

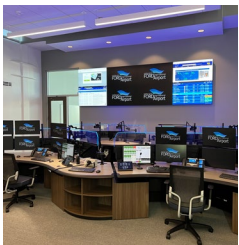
NEW ALTITUDES

2022 REPORT TO THE COMMUNITY



Granting more than just funds: opportunities

The USDOT grants Gerald R. Ford International Airport funds for Concourse A expansion. **3**



IN NEWS

UNVEILING OUR NEW OPERATIONS CENTER Opened in late 2022, the building is the new hub for operations, communications, and emergency services. **2**



IN COMMUNITY

OUR HIGHEST HONOR: MID-MICHIGAN HONOR FLIGHT Gerald R. Ford International Airport welcomes veterans for a "Tour of Honor." **4**



IN ARTS

NOW LANDING: CALDER STATUE DEDICATION The 1975 art piece from Alexander Calder finds a new home at Gerald R. Ford International Airport. **8**

LETTER FROM THE EDITORS



Courtesy Photo
TORY RICHARDSON *President & CEO*
Gerald R. Ford International Airport Authority



Courtesy Photo
DAN KOORNDYK *Chairman*
Gerald R. Ford International Airport Authority Board

As we reflect on the past year, we are filled with immense gratitude for the many people who supported the airport's recovery from the pandemic and helped it ascend to new altitudes.

We are grateful to our team members whose hard work and dedication brought new growth opportunities, to our partners that supported efforts to create a modernized and enhanced air travel experience for our region, and to our community members who have been with us every step of the way.

In 2022, we welcomed more than 3.4 million travelers, making it our second-highest year to date for passenger numbers, had more than 85 million pounds of cargo pass through the airport, served travelers with nonstop flights to more than 30 destinations on six airlines, and supported more than 2,000 jobs in the region. We reached 97% of our 2019 record-breaking passenger numbers, signaling the return to pre-pandemic travel levels for our region.

There was much to celebrate as we raised a ceremonious beam to honor the beginning of construction on our newly expanded \$110 million Concourse A, held a grand opening for our new state-of-the-art airport operations center, were one of 90 airports selected to receive funding from the Bipartisan Infrastructure Law program, hosted the Mid-Michigan Honor Flight to support more than 70 veterans going to Washington D.C. to view memorials dedicated to their service, welcomed new installations into our public art program, held two successful rounds for our Ford Launchpad for

Innovative Technologies and Entrepreneurship (FLITE) program, and so much more.

Our team pursued efforts to relocate the air traffic control tower, securing \$5 million from the FY23 budget with support from Senator Peters and Senator Stabenow, which will allow for the first phase of design for the new tower to commence. This project is part of our capital expansion program, Elevate, which is the largest capital expansion initiative in the country for an airport of our size. This program will bring more than \$500 million in infrastructure improvement projects to support our growth and alleviate capacity constraints within our campus.

As we continue our ascent, we see a thriving airport ecosystem that offers global connectivity to our community members. There is still a lot of work to be done, but there is also a lot to celebrate. We thank those who have stood beside us all these years and who have made these opportunities for growth and celebrations possible. We are honored to serve a community that believes in the power of connectivity and a prosperous West Michigan for all. Together, we will rise to new altitudes providing us with more views to experience.✈️

OPERATIONS CENTER GRAND OPENING

September 2022

The new operations center—which consolidates key teams such as operations and communications, including a new emergency operations center—was completed in September 2022.

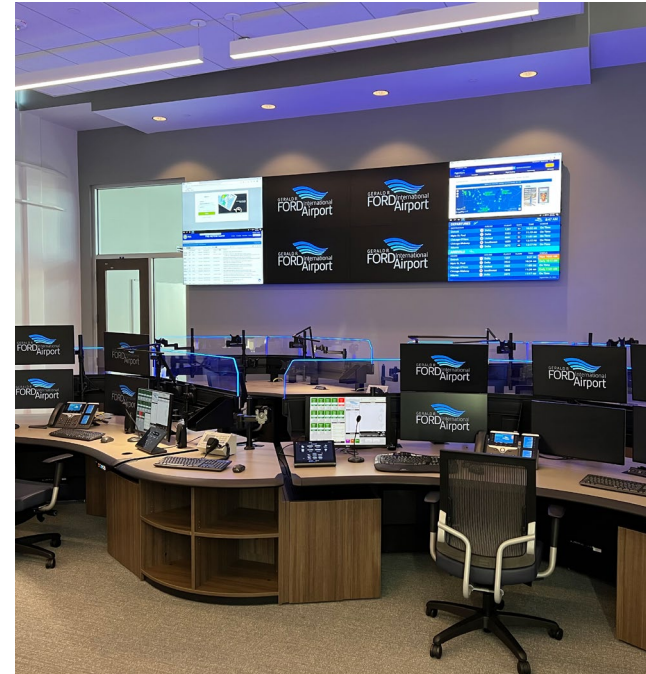
The facility has public and air-side access, making it ideal to provide daily operations support and accessible during an emergency. The emergency operations center can be activated during an emergency at the Ford International Airport, supporting tenants and mutual aid agencies in Kent County. The user-friendly building is staffed 24/7 and is built to withstand extreme weather conditions, including winds up to 250 miles per hour. It is equipped with purposeful redundancies in

technologies and communication channels to ensure services continue during an emergency.

The facility includes a data center, video walls, and special document review spaces, as well as inviting office, conference, and break spaces. The operations center is well-equipped for conducting training, working independently during times of shift overlap, and reviewing design plans and construction documents.

With two fully functional consoles, communications specialists can easily dispatch police, fire, maintenance, and janitorial teams and utilize color coded display lights to indicate to other team members when someone has an emergency call in progress.

In a second phase, the airport plans to expand the center to include its fire department at the site in 2023. ✈



Rendering, Expanded Concourse A

AIRPORT TERMINAL GRANT PROGRAM

July 2022

USDOT grants Ford International Airport funds for Concourse A expansion.

The U.S. Department of Transportation awarded us \$8.6+ million through the Airport Terminal Grant Program to support the addition of eight new passenger boarding bridges on our new state-of-the-art expanded Concourse A.

U.S. Secretary of Transportation Pete Buttigieg delivered remarks at a press event held at the Ford International Airport on the importance of this funding for the West Michigan region. These

improvements will expand the airport's gate capacity by over 50%, increase energy efficiency, provide greater accessibility to the region, and promote competition to increase collaborative opportunities for West Michigan.

This highly competitive program received \$14 billion worth of requests, the Ford International Airport was one of 90 airports selected as a recipient for the first year of funding. ✈



Pete Buttigieg, USDOT Secretary Stan Stek, Kent County Board of Commissioners Chair





MID-MICHIGAN HONOR FLIGHT

Ford International Airport sends war heroes off to D.C.

June 2022

This day long event included more than 70 veterans who participated in a "Tour of Honor," departing from the Ford International Airport to visit memorials in Washington D.C. dedicated to their service.

The Mid-Michigan Honor Flight welcomed veterans from all over Mid-Michigan to partake in this experience. The flight

included veterans from World War II, the Korean War, and Vietnam War. Amongst those who participated, two of the WWII veterans were 100 years old, one being a Pearl Harbor survivor.

The veterans received a patriotic sendoff from community members as they departed for Washington D.C. in the morning and returned later that evening to the airport for a welcome home reception. ✈



Courtesy Photo; Gerald R. Ford International Airport Authority



INNOVATIVE SOLUTIONS FOR AIR TRAVEL

FLITE continues to push the aviation industry forward into the future.

With support from the Michigan Economic Development Corporation, Southwest Airlines, The Right Place, Inc., Stantec Generation AV(R), and Seamless, the Ford Launchpad for Innovative Technologies and Entrepreneurship (FLITE) provides grant funding to encourage the design, development, and pilot testing of new products and services in a live airport environment.

In 2022, FLITE completed two successful rounds of funding, supporting eight innovative companies

who are bringing emerging air travel technology solutions to market. Core focus areas for companies supported through the program include automation & analytics, safety & security, enhanced guest experience, sustainability, door-to-door experience, and advancing aviation.

FLITE has garnered international attention with companies from all over applying to the initiative to be considered for future rounds of funding. It has helped to support local Michigan-based companies, such as Dataspeed and Spotter ID, while simultaneously attracting global tech companies to the community to establish operations. FLITE will continue with a third and fourth round in 2023. ✈



WHILL, Autonomous Mobility Device Company



Celebrating 60 years and 30+ nonstop destinations.

- | | |
|-----------------|-----------------|
| Atlanta | Miami |
| Austin | Minneapolis |
| Baltimore | Nashville |
| Boston | New York |
| Charlotte | Newark |
| Chicago | Orlando |
| Dallas | Philadelphia |
| Denver | Phoenix |
| Destin | Portland |
| Detroit | Punta Gorda |
| Fort Lauderdale | Sarasota |
| Fort Myers | Savannah |
| Houston | St. Petersburg |
| Las Vegas | Tampa |
| Los Angeles | Washington D.C. |



1975 ALEXANDER CALDER AIRPLANE

February 2022

The City of Grand Rapids joined Ford International Airport Authority officials to unveil the new home of an Alexander Calder model airplane built in honor of the nation's Bicentennial.

Commissioned by Braniff International Airways and hand painted by the artist and sculptor who has strong ties to West Michigan, "Flying Colors of the United States" is gouache on resin-cast plastic and features the stars and stripes flag waving in the wind with Calder's bold signature on the tail.

The Airport Authority Art Committee collaborated with representatives from City of Grand Rapids and others involved in the arts and historical preservation to develop an appropriate display for the model airplane so it can be viewed by residents and visitors who travel through the airport.



From left: Tory Richardson, Dan Koorndyk, Mayor Rosalynn Bliss



HEATHER DAY

MARIA KIM

MICHAEL VERHULST

TEAM GROWTH

Our team continues to welcome new talent that supports our overall mission of providing a world-class experience to all guests and passengers.

This year the Ford International Airport Authority welcomed key senior leadership team members, including Maria Kim as Chief Financial Officer and Heather Day as Human Resources Director. In addition, the Airport Authority Board of Directors welcomed Michael Verhulst who brings more than two decades of experience in business administration, public policy, and strategic direction to the role.



SPREADING HOLIDAY CHEER

December 2022

Ford International Airport hosts area school choirs for the annual Holiday Music Festival.

Those traveling through the Ford International Airport during the busy holiday season were welcomed by the voices of local school choirs looking to spread good cheer to all passengers and guests.

The 26th Annual Holiday Music Festival took place December 5th-9th in the airport's grand hall, featuring a total of 20 West Michigan choirs from grades 1st-12th. Passengers paused from the hustle and bustle of the season to enjoy these performances and applaud the talented voices of our community.



Courtesy Photo: Gerald R. Ford International Airport Authority

OPPORTUNITIES FOR LOCAL ARTISTS



With support from the Frey Foundation, the Ford International Airport Authority continues to find new opportunities to invest in local artists to feature the diverse talents of West Michigan through our public art program. The airport's design team identified three types of opportunities for integrated art within the newly expanded Concourse A, including custom terrazzo flooring, suspended art, and wall art.

The art program curates a unique sense of place that resonates with our community. Selected artists will design highly visible pieces to showcase the immense talent that exists in our region, from the lakeshore to the urban core.

Learn more about the artists selected at flyford.org/elevate/community.



From left: Doug Small, Birgit Klohs, Dan Koormdyk, Yolanda Wilson, Emily Brieve, Roger Morgan

CEREMONIAL BEAM RAISING

The Ford International Airport Authority raised a ceremonial beam to celebrate its \$110 million expansion of Concourse A to accommodate projected passenger growth.

Federal, state, and regional business and community leaders gathered to commemorate the project, which creates 125 new construction jobs and adds more than 155,000 square feet of space to Michigan's second largest airport. Construction on Concourse A is expected to take more than two years, with the first phase scheduled to open in summer 2023 and be fully completed by 2024.

The expansion of Concourse A received the full support of Ford International Airport's incumbent airline partners, including legacy carriers American Airlines, Inc., Delta Air Lines, Inc., and United Airlines, Inc.; low-cost carrier Southwest Airlines; and ultra-low cost carriers Allegiant Air and Frontier Airlines. Upon completion, Concourse A will be home to the legacy airlines while low-cost and ultra-low cost carriers will operate out of Concourse B.

The expansion of Concourse A is part of the Elevate program, which has designated more than \$500 million in critical infrastructure investments to improve the guest experience while positioning the airport for continued growth. ✈️



NOTABLE AWARDS

AIRPORT SERVICE QUALITY AWARD

The Ford International Airport was honored to earn multiple Airport Service Quality (ASQ) awards for providing a superior guest experience. Airports Council International World, the trade association of the world's airports, recognized the Ford International Airport for the following award categories:

-  **BEST AIRPORT OF 2 TO 5 MILLION PASSENGERS IN NORTH AMERICA**
-  **AIRPORT WITH THE MOST DEDICATED STAFF IN NORTH AMERICA**
-  **EASIEST AIRPORT JOURNEY IN NORTH AMERICA**
-  **CLEANEST AIRPORT IN NORTH AMERICA**

This year's results recognized 75 airports across the world as the best airports for guest experience, as selected by the passengers. The Airports Council International Airport Service Quality initiative is the airport industry's only global benchmarking program measuring passenger satisfaction across 30 key performance indicators. More than half of the world's travelers pass through an Airport Service Quality airport.



Haley Abbas, Marketing and Communications Manager, accepts the 2022 Best Overall Marketing Program Small-Hub Airport Award.

ACI WORLD'S 'VOICE OF THE CUSTOMER' INITIATIVE AWARD

Our efforts to provide a first-rate guest experience were recognized by Airports Council International (ACI) as we received 'The Voice of the Customer' initiative award.

This award highlights airports that are committed to understanding the expectations of their guests and adapting to their feedback. Our passengers' comfort and overall experience when traveling through the airport is one of our top priorities. We value and welcome our guests' feedback as it helps us to better serve those traveling to and from West Michigan.

Over 200 airports around the world received this award with the Ford International Airport being one of 32 airports recognized in North America.

BEST OVERALL MARKETING PROGRAM SMALL-HUB AIRPORT

As air travel returns, we continue to highlight all the reasons Ford International Airport is West Michigan's best travel choice.

Airports Council International — North America (ACI-NA), the trade association representing commercial service airports in the United States and Canada, recognized Ford International Airport's marketing efforts to promote nonstop routes through meaningful marketing strategies with the 'Best Overall Marketing Program Small Airport' award.

The winner in this category best demonstrated how marketing programs help define an airport's product or service and create a strategy for communicating the message that will produce growth. This award was given in three categories: Large Airport, Medium Airport, and Small Airport. ✈️

LOOKING AHEAD

Elevate, the largest capital expansion program in the country for an airport of our size, will redefine the guest experience with more than \$500 million in airport improvements.

These projects are supported by the Kent County Board of Commissioners with backing of their AAA accreditation. As work continues this coming year, we expect to break ground on Michigan's first consolidated rent-a-car facility, or CONRAC, to enhance the rental car experience for both guests and employees, reduce traffic on the airport roadway system and associated emissions, and provide space for rental car companies to continue growing at the airport.

The Ford International Airport will continue the design of our terminal enhancement project which includes a new checked baggage inspection system, or CBIS, expanded ticketing counters, and baggage claim space.

With the completion of the Concourse A expansion, the Ford International Airport will be able to achieve a 70% energy reduction goal through enhanced sustainability practices, ensuring economic savings and our ability to serve the community for many years to come. We will continue efforts to relocate the air traffic control tower and to secure customs and border protection officers to support nonstop international flights with a new federal inspection station.

PASSENGER AND ECONOMIC GROWTH

With the investment made in Elevate, the airport expects to see a 3% to 5% increase in passenger numbers year-over-year, resulting in a greater demand for parking options and terminal amenities. The Elevate program is expected to increase the airport's economic impact from \$3.2 billion to over \$5 billion, stimulating the local economy and supporting job creation within the region. It's an honor to serve as the gateway to West Michigan, and we are grateful to the community for helping us soar.

60TH ANNIVERSARY

The Ford International Airport is elated to be celebrating 60 years of providing air service to the West Michigan community in 2023. This year-long celebration will include a variety of plans to celebrate the anniversary with our partners and community members. We look forward to commemorating this year with all those who have made the airport a place *where the going gets good.* ✈



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2022 REPORT TO THE COMMUNITY



KEEP UP WITH GFIA

Don't miss any updates from Gerald R. Ford International Airport. Visit our website, sign up for our newsletters, and follow us on social media @FlyGRFord for more up to date content. You can also view our 2022 Report to the Community online—use the QR code to access.

[FlyFord.org/Report](https://flyford.org/report)



GERALD R.
FORD International
Airport