



# YOUR GFIA

**CHECK OUT WHAT'S INSIDE:**

*Year In Review | Full-Time Support | Connecting With Community*



## **BEYOND THE HORIZON**

*Embracing a future that takes flight to a new level*

**TRAVEL WITH A  
DISTINCTIVE AIR**  
*News For Business Travelers*

PROFILE 2010



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*Close. Convenient. Connected.*



We live in a world where data, voice, and images can be transported in fractions of a second, yet none of these replace the human connection we forge in each other's presence.

Whether it's an international business trip, a long-awaited vacation to a place you've never been, or a trip to your childhood home to reunite with family and friends — each is most important because of the physical relationship with the people and the place.

### ***We help you reach these people and places.***

Throughout its history, the Gerald R. Ford International Airport has been a hub for people looking to make connections. We serve nearly two million people a year, move over 200,000 pounds of cargo each day, and accommodate more than 40,000 corporate and private aircraft flights annually.

**But these are just numbers. The human element is what is most important in what we do.**

In recent years, service has been redefined to provide the West Michigan community with the best available air transportation facilities and amenities. Parking has been expanded, including the recently opened parking ramp, to best meet the needs and expectations of airport patrons. Walkways and waiting areas have been enhanced to give people comfortable places to rest or communicate, or await their arriving family and friends or business associates.

We believe these changes do more than facilitate the flow of airport traffic. More importantly, we are in the business of connecting West Michigan to the world — one passenger, one cargo shipment at a time.

We ask that you take a few minutes to see what we've been up to. There are stories that will stir your heart, renew your sense of pride in where you live, and give you reassurance that when you or those close to you need to use air transport services, they will be treated with care and respect.

While we recognize it is perhaps impossible to create the perfect travel experience every single day on every single flight, this doesn't mean we can't try. Our people are committed to this effort. Committed to you. Committed to go beyond the horizon to make every connection a positive experience.



***Grab a cup of coffee at the GFIA Starbucks cafe while you settle into Profile 2010.***





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# PERSPECTIVES ON PAST AND FUTURE: AN INTERVIEW WITH AERONAUTICS BOARD CHAIRMAN JOHN VAN LAAR

John Van Laar has been a member of the Kent County Aeronautics Board since 1975 and its chairman for the past 13 years. He has seen the evolution of modern air travel, the emergence of freight carriers, and the development of the Gerald R. Ford International Airport as a major Midwest destination.

## What was it like when you first came on the Board?

*When I first came here, airport terminals were just a place to buy a ticket. Now they're like mini cities — concessions, places to rest, to shop. We were serving around 500,000 passengers a year back then. We went over 750,000 in 1982...and now we have nearly 2 million.*

## What else has changed?

*About the time I came there was airline deregulation. A lot changed after that. Today everything is focused on getting people through quicker. They can buy tickets on-line, print out their boarding pass...The freight hauling industry seemed to explode overnight. We'll have about 77 million lbs. moving through here this year.*

## How do you deal with all the changes?

*It's important that you don't get behind the curve of growth. One of the things about airports is that you can see historical data on growth; you can extrapolate where you're going to be 10 years from now. Most projects at airports can take up to 10 years lead time...our parking garage for example.*

## What has the parking project done for the airport?

*It eliminates a lot of the hassle for passengers. It's more streamlined. Passengers and their vehicles are protected from the elements. It's easier to get in and out...to get transportation or rental cars. It's like a brand new airport. We're in good position for the next 15-20 years.*

## What were some of the considerations that went into the parking structure?

*When discussing the parking garage, the Board said we do not want a parking structure that has the look of a concrete bunker. We wanted it to be both functional and attractive.*

## There were some design features incorporated as well; what do these add?

*We wanted it to have some presence, to be pleasing to the eye. We added the photomural on the front. It depicts life in West Michigan. Also, customer comfort and convenience were important, which is why we included the roadway canopy and two pedestrian sky bridges.*

## How have things changed since 2001?

*Security, mainly, has undergone an incredible change. The TSA is primarily responsible for this. It gets tougher all of the time — evolving threats, new procedures, new technology.*

## Fares have been increasing, too, haven't they?

*Yes, but if you look closely, air travel costs have actually held stable over the years. Back in 1953, I flew from Midway (Chicago) to LA for \$85. If you look at that in terms of today's costs it's pretty much in line.*

*One of the main problems today that everyone*



*has to deal with is fluctuating fuel costs. Even a penny increase costs the industry several million dollars a year. It affects cash flow, debt, how much you can buy...it's very volatile.*

## Some low-fare carriers have been bringing new or expanded service to the airport; how did this come about?

*Gerald R. Ford International has been well served by the traditional, mainline carriers for many years. More recently, there has been an environment where these low-fare carriers felt they could come in and also be successful. We now have a very nice mix of air service.*

## How has the downturn in the economy affected GFIA's budget?

*We don't receive any tax money. We run the airport like a business. We have to be cost competitive and financially self-sustaining. Because of the economy, we've cut back on some projects and put others on hold. And we continue to watch expenses very closely. When you look at other airports our size, we are in better shape than most.*

## Why do you think GFIA has managed to weather the economic storm better than a lot of other airports?

*It's a tribute to our great staff. Every one of our senior management staff has earned professional accreditation in each person's respective field of expertise, which is very unusual for an operation our size. Jim Koslosky is renowned as a first-class airport director. When we meet with area leaders, they tell us how much they are impressed with our staff.*

## You have an educational program on site; is this going to continue?

*The Kent Intermediate School District has an airframe and power plant mechanics school at the airport. This has been very successful, and we are glad to have this program here.*

## So...what's next for GFIA?

*We'll keep looking for ways to improve our service and facilities. I see GFIA becoming an even greater asset to the economic growth of West Michigan.*



# EXPANDING OUR HORIZONS: 2009 IN REVIEW

Being a relevant organization in an increasingly fast-paced world is not just a matter of stepping outside of the box, but of being on top of what happens afterwards. With a solid Master Plan in place, dedicated leadership, and first-class support personnel, GFIA remains prepared for what comes next, all of which made 2009 a memorable year.

## ***TAPIP Project Completion Reinforces Customer Focused Infrastructure***

The vision built into the 1992 Master Plan and reaffirmed four years ago came together in 2009 in the completion of the largest airport project to date: the Terminal Area and Parking Improvement Program (TAPIP).

The \$117 million TAPIP project began in 2007 and was officially dedicated December 1, 2009. The project places GFIA in the forefront of transportation services in the region and in the Midwest. And while there was plenty of concrete and steel involved, the larger accomplishment was the enhanced level of customer service.

Here is a quick overview:

- **Vehicle Entrance Plaza** — newly designed to extend both a warmer welcome and to allow easier access for security checks when the national security threat level for aviation travel is elevated
- **Close-In Long-Term Parking Spaces**, 4,200 have been added, bringing total parking capacity to over 9,800

- **Covered Parking** for protection from the elements for visitors and their vehicles
- **Car Count System/Revenue Control System** provides visual, real-time information on available parking spaces as you approach the airport terminal
- **Rental Car Facilities** conveniently located — all customer service counters and ready return spaces are headquartered in the new customer service center within the parking structure
- **Ramp-to-Terminal Roadway Canopy** and **Commercial Lane Shelters** for weather protection
- **Climate-Controlled Pedestrian Sky Bridges** provide quick, safe passage over traffic below
- **Elevators and Escalators** offer easy access to and from sky bridges
- **Intermodal Transit Station** gives passengers waiting for bus transit a comfortable, climate-controlled space

- **Enhanced Security** — cameras, call boxes and fire extinguishers are installed throughout for increased safety and security
- **Landscaping/Streetscaping** — featuring native trees, decorative shrubs and other plantings

In speaking about the TAPIP project, Jim Koslosky, executive director of the Kent County Department of Aeronautics, re-emphasized the importance of the airport anticipating and responding effectively to change.

**“ We are the first and last impression many people have of Grand Rapids and Michigan’s West Coast,” he said, “and we work hard to make sure that impression is a good one.”**



## A HAPPY LANDING FOR GIDEON

Seven-month-old Gideon Gemmen meets his extended family at GFIA after an incredible journey. Abandoned at an Ethiopian orphanage when he was just two days old, Gideon was adopted by Al and Lisa Gemmen through Adoption Associates International in West Michigan. After a process that lasted several months, the Gemmens flew to Addis Ababa to meet Gideon for the first time and bring him home. The Gemmens have an older son, Josiah, 3, who is pleased to have a new little brother. "It's like he (Gideon) has always been part of our family," Lisa reports.

## New Low-Fare Carriers Expand Flight Options, Job Opportunities

Within the past year GFIA has significantly expanded service options with the addition of three low-fare carriers and several new, nonstop flight destinations. Along with adding routes, the new carriers offer low fares to both business and leisure travelers.

• **Allegiant Air.** Allegiant came to GFIA in February 2009 offering air service to destinations in central Florida. Since that time, the carrier has added Fort Lauderdale-Hollywood; Las Vegas; and Phoenix-Mesa to its existing Orlando and St. Petersburg/Clearwater flight schedule.

In April 2010, Allegiant will establish a flight operations base at GFIA by placing two 150-seat jet aircraft at GFIA for 34 flights per week. The carrier also is adding Myrtle Beach to its flight service. In addition, the new operations base means the airline will be bringing 60 new jobs to the airport, including pilots, ground handlers, customer service agents, flight attendants and aircraft technicians.

Since its launch in 2009, Allegiant has carried more than 131,000 passengers to and from its vacation destinations.

**"We are very pleased that the West Michigan community support of Allegiant Air at Gerald R. Ford International continues to be strong,"** reported Jim Koslosky, GFIA executive director. **"It is this support that has fueled Allegiant's service growth to now include six nonstop destinations and the creation of a base of operations in Grand Rapids. The new jobs created by this expansion are further evidence that West Michigan is vibrant, successful and growing."**

Along with its expanded air service, Allegiant plans to contribute three \$1,000 scholarships annually to West Michigan students.





• **AirTran Airways.** AirTran begins service in May 2010 with low-fare flights to Baltimore/Washington, D.C. and Orlando. In June, AirTran will add Ft. Myers and Tampa to its schedule.

AirTran, a subsidiary of AirTran Holdings, Inc., has been ranked the number one low-cost carrier in the Airline Quality Rating study for the past two years and is the only major airline with Wi-Fi on every flight. AirTran flights also include assigned seating, Business Class and complimentary XM Satellite Radio.

**Dick DeVos, chair of the Regional Air Alliance of West Michigan, welcomed the new company:**

**“On behalf of the Regional Air Alliance of West Michigan, it is an honor to welcome AirTran Airways to Grand Rapids. This partnership is a win-win for the airline and our community. There are few opportunities which come along that bring immediate benefit to our region’s consumers, our quality of life and our area’s economic development goals. This is clearly one of those opportunities.”**



• **Frontier Airlines.** Frontier also begins service in May 2010 with daily round-trip flights to Denver, its home base.

Frontier officials indicate that the new service “complements the existing four-times-daily service operated between Grand Rapids and Milwaukee by our sister carrier Midwest Airlines.”

Frontier Airlines is a wholly-owned subsidiary of Republic Airways Holdings Inc, an airline holding company that owns Chautauqua Airlines, Lynx Aviation, Midwest

Airlines, Republic Airlines and Shuttle America. Frontier’s Grand Rapids service will be flown by Embraer 190 aircraft. The E190 is a 99-seat aircraft with seating in a two-by-two configuration. In addition, all of the E190 aircraft have several rows of STRETCH seating, which provides an additional five inches of legroom.

Doug Small, president of the Grand Rapids/Kent County Convention & Visitors Bureau, said that Frontier’s presence “tells me that Frontier sees promise in this community, because they’re very careful with where they choose to add service.”

### ***Airport Website Offers More***

GFIA upgraded its electronic infrastructure as well in 2009, incorporating features that make flight information easier to find. An on-screen “web widget,” airfare-watchdog™, provides up-to-the-minute flight fare information for destinations to and from Grand Rapids. The widget’s home page includes pricing offers to hundreds of other destinations.



### ***New Area Offers Relief For Owners With Animals***

A new Animal Relief Area has been added on the far west end of the passenger terminal. This small, fenced park-like area is wheelchair-accessible, with natural ground cover and surroundings – even a faux fire hydrant. Mutt Mitts, trash receptacles, and benches are provided for the animals’ human counterparts. This amenity was added in accordance with recent changes to the United States Department of Transportation (DOT) Air Carrier Access Act Rule.

***DID YOU KNOW? The United States’ first regularly scheduled airline service began on July 31, 1926, between Grand Rapids and Detroit.***

## ***New Funding Allows Closer Watch On Security***

Late in 2009, GFIA was awarded just over \$770,000 through the Department of Homeland Security's Transportation Security Administration (TSA) as a part of the American Recovery and Reinvestment Act. The money will be used to upgrade and expand the airport's security access control and video surveillance system. The plan calls for 44 new cameras for monitoring passenger and baggage screening areas, and upgrades for the current access control servers and software, the Closed-Circuit Television (CCTV) servers and software, and the video storage array.



## ***New Police Chief On Duty At GFIA***

In February, David Wills was promoted to Chief Airport Law Enforcement Officer for GFIA. He joined the airport's law enforcement team in September 2008 as an Airport Law Enforcement Supervisor. Chief Wills brings 33 years of airport law enforcement experience to his job. He was Director of Public Safety and Operations for the Capital Region International Airport in Lansing in 2007, and later was the manager of the Michigan City Municipal Airport in Indiana. Chief Wills holds Bachelor's and Master's Degrees from Michigan State University. He is a Certified Member of the American Association of Airport Executives, and is certified by the Michigan Commission on Law Enforcement Standards.

***DID YOU KNOW? There are 2,000 acres of grass to mow around the airfield, the equivalent of 1,515 football fields.***

# Close. Convenient. Connected.





# TRAVEL WITH A DISTINCTIVE AIR

Grand Rapids has offered scheduled passenger service since 1926. Two years later, the Miss Grand Rapids transported the first air shipment of furniture. By 1940 Grand Rapids was one of only six U.S. airports with air service to the north, south, east, and west.

Today GFIA is listed as the 90th busiest commercial airport in the U.S., serving more than 5,000 passengers on over 120 flights each day.

## ***News For Business Travelers***

According to a recent survey by Business Travel News, the majority of corporate travelers are attending sales or client meetings. The average level of responsibility is senior and middle management. The average age is 41, for both men and women.

Something statistics can't reveal is that today's business travelers are facing increased levels of stress — a global economy that intensifies competition, tighter corporate budgets, growing time demands, increased expenses across the board.

In light of these challenges, GFIA works to make business travel flier-friendly. We offer covered parking and covered access to our terminal. Valet parking. Conveniently located shuttle service. Generous traffic lanes with ample room for



taxis. A dedicated mass transit station. All car rental services located nearby for quick, easy access. A staffed information desk that serves like a concierge for West Michigan. GFIA offers free wireless service, allowing travelers access for all their electronic communications. There are areas to make private phone calls or to set up an impromptu workstation. GFIA also offers meeting room rentals — private, spacious, nicely appointed rooms for meetings or training sessions for up to 50 people. Presentation materials and equipment and food service are available as well.



## ***First-Class Treatment For Leisure Fliers***

There is no such thing as an “average” airline passenger. From young children making their first flight to visit a distant relative, to an alumnus reuniting with high school or college friends, to a honeymooning couple, to a family finally able to get away together — there are as many types of people and travel needs as there are reasons for flying. In short, every flight is a very personal experience and fliers deserve to have theirs be the best possible.

GFIA planning continually leads to ways to raise the comfort level for passengers and the people they are either meeting or leaving. In an era where many airports have cut back on even basic maintenance, GFIA went ahead with its bold expansion plans. The result is an instant easing of congestion. More parking, including covered parking. Easy access to ground transportation services. Covered skywalks. Elevators and escalators. Barrier-free access virtually everywhere.

There are numerous added touches to make life a little easier for everyone. Wireless access simplifies communicating with family members or doing a little web surfing while waiting. The terminal is an open, well-lit space with large windows to watch for family and friends. And, should you ever need it, there is complimentary roadside assistance to help fix a flat tire, provide a jump, or contact a towing service.

## ***Choose Your Ride***

With the addition of Allegiant Air in 2009 and the AirTran Airways and Frontier Airlines service scheduled to begin in May 2010, GFIA is home to 9 commercial air carriers who provide nonstop service to 23 destinations.

**Air Canada**  
Destination: Toronto

**American Airlines**  
Destinations: Chicago-O’Hare;  
Dallas/Ft. Worth

**Frontier Airlines**  
Destination: Denver

**AirTran Airways**  
Destinations:  
Baltimore/Washington, D.C.;  
Ft. Myers; Orlando; Tampa

**Continental Airlines**  
Destinations: Cleveland;  
Houston; Newark

**Midwest Airlines**  
Destination: Milwaukee

**Allegiant Air**  
Destinations:  
Fort Lauderdale-Hollywood;  
Las Vegas; Myrtle Beach;  
Orlando; Phoenix-Mesa;  
St. Petersburg/Clearwater

**Delta Air Lines**  
Destinations: Atlanta;  
Cincinnati; Detroit;  
Memphis; Minneapolis;  
New York-La Guardia;  
Orlando;  
Washington, D.C.-National

**United Airlines**  
Destinations: Chicago-O’Hare;  
Denver



## **Making Room For Corporate Flight Operations**

GFIA is home to the corporate aviation departments of many area businesses — Amway Corporation and Steelcase, Inc. being just two examples. Each has a long-standing relationship with the airport.



**“ We have a 35-year history with the airport. We operate two jets and typically run 15-16 flights a week. We’ve got the perfect location and there is no problem getting in and out on time — there are long runways, good approaches, and excellent support...the snow removal service is exceptional. There is a good Board here. They’ve done a great job marketing an area airport — they’re sticking to their Master Plan and managing costs. Even with all the changes there isn’t a huge differential in parking costs compared to other airports its size.”**

*- Glenn Jones, Director of Aviation, Steelcase, Inc.*

**“ We have 31 pilots and 11 aircraft, including a Sikorsky helicopter. Counting our support staff, we have 63 people working for us. Our flight department started in 1964 and we had our first hangar here in the early 1970s. We have a good relationship with the airport. There’s an excellent support staff here — security, fire department, ground crews — and one of the best control tower operations in the industry. Customs clearance is smooth — I can’t say enough. It’s a world-class airport.”**

*- Rick Fiddler, Director of Travel and Aviation, Amway Corporation*

## **FBOs Play Important Role In Air Service Options**

GFIA partners with FBO (Fixed Base Operator) service providers who fill a variety of roles — from fractional jet ownership programs, to charter air service, to fuel and maintenance.

### **Northern Air**

A long-time airport tenant, Northern Air represents three unique businesses under its corporate banner. As an FBO, Northern Air, Inc. provides full line and concierge services as well as aircraft maintenance. The company also serves as a consultant for customers looking to purchase or sell aircraft. In addition, Northern Air maintains two sister companies. Northern Jet Management is a turnkey aircraft and flight department management operation featuring 13 new-model aircraft. The Company Jet is a fractional jet ownership program that offers flexible contract options as well as personalized travel management service.

**“ We have a very unique operation. We have two facilities — one for our aviation services operation and one for Northern Jet Management — and we have a total lease holding of about 40 acres. We have built our business with clients in the Chicago and Wisconsin areas, although we keep all of our aircraft except one here. We’ve been encouraged to open business in other places but have chosen not to. We like it here — we’re able to get good employees who like living in West Michigan, the airport Board is extremely helpful, and we see growth coming back to our business.”**

*- Chuck Cox, CEO/Founder, Northern Air*

### **Rapid Air**

Rapid Air has been part of the West Michigan air transit industry since 1942 and today provides aircraft management, charter passenger service, flight training and certification, cargo delivery, and support, including personalized security. Rapid Air destinations cover over 15,000 locations in the U.S. and Canada.

**“ We’ve remodeled our lobby, our hangar areas...even with the economy slowed we are increasing market share. We’re getting a larger market share of corporate customers. We see that market increasing here in the next three to five years.”**

*- Mike Krzciok, General Manager of Line Services, Rapid Air*

***DID YOU KNOW? There is enough concrete used at the airport to build a two-lane road, 10 inches thick, from Grand Rapids to the Mackinac Bridge.***



**SCENES FROM GFIA**



# A Behind-The-Scenes Tour Of GFIA

- 1 Aero Med
- 2 Air Cargo & Trade Center
- 3 Airfield Service Tunnel
- 4 Airport Entryway
- 5 Air Traffic Control Tower
- 6 ARFF Facility
- 7 Corporate Hangars
- 8 Kent Career Technical Center
- 9 Kent County Road Commission
- 10 Northern Air East
- 11 Northern Air West
- 12 North Long-Term Parking Lot
- 13 National Weather Service
- 14 Parking Ramp
- 15 Passenger Terminal
- 16 Rapid Air
- 17 Runway 8L-26R
- 18 Runway 8R-26L
- 19 Runway 17-35
- 20 Viewing Area





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# Close. Convenient. Connected.

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Gerald R. Ford International Airport is serving our region with world class service and global reach. With **23** nonstop destinations, state-of-the-art facilities and first-class amenities, we are ready to meet the needs of our region now and in the future.

## **New Parking Structure *NOW OPEN***

Short-term • Long-term • Rental Car Services



**Gerald R. Ford International Airport**

[flygrandrapids.org](http://flygrandrapids.org)



## NEW CUSTOM TRUCK ON DUTY

The newest addition to GFIA's Aircraft Rescue and Fire Fighting unit is a super-duty, Ford F350 XL pick-up truck equipped with a 6.8 liter Triton V-10 engine. The truck is custom outfitted with over 2,400 pounds of firefighting hardware and accessories. This includes room for a 200-gallon water tank, 25-gallon foam concentrate tank, 120-gpm pump and 150-foot fire hose. Airport personnel were closely involved in the customization process to ensure the vehicle met National Fire Protection Association (NFPA) standards.

## *Firefighters Important First Responders*

Airfield safety demands a well-prepared, well-equipped firefighting corps. GFIA's Aircraft Rescue and Fire Fighting unit (ARFF) is an experienced, multiple-certified 16-member crew that exceeds federal requirements for an airfield this size. The unit operates three firefighting vehicles plus a custom-equipped rescue vehicle that carries additional supplies and an inflatable temporary command center.

Among the services it provides, the ARFF team responds to roughly 140 calls a year, ranging from minor accidents to major medical emergencies. They conduct weekly blood pressure checks for airport patrons and employees. And they are the airport's training resource for first aid, CPR, and on-board safety procedures.

Members of the ARFF unit are certified as Level II firefighters by the Michigan Fire Fighting Training Council (MFFTC). They are licensed by the State of Michigan Department of Community Health (MDCH) as Emergency Medical Technicians. All have earned, or are earning, the Certified Firefighter designation from the American Association of Airport Executives. They also participate in extensive daily training in accordance with FAA (Federal Aviation Administration) requirements.





# SUPPORTING CAST PLAYS STARRING ROLE IN DAILY OPERATIONS

GFIA is a community within a community. It covers nearly 3,200 acres, making it larger than many small cities. The structures and grounds are valued at close to \$700 million. More than 1,500 people work here, with most being employed by airport tenants. The airport has its own police force, fire department and maintenance staff.

## ***Ensuring a Sense Of Order***

Airport operations have changed dramatically in the last 10 years, especially security systems and personnel. GFIA's police force is a fully certified 21-person operation responsible for airport and airfield security and law enforcement. It also provides support to the Transportation Security Administration (TSA).

Airport law enforcement personnel are on duty around the clock. In addition to monitoring grounds and structures, they oversee identification badging and fingerprinting for all airport employees and contractors whose jobs require access to secured areas within the airport. All paperwork and authorization are subject to final review and reporting to airport police.

All police offers at GFIA are certified by the Michigan Commission on Law Enforcement Standards (MCOLES).

**“The mission of the GFIA Police is to provide a safe, secure, and customer-friendly environment for the traveling public. Police officers are responsible for the enforcement of Federal, state, and local laws at the airport, as well as providing law enforcement support to the TSA passenger and baggage screening processes. Airport security is a primary duty with patrols, inspections, and administration of the airport employee identification badging and access control programs. While devoting a great deal of effort to the safety of the airport, the majority of calls for the officers are of a customer service nature.”**

*- David Wills, Chief Law Enforcement Officer, GFIA*

***DID YOU KNOW? The Federal Aviation Administration performed its annual FAR Part 139 Airport Certification Inspection at GFIA in November 2009. For the sixth consecutive year, the airport received a “zero discrepancies” report.***

# Close. Convenient. Connected.



Gerald R. Ford International Airport is serving our region with world class service and global reach. With **23** nonstop destinations, state-of-the-art facilities and first-class amenities, we are ready to meet the needs of our region now and in the future.

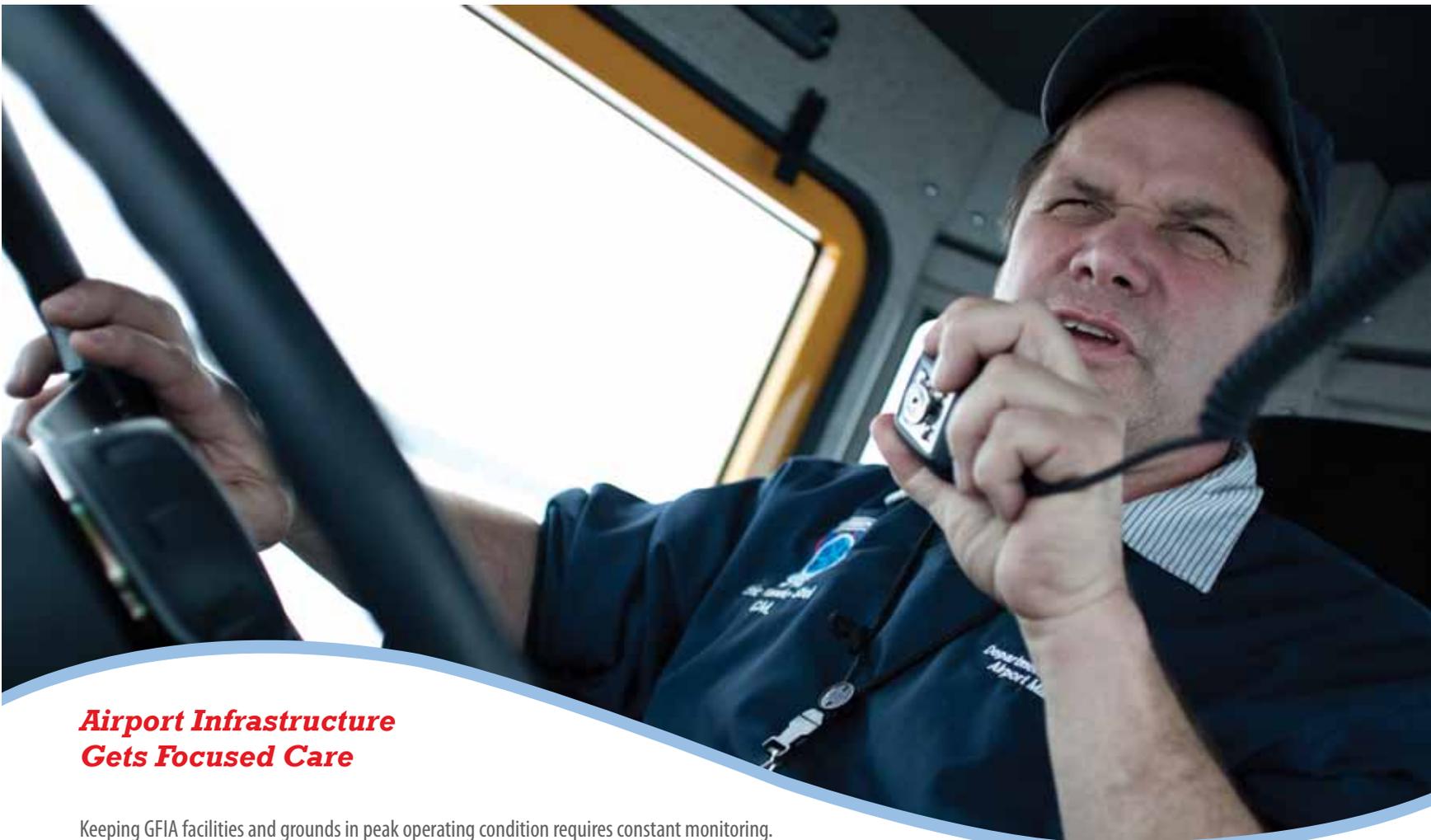
## **New Parking Structure *NOW OPEN***

Short-term • Long-term • Rental Car Services



**Gerald R. Ford International Airport**

[flygrandrapids.org](http://flygrandrapids.org)

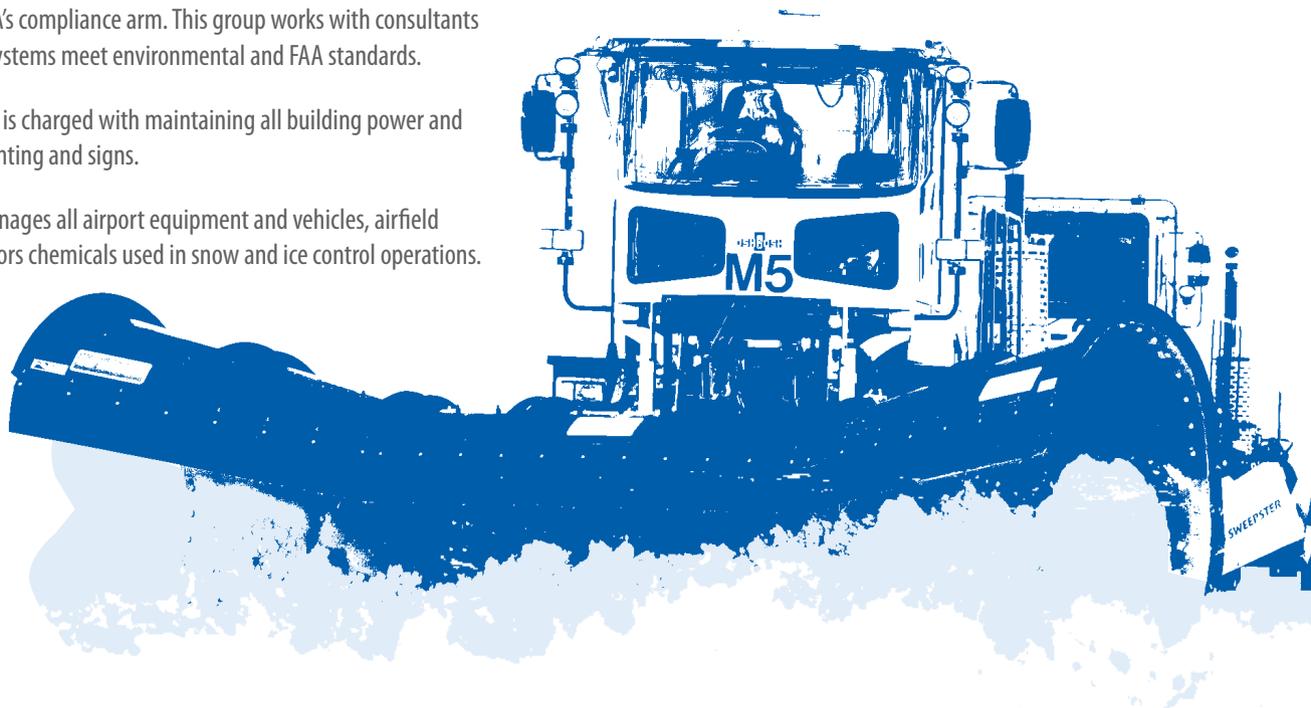


## ***Airport Infrastructure Gets Focused Care***

Keeping GFIA facilities and grounds in peak operating condition requires constant monitoring. The airport's Facilities Division is charged with this mission, which is accomplished through several Facilities teams:

- **Engineering and Planning.** GFIA's compliance arm. This group works with consultants and contractors to ensure airport systems meet environmental and FAA standards.
- **Building Maintenance.** This unit is charged with maintaining all building power and climate systems, and all airfield lighting and signs.
- **Field Maintenance.** This staff manages all airport equipment and vehicles, airfield pavement and grounds, and monitors chemicals used in snow and ice control operations.

In addition, GFIA's Airport Operations group ensures that the operational safety of the airport is in accordance with Federal requirements. This covers airfield inspection, including tenant areas, for compliance with airport rules and regulations.



***DID YOU KNOW?*** In an "average" winter we remove 83,700,000 cubic feet of snow from the airfield, enough to fill 20,000 Olympic-sized swimming pools.

## CONNECTING WITH COMMUNITY

**Welcome home!**

Specialist James Huston, 3rd Infantry Division, is greeted by his father and son after a six-month tour in Iraq.

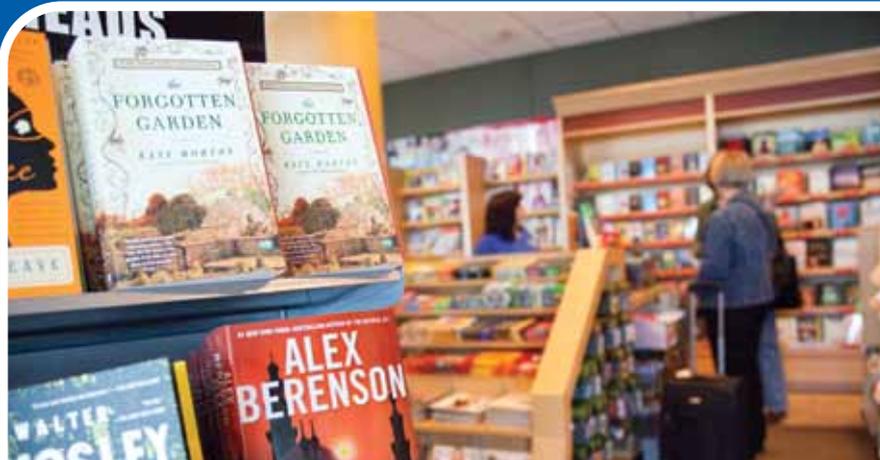
Centered in a region that touches 13 counties, GFIA has become a hub for community activity beyond air transit. The airport has forged strong partnerships with area organizations and businesses. Each year, the airport, its staff members, and its tenants participate in a number of worthy causes in the area.

### *The Right Time For The Right Place*

The Right Place, headquartered in Grand Rapids, is a non-profit organization that advocates for and supports business development in the West Michigan region. GFIA plays a key role — not just in transporting business people to and from other locations, but also in providing a range of travel options. The Right Place collaborates with GFIA on a number of levels — on long-term planning and marketing committees and through travel on marketing trips with airport personnel.

*“The airport is a critical piece of infrastructure, a critical business for economic development. We are helping to create local economic opportunities, bringing customers in from businesses outside of West Michigan — it’s a global marketing effort and a robust airport is essential.”*

*- Birgit Klohs, President & CEO, The Right Place, Inc.*



***Need something  
to read on your  
flight? Stop by the  
GFIA Gift Shop.***



## ***Airport Image Key To the City***

The Grand Rapids/Kent County Convention & Visitors Bureau has a long-standing relationship with GFIA. The Bureau operates the airport's Visitor Information Center and considers GFIA an essential selling feature when soliciting convention business.

**"We're a unique city. We tend to compete with cities twice our size. To gain market share we have to attract national business. One of the first things people look at is the airport. It's a hugely important part of our business — setting the tone going in and the feeling you take away. In a time when some airports are cutting back...ours continues to upgrade. The brand image of Grand Rapids is enhanced by our airport."**

*- Doug Small, President, Grand Rapids/Kent County Convention & Visitors Bureau*

## ***Pumping Up the Volume For Michigan Blood***

The airport sponsors two on-site blood drives each year for the Michigan Blood Center. In 2009, the program generated over 40 pints of blood, bringing its all-time total to nearly 800 pints.

**"We're the only provider of blood for all the local medical facilities — and we help out other providers as well. The airport has held drives for us twice a year since 1993. Most of the donors are staff, but we also get people who are just passing by. We collect about 15-20 units of blood each time. Each unit helps an average of three people...so each time we have a drive we help save 60 lives."**

*- Amy Smith, Michigan Blood*

## ***A Little Chamber Music For Improving Commerce***

The Grand Rapids Area Chamber of Commerce is focused on creating opportunities for its 2,800-plus members, most of whom represent small businesses. The airport is essential to providing small business travelers with convenient, accessible air travel. The Chamber's chief executive recently served on a task force geared to bringing low-fare air service to the region.

**"The airport is a valuable asset to the community. From our perspective it helps our members connect, helps them be more successful. It helps**

**globally when you bring in people for different events. The reactions are nothing but positive."**

*- Jared Rodriguez, Senior Vice President, Government Affairs,  
Grand Rapids Area Chamber of Commerce*

## ***A Toy Story***

GFIA firefighters continued a tradition of collecting donations for West Michigan's Toys for Tots campaign during the 2009 holiday season. An open house was held in early December, with the airport's brand new Oshkosh Striker 1500 fire truck making its debut to help draw attention to the program. Staff and visitors stuffed the Toys for Tots donations box to overflowing with games, dolls, puzzles, stuffed animals and more. One family donated a pair of 21-inch bikes, along with helmets. The program, coordinated by the Grand Rapids Santa Claus Girls, provides gifts to qualified families throughout Kent County.



## ***Puppy Love: Training Program Pays Dividends***

**"The ability to have Paws With A Cause Assistance Dogs in training come to Gerald R. Ford International Airport for training sessions is very valuable to our agency's mission. Many of our clients are independent travelers and, as such, their Assistance Dogs will need to be familiar with airport settings, sounds, smells, procedures and the environment. Being able to take dogs through the airport check-in process, walking around baggage claim areas, and seeing the overall rapid pace of business at the airport is critical in our training process. Exposing our Foster Puppies to this environment is very important in their development, which directly impacts their future confidence as an Assistance Dog in this environment."**

*- Michael D. Sapp Sr., CEO, Paws With A Cause*

## *KC/TC Students Gain Hands-On Experience At Airport Campus*

Since 2000, the Kent Career Technical Center (KC/TC) has offered an Aviation Maintenance Technology (AMT) program at GFIA. The two-year program — open to all juniors and seniors in the Kent Intermediate School District — gives students the opportunity to see what it takes to work in the rapidly growing field of airframe and power plant mechanics. The program also takes a look at other aviation-related careers and has the support and involvement of a number of airport tenants. Nearly 100 students enroll in the program each year, with many moving on to military aviation programs and local and regional airports.



## *Flights, Camera, Action*

**"I enjoy that the (Grand Rapids) airport is 10 minutes from everywhere. The cast really has a good experience, and the city is extremely supportive. It just makes it easy to make a film."**

*- Randall Emmett, Partner with Curtis Jackson, a.k.a. 50 Cent, Cheetah Vision Films*

## *Music in the Air*

Each year, talented young performers from area schools serenade airport visitors during the holidays. The Department of Aeronautics would like to thank the following schools for sharing their musical gifts with us in 2009:

- Creston High School
- East Grand Rapids High School
- Grand Rapids Christian High School
- Legacy Christian Middle School
- Moline Christian Middle School
- Northpointe Christian Middle School
- Northpointe Christian High School
- Ottawa Hills High School
- Potter's House Middle School
- South Christian High School

***DID YOU KNOW? The airport generates over \$500 million annually in economic activity throughout its West Michigan 13-county service area.***

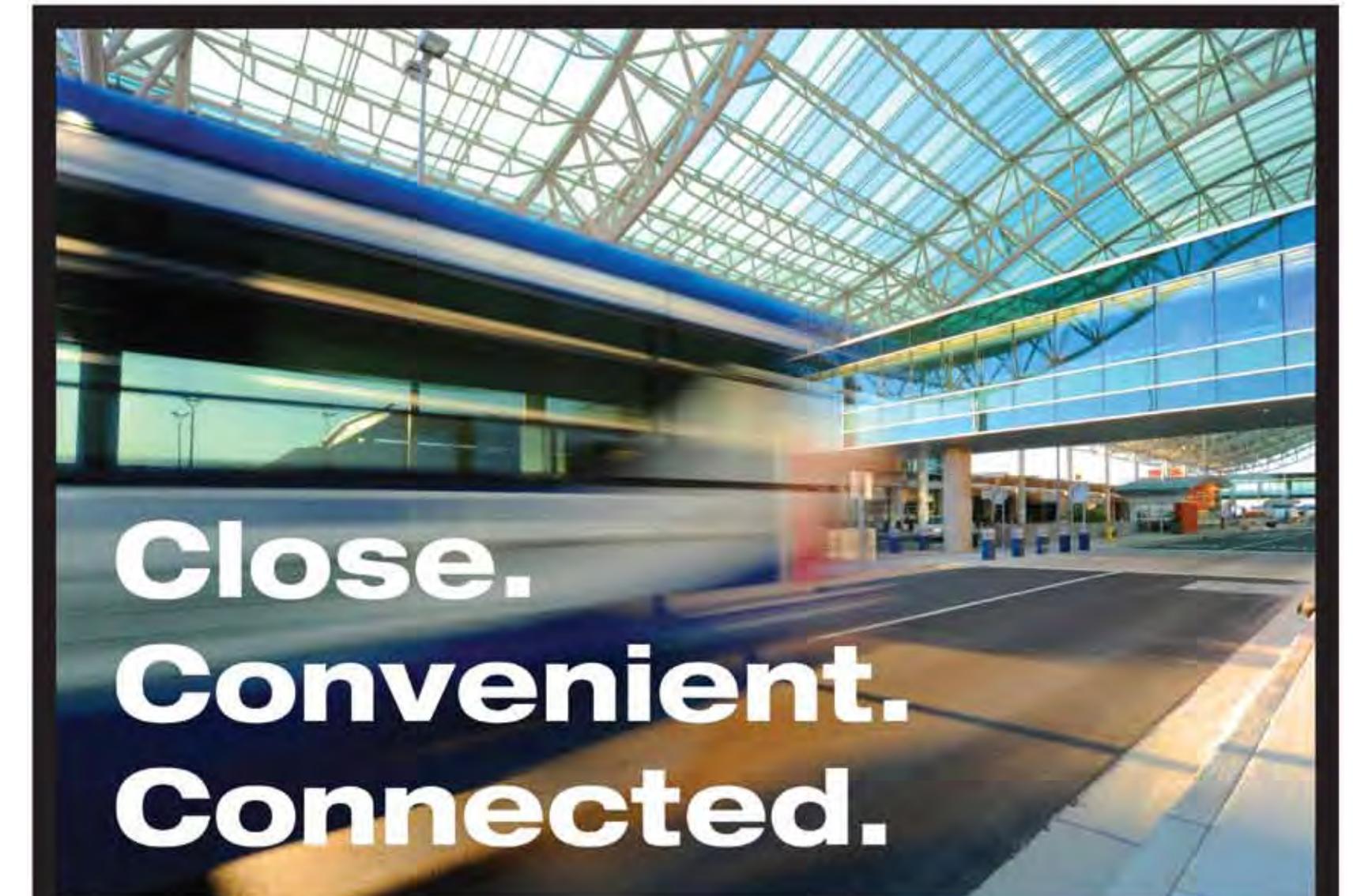
## Financial Highlights

	2009*	2008	2007
<b>Operating Revenue</b>			
Airline Payments	\$ 10,254,215	\$ 10,908,082	\$ 10,037,191
General Aviation	1,604,379	1,504,129	1,384,901
Concessions	669,328	773,295	715,479
Air Cargo	2,313,723	2,559,503	2,323,568
Ground Transportation	10,411,050	11,173,519	11,638,577
Other	853,872	820,669	734,539
<b>Total Operating Revenue</b>	<b>\$26,106,567</b>	<b>\$27,738,996</b>	<b>\$26,834,255</b>
<b>Operating Expenses</b>			
Personnel Costs	\$ 8,555,488	\$ 8,840,426	\$ 8,803,760
Supplies	639,968	1,062,634	1,021,634
Contractual	8,200,570	8,062,366	7,637,269
Depreciation	11,613,300	10,948,005	10,780,845
<b>Total Operating Expenses</b>	<b>\$29,009,326</b>	<b>\$28,913,431</b>	<b>\$28,243,508</b>
<b>Net Income from Operations</b>	<b>(\$2,902,759)</b>	<b>(\$1,174,435)</b>	<b>(\$1,409,253)</b>

\* Unaudited figures. A comprehensive Annual Financial Report including audited figures for 2009 will be available from the Kent County Department of Aeronautics as of June 2010.



***DID YOU KNOW?*** This 150 ft. long, 16-image photo mural, highlighting the variety of cultural, athletic, and leisure events and activities available throughout West Michigan, is featured on the front of the new parking garage.



**Close.  
Convenient.  
Connected.**

Gerald R. Ford International Airport is serving our region with world class service and global reach. With **23** nonstop destinations, state-of-the-art facilities and first-class amenities, we are ready to meet the needs of our region now and in the future.

**New Parking Structure *NOW OPEN***

Short-term • Long-term • Rental Car Services



**Gerald R. Ford International Airport**

[flygrandrapids.org](http://flygrandrapids.org)



# AIRPORT LEADERS SUSTAIN GFIA MISSION

## ***Kent County Aeronautics Board***

The Kent County Aeronautics Board is responsible for setting policy and providing general oversight at GFIA. The six-member board consists of three Kent County commissioners and three citizen members. Board members are appointed by the Kent County Board of Commissioners.

**John Van Laar**  
Chairman

**Joseph Tomaselli**

**Theodore J. Vonk\***  
Vice Chairman

**Richard A. Vander Molen\***

**Dean A. Agee\***

**Floyd Wilson, Jr.**

*\* County Commissioner*

## ***GFIA Executive Staff***

**James A. Koslosky, A.A.E.**  
Executive Director

**Thomas R. Ecklund, P.E.**  
Facilities Director

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

**Brian Picardat, A.A.E.**  
Finance & Administration Director

**Robert W. Benstein, A.A.E.**  
Public Safety & Operations Director

**Bruce L. Schedlbauer, APR**  
Marketing & Communications Manager

## ***Kent County Department of Aeronautics 2009 Awards and Recognition***

Among the honors earned in 2009 were:

- Airport Safety Excellence Award from the Federal Aviation Administration – Great Lakes Region.
- A 15th consecutive Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.
- A First Place Idea Corner Award at the 2009 International Aviation Snow Symposium.
- An award winner in the annual Airports Council International Excellence in Marketing and Communications Awards for its Airport Connections newsletter.



1982 Welcome to the Gerald R. Ford International Airport