Stearman biplane. The thrill never left him. Today, he carries a private pilot license with an instrument rating, and is an FAA Aviation Safety Counselor. But mostly, he's now the capable pilot at the helm of the Gerald R. Ford International Airport, and we welcome him and wish him clear skies.



The Airport Board has a new regional face — David Slikkers.

In 2012, the Gerald R. Ford International Airport Board welcomed a new board member, David Slikkers, CEO of S2 Yachts, headquartered in Holland, Michigan. Yes, Holland, not Grand Rapids. The appointment of Mr. Slikkers resulted from a decision to expand the GFIA Board by one seat, to be filled by a private-sector business representative who lives within the Airport's region of influence, but not in Kent County. This decision reflects an appreciation for the importance of passengers in the Airport's West Michigan service area, and the need to increase the influence of the business community in airport governance.



Economic Development Champion — Birgit Klohs.

The Kent County Board of Commissioners appointed a new citizen board member in January 2013. The GFIA Board welcomed Birgit Klohs, President & CEO of The Right Place, Inc., a regional economic development organization dedicated to the retention, expansion, and attraction of businesses to West Michigan. Ms. Klohs is a native of Germany and has lectured in France, Great Britain, Germany, Sweden, China, Australia, and Israel. In spite of her global bona fides, she has distinguished herself locally as an ardent supporter and promoter of economic growth and business development in West Michigan.



Thank you, Mr. Tomaselli.

Joe Tomaselli spent the last two years as chairman of the GFIA Board and served for four years as a GFIA Board member. It seems like he was just getting started, and now we're having to say goodbye as we acknowledge his plans for retirement. As board chair, Joe Tomaselli was respected for his inclusive leadership style, which fostered a shared vision between members of the unique board, composed of both citizens and commissioners. He brought his personal passion for customer service from the hotel industry to the Airport and made the experience better for Ford passengers as a result. We thank him for his service and wish him well.





Dear Friends of the Ford,

As we look back over the year, we are pleased that we have become the West Michigan region's airport of choice. We have shown it's smart to Fly Ford. Cost-effective, convenient, and comfortable, flying from the Ford is not only smart — it's the best possible travel choice.

We'll continue our efforts to inform and educate area travelers of this distinction, and the exciting plans for new carriers, added destinations, and more available seats will simply strengthen our position for the upcoming year.

We've increased customer service offerings such as Airport Ambassadors, vehicle detailing service, and other conveniences to ensure that travel from the Ford is as easy and enjoyable as possible for our dedicated customers.

We are committed to serving West Michigan and ensuring the Airport remains a strategic partner to lift the region to new heights. The Gerald R. Ford International Airport is a portal to some of the world's best travel destinations. The Ford is also the center of a vibrant business engine, providing overnight

delivery, offering access to global business talent and opportunities, and opening up the local community to global markets and influences.

The Gerald R. Ford International Airport enriches our community, our businesses, and our lives. And it does so without any local tax dollars. In fact, all of the day-to-day operations and ongoing capital development are paid for with airport and aviation system-generated revenue.

Thank you for your continued support and patronage of the Ford. While we are pleased to look back upon the successes of 2012, we are even more energized for the opportunities that lie ahead.

Sincerely,

Brian D. Ryks, A.A.E.
Executive Director
Gerald R. Ford
International Airport

Roger Morgan
Chairman
Gerald R. Ford
International Airport Board

Board

Policy and general oversight of GFIA are the responsibility of the Gerald R. Ford International Airport Board, a seven-member body appointed by the Kent County Board of Commissioners. The Airport Board is composed of three Kent County commissioners, three Kent County citizen members, and one citizen member from a county other than Kent in the West Michigan combined statistical area, each serving staggered three-year terms.

Roger Morgan, Chairman*

Richard Vander Molen, Vice Chairman*

Birgit Klohs

Terri Lynn Land

David Slikkers

Theodore Vonk*

Floyd Wilson, Jr.

*Kent County Commissioner

Executive staff

The airport is managed and operated by the Executive Director, Deputy Executive Director, a management team heading the airport's primary functional areas, and a 100-member Department of Aeronautics staff.

Brian D. Ryks, A.A.E.
Executive Director

Phillip E. Johnson, A.A.E.
Deputy Executive Director

Brian Picardat, A.A.E.
Finance and Administration Director

Robert Benstein, A.A.E.
Public Safety and Operations Director

Thomas Ecklund, P.E.
Facilities Management Director

Fiscal smarts. Vision leads to value at the Ford.

	2012*	2011	2010
Operating Revenue			
Ground Transportation	\$14,878,412	\$15,511,283	\$14,744,934
Airline Payments	10,900,163	10,296,427	11,326,596
Air Cargo	2,668,479	2,420,444	2,522,360
General Aviation	1,382,038	1,394,948	1,431,931
Concessions	863,046	854,964	885,456
Other	1,211,745	1,151,614	1,070,805
Total Operating Revenue	\$31,903,883	\$31,629,680	\$31,982,082
Operating Expenses			
Personnel Costs	\$7,917,838	\$8,262,509	\$8,925,316
Supplies	727,584	750,259	645,700
Contractual	8,176,355	8,664,675	8,502,177
Depreciation	16,251,039	16,274,703	16,008,562
Total Operating Expenses	\$33,072,816	\$33,952,146	\$34,081,755
Net Income from Operations	(\$1,168,933)	(\$2,322,466)	(\$2,099,673)

* Unaudited figures. A comprehensive Annual Financial Report, including audited figures for 2012, will be available from the Kent County Department of Aeronautics as of June 2013.



Gerald R. Ford International Airport
5500 44th Street, SE Grand Rapids, MI 49512
www.FlyFord.org 616.233.6000

