

# Flight Lines

VOL. 38, No. 1 - JAN/FEB/MAR 2009



## MAINTENANCE TEAM SAVES MONEY IN "DO IT YOURSELF" PAINT JOB



ROW 1: JAMES CONRAD, RAY BUCKNER, NEPTALI GUERRERO, ANTONIO FERRERIA, GAIL SCOTT, REBECCA REVOIR, JONATHAN RONQUILLO, ALCON RAMKHALAWAN  
ROW 2: SCOTT GOODWIN, KEN OSTROW, JERRY CAPLE, FERNANDO GARCIA, TERRY WOLFE, SEAN McDONOUGH  
ROW 3: SAM EDWARDS, BASIL "PETE" STAMM, DAVID BLAKELY, FERNANDO GARZON, JEFF DANIELS, MARK KISAMORE  
NOT PICTURED: DENNIS EDMUNDSON, SAM DIAZ, BARRY MYERS, JUAN VIZCAINO, DAVE ZORNES

Standing as a sentry and symbol of a past gone era, the B-52 bomber on Bear Road pays tribute to McCoy Air Force Base which is now home to Orlando International Airport. From time to time the iconic aircraft needs a little added attention. Previously when the Greater Orlando Aviation Authority (GOAA) refurbished the plane an outside contractor was hired to do the work. So this time in an effort to save the Authority money, members of the GOAA Paint, Graphics, Carpentry, Airfield and Pavement, Maintenance Support and Exterior Landscape departments offered to take on the monumental task of repainting the giant plane and refurbishing the park. Using 100 gallons of specially formulated camouflage paint, they all tackled the job and had fun in the process. Not only did they refurbish the B-52 they also added signage, repaved the road leading into the area, repainted the observation deck and upgraded the park benches. The results of their overall efforts speak for themselves as they contributed to preserving Central Florida's own Stratofortress for veterans and non-veterans alike for years to come.

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## AWARDS



### CONGRATULATIONS PARKER MCCLELLAN 20 YEARS OF SERVICE

Parker McClellan celebrates 20 years with the Authority. Parker, Senior Director of Airports, received his 20 year pin from Chairman Jeff Fuqua, Executive Director Steve Gardner and Deputy Director of Operations, Chris Schmidt at a recent board meeting. Parker's wife, Connie and son, Wesley attended the board meeting.



### CONGRATULATIONS TOM DRAPER RECEIVES SAFETY AWARD

On January 12, 2009, Brian Keene, Continental Airlines Station Manager, awarded Tom Draper with the Gold Safety Award based on his efforts and the GOAA team helping Continental Airlines achieve the Continental Gold Safety award. This award is given to a station that demonstrates superior safety performance.

My daughters, two granddaughters and I traveled from Orlando, Florida to Minneapolis, Minnesota. I am a rather frequent flyer but have NEVER had the experience I had that day!

When we disembarked from our rental vehicle (the five of us plus nine bags) we were greeted by **VICTOR**. Although we were flying Northwest and he was stationed outside the United doorway, he welcomed us with open arms and took charge of our mess.

I am a nervous flyer and with the need for additional security measures, I get uptight rather easily. Not too much for Victor, he merely said, "Come with me" and guided us through what usually is a harrowing experience.

Thank you Victor!!!

Further on in the process, we of course went through the security check, also a time of anxiety for me. There we met? Who was thorough but friendly, surprise, surprise. Never have I been treated so kindly by one of the security staff.

Thank you (I just wish I could have gotten your name)

You are to be commended for having such high quality members on your staff.

**Thank you, thank you!**  
**Sincerely,**  
**Nancy Adams Hulbert**  
**Deer River, MN**

AirTran Airways sent more than 50 of its crew members to volunteer with Habitat Orlando on its biggest home building effort to date: Staghorn Villas, an \$8 million town home community that will provide affordable housing for 58 local families.

"For the second consecutive year, we are proud to support Habitat Orlando and their important mission of building affordable housing," says Bob Fornaro, chairman, president and CEO of AirTran Airways.

"We are so appreciative of all our volunteers, donors and partners who are helping to ensure that Orlando families have a comfortable place to call home," said Dee Danmeyer, executive director of Habitat Orlando.

Greetings

I live in the Orlando area but since I work on cruise ships all over the world, I am fortunate to fly in/out of MCO very often. I just wanted to tell you how much I really appreciate the free and fast internet service. To be honest, seems like it should be provided like this at EVERY airport, but it shows how much the MCO Authority is focused on the travelers' experience. I tell everyone what a great airport we have and the internet service is one of the great reasons. Thank you Thank you!!!

**John Ekin**  
**Clermont, FL**

On December 16, 2008, my husband and I were returning home to the UK on Virgin flight VS076. We were called to the next available Virgin Desk where there was a man who was in his late forties, early fifties (we unfortunately did not get his name.). We have over the years traveled to many destinations with many different airlines. We have never been greeted and spoken to so warmly and genuinely by any airline employee anywhere. While chatting we found that he had recently been to the UK and had visited Liverpool, while on holiday, which he enjoyed very much. We would just like to take this opportunity to thank the man in question. We have planned a return trip again and we will hopefully see him once again. We would be very grateful if this message could be forwarded to the relevant department so the employee in question could get the praise he deserves.

**Cathy Murray**  
**United Kingdom**

## TAM AIRLINES ARRIVES AT ORLANDO INTERNATIONAL AIRPORT



The largest passenger airline in South America, TAM, is now flying daily trips out of Orlando International Airport (MCO) to Sao Paulo, Brazil. In late November, TAM landed at MCO bringing with it approximately 107 million dollars in economic impact to Central Florida every year. The non-stop daily flight carries 213 passengers a day.

The addition of Orlando to TAM's international flight schedule came after great effort and years of targeting the popular market. Orlando is now the third North American destination for TAM which is continuing to expand its operations outside of South America.

## JETBLUE SERVES CENTRAL FLORIDA'S SECOND LARGEST HISPANIC MARKET

With the ceremonial cutting of a ribbon jetBlue CEO Dave Barger along with GOAA Executive Director Steve Gardner and a host of jetBlue team members inaugurated new non-stop service between Orlando and Bogota, Colombia. After more than a decade of efforts by Authority staff and community support, jetBlue started the daily service which is estimated to add 44 million dollars to the local economy annually. The new service brings to 19 the number of non-stop international destinations from Orlando International.



## Red Economy/Satellite Parking Lot Closes for Season



The Red Satellite parking lot is closed. Responding to seasonal demand and the current economic environment, the Red Satellite Lot is no longer accepting vehicles. The Blue Satellite lot, with more than 3000 parking spaces, has sufficient capacity for cost conscious travelers desiring the closest parking option for less money. The Red and Gold lots will be re-opened as capacity demands during peak travel times throughout the year.

## ENVIRONMENTAL EXPO AT ORLANDO INTERNATIONAL AIRPORT

The Green Committee of the Greater Orlando Aviation Authority along with Disney's Magical Express teamed together to host an environmental expo for those who work at the airport. The event, held in the ArtPort gallery, had over two dozen companies on hand to show employees how to make a green difference in their lives both at home and at work.

Over 300 employees visited the expo for green tips. The expo allowed GOAA to highlight efforts already underway at the airport to be environmentally responsible including the use of bio-diesel to power hundreds of pieces of equipment, the state's only fleet of zero-emissions hydrogen powered buses at an airport and the use of more hybrid vehicles to reduce fuel consumption.



ALAN PATTISON, GOAA'S DIRECTOR OF ENGINEERING AND A MEMBER OF GOAA'S GREEN TEAM ASSISTS EXPO ATTENDEES WITH ANY QUESTIONS ABOUT THE AIRPORT'S PARTICIPATION.



## POPULAR ARTWORK RESTORED



One of the most popular pieces of artwork in the Orlando International Airport art collection gets a face lift. "The Traveler" bronze sculpture by super realist artist Duane Hanson, which is located next to Starbucks in the main terminal building, has a clearer look. The Plexiglas case surrounding "The Traveler" has been replaced. The new case affords thousands of travelers a day the opportunity to view the artwork and wonder if he's going to come to life. The work also allows for an unobstructed view for photographs.

## ORLANDO INTERNATIONAL AIRPORT WINS AIRPORT REVENUE NEWS AWARD

Airport Revenue News (ARN) recently completed its annual conference in Orlando with the release of its annual survey of travelers. For 2009, Orlando International is number one in retail stores. The ARN award asked its readers to rank major airports for total offerings, quality and types of stores available and Orlando International ranks as the airport with the best retail stores. The Authority recently hosted an informational briefing and tour for ARN attendees along with airport food and beverage and retail concessions developer, HMS Host and Westfield.



CONCESSIONS TEAM MEMBERS - LEFT TO RIGHT - FRANK BROWNE, DEBBIE MARINO, LINDA BARATTA, MELISSA CAPORALE, NATALIE WRIGHT AND TRACY HARRIS.

## HERE'S TO YOUR HEALTH

The first urgent care walk-in clinic in a Florida airport is now open for business at Orlando International. Solantic Urgent Care is located on the "B" side of the main terminal building in the Great Hall in the former Harley Davidson location. Solantic Urgent Care is prepared to handle a host of medial ailments including minor emergencies and injuries as well as providing digital x-rays, laboratory procedures, immunization services and the filling of some prescriptions.



PHOTO ABOVE:  
OPENING CEREMONIES WERE ATTENDED BY ROB SARVER, DUANE KHAN, CHRIS SCHMIDT, KAREN BOWLING, CEO SOLANTIC, THE HONORABLE BUDDY DYER, MAYOR OF ORLANDO, RICK SCOTT, CO-FOUNDER AND CHAIRMAN OF THE BOARD OF SOLANTIC, STEVE GARNER, GOAA EXECUTIVE DIRECTOR, LIEUTENANT LINDSEY FERRELL, AND STEVE HOLLINGSWORTH.

PHOTO LEFT:  
RIBBON CUTTING CEREMONY BY SOLANTIC EMPLOYEES

## Service Update

March 2009

<b>jetBlue</b> .....	
San Jose, Costa Rica.....	7 flights per week
<b>British Airways</b> .....	
London/LGW, England.....	10 flights per week
<b>Copa Airlines</b> .....	
Panama City, Panama.....	14 flights per week
<b>Virgin Atlantic</b> .....	
London/LGW, England.....	15 flights per week

## Service Update

April 2009

<b>Continental Connection</b> .....	
Tallahassee, FL.....	16 flights per week
<b>Delta</b> .....	
Tallahassee, FL.....	12 flight per week
<b>Air Jamaica</b> .....	
Montego Bay, Jamaica.....	6 flight per week
<b>Continental Connection</b> .....	
Miami, FL.....	30 flight per week
<b>Virgin Atlantic</b> .....	
Manchester, England.....	10 flight per week
<b>American</b> .....	
St. Louis, MO.....	7 flight per week

## Service Update

May 2009

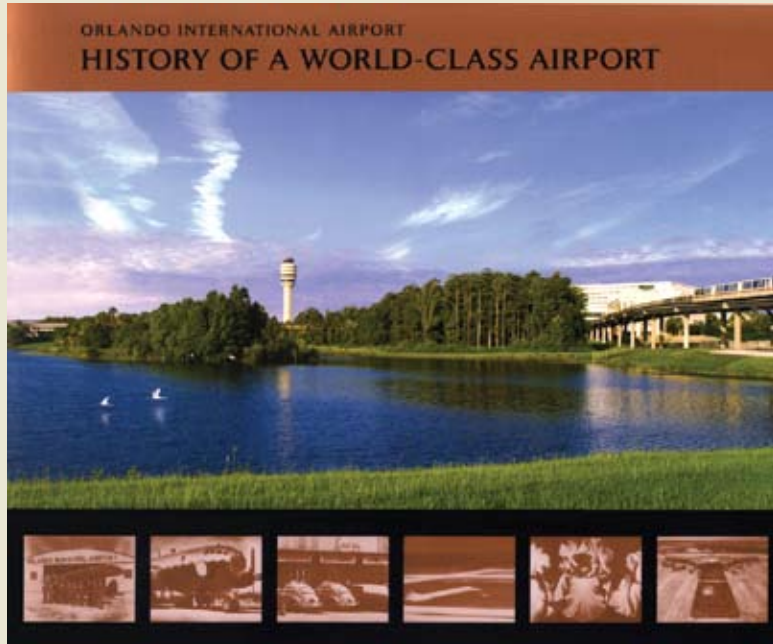
<b>AirTran Airways</b> .....	
Charlotte, NC.....	7 flights per week
<b>AirTran Airways</b> .....	
San Juan, PR.....	21 flights per week
<b>AirTran Airways</b> .....	
Dallas/DFW, TX.....	14 flights per week
<b>jetBlue Airlines</b> .....	
San Juan, PR.....	34 flights per week
<b>jetBlue Airlines</b> .....	
New York/LGA, NY.....	14 flights per week
<b>Spirit Airlines</b> .....	
San Juan, PR.....	21 flights per week
<b>AirTran Airways</b> .....	
New York/LGA, NY.....	2 flights per week
<b>Southwest Airlines</b> .....	
Albany, NY.....	14 flights per week
<b>Southwest Airlines</b> .....	
Ft. Lauderdale, FL.....	33 flights per week
<b>Spirit Airlines</b> .....	
Detroit/DTW, MI.....	7 flights per week

## Service Update

June 2009

<b>Delta Air Lines</b> .....	
Mexico City, Mexico.....	3 flights per week
<b>US Airways</b> .....	
St. George, Bermuda.....	1 flight per week
<b>Delta Air Lines</b> .....	
Cancun, Mexico.....	2 flights per week
<b>jetBlue Airlines</b> .....	
Aguadilla, PR.....	14 flight per week
<b>jetBlue Airlines</b> .....	
New York/JFK, NY.....	74 flight per week
<b>jetBlue Airlines</b> .....	
San Juan, PR.....	42 flight per week
<b>Midwest Airlines</b> .....	
Milwaukee, WI.....	14 flight per week
<b>American Airlines</b> .....	
Chicago/ORD, IL.....	28 flight per week
<b>Southwest Airlines</b> .....	
Baltimore, MD.....	52 flight per week
<b>Southwest Airlines</b> .....	
Philadelphia, PA.....	42 flight per week

# ORLANDO INTERNATIONAL AIRPORT HISTORY BOOK



From "white elephant" in 1981, to the busiest passenger airport in Florida today, Orlando International Airport has quite a distinguished history. From the very beginning to the present day, you can now learn the history of Orlando International in a new book that chronicles the airport every step of the way. The book, Orlando International History of a World Class Airport, is available in the office of Public Affairs at an airport employee discounted price.

To unveil the book the visionaries and community leaders, who helped build and guide the development of the airport, were on hand for a luncheon to share their memories in the GOAA boardroom.



## January Plane Speaking

	JANUARY 2009	JANUARY 2008	% CHG	ROLLING 12 Mos. 2009	ROLLING 12 Mos. 2008	% CHG
<b>MCO TOTAL PASSENGERS</b>	2,691,571	3,035,159	(11.30)	35,318,447	36,666,485	(3.67)
<b>MCO TOTAL OPERATIONS</b>	25,789	30,651	(15.86)	329,944	361,084	(8.62)
<b>ORL TOTAL OPERATIONS</b>	9,393	12,395	(24.22)	129,771	148,839	(12.81)

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