

THE EXTRA MILE

MILLION AIR TETERBORO  MERIDIAN AIR CHARTER

Volume 1, Issue 1 • May 2005



From the CEO

Ken Forester, CEO of Meridian Air Charter & Million Air Teterboro

This year started out as an exciting one. Our new facility is on the rise. The steel beams are being installed as this goes to press. Our maintenance department for both the charter company and the maintenance company were both recognized by the FAA with the Diamond awards for professional training. We are busy adding aircraft to the charter/management fleet and updating paint, interiors and avionics of the existing fleet. We are focusing our efforts on additional training for our line service and customer service in the FBO. We just finished our new web site for the

charter department and by the next newsletter we should have a brand new web site for the FBO. Our biggest assets continue to be our employees. Their efforts are what make everything possible. Congratulations to Betsy Wines, who was voted the best FBO employee in the Professional Pilot 2005 PRASE survey. She has held that honor for eight years and credits the entire customer service and line service team. We hope you enjoy the newsletter. We have changed the look and added some new topics including our Mile Markers section to highlight some exciting charter trips.

Thanks for your continued support!

Ken Forester

Million Air Teterboro and Meridian Air Charter Make Progress with Construction of New Facility!



With the arrival of the warmer weather, the steel for the construction of the new terminal was painted and is rising from the concrete. The current phase includes a three story, 21,000 sf FBO and a 12,000 sf maintenance facility. The new FBO will have the following amenities:

- Home theatre room • Sleep room
- Recreation area with a pool table
- Gym with private showers
- A pilot lounge with satellite TV
- Conference room for 12-14 people
- Business Center with copier, fax, computer & shipping
- Café with vending machines, & coffee.

We are all very excited about the new facility and are looking forward to its completion.

Million Air Teterboro Focuses on New Training Programs

Million Air Interlink maintains a "People First" philosophy making training of Million Air employees a top priority. Million Air provides training programs for managers, customer service and line service. By providing such comprehensive training, Million Air helps ensure standards of QSC, which, in turn, provide an FBO experience that customers will enjoy on every visit. Nehemias Camacho, our Line Service Training & Safety Coordinator, just returned from training on March 3rd in Houston. Camacho, as he is better known, has been with the company for seven years. He has been in his current position as the Training and Service Coordinator for the past 2 years. Camacho brings over six years experience in the Air Force to the job. He was a crew chief on the KC10's stationed at McGuire AFB in New Jersey. He left the Air Force as a sergeant and is applying his supervisor training, ORM training, Hazmat, and situational awareness training, to his current position. During his time in the military he was sent on deployments to the United Arab



Emirates and Qatar. His training in the military has been a big help in shaping the training program at Million Air Teterboro. The main topic of the training in Houston was ORM process (operational risk management) as it applies to line service and the entire company. They learned the 7 steps within the ORM process. Camacho noted, "The conference was an additional guide for me to use in my training procedures with line service. With the new facility soon to open, it is essential for not only line service but for every department to aid in the ORM process. The ORM process is not a program; it's a way of thinking. The new facility will pose many new changes for line service but with proper training, the transition should be smooth."



Million Air Teterboro & Meridian Air Charter Presented with Diamond Award from FAA

On March 16, 2005, Million Air Teterboro and Meridian Air Charter were presented with the Diamond award by the FAA. This is the 5th year in a row that both companies received the award. The Diamond award is presented to companies that train at least 25% of their mechanics.

In addition to the companies receiving the awards eleven mechanics received The Aviation Maintenance Technician Awards (AMT). The awards are issued based on the amount of training received in one calendar year. The AMT awards program has five levels, or phases, of recognition.

- **Bronze Award for 6 hours**
- **Silver Award for 12 hours**
- **Gold Award for 26 hours**
- **Ruby Award for 60 hours**
- **Diamond Award for 100 hours**

Awards were presented by John Lezniak, the Airworthiness Unit Manager and S. Ali Ispahany, the Aviation Safety Inspector, from the FAA to the following mechanics:

Bronze Award- Dan Jurgensen

Silver Award- John Langschultz,
Lou Paolino

Gold Award- Rob Santangelo,
Mark Muller,
Randy Arrigo,
John Bahrenburg &
Nick Taddei.

Ruby Award – Brain Fee, Per Karlsson
& Tom Steeves.

Congratulations to all.

New Website Flies High

On February 12th, 2005, at this year's NBAA Scheduler's and Dispatchers Conference in Reno, Nevada, Meridian Air Charter announced our brand new website. Our staff was on hand for the kickoff and over 800 people stopped by to try their luck on our very own slot machines. Winners were posted daily on our brand new web site, www.nycjets.com. This newly redesigned site better reflects our capabilities and has a convenient online quote engine for immediate charter pricing. We also have downloadable aircraft description sheets of all our fleet and a special client section for tracking active trips. Meridian Air Charter's Global Access™ allows our aircraft owners and clients the ability to log in directly to our dispatch and view, get info, and even update their activities. The site has its own intranet for employee access for pertinent company information. The new website can be found at www.nycjets.com or www.meridianaircharter.com.



Snow, Snow & More Snow!

Now that Spring has arrived it is easy to forget all the snow we had this past winter. But our troopers in Line Service haven't forgotten. This winter we had over 42.7 inches of snow. The average amount of snow for our area is 24 inches. That is 18.7 inches above the normal range. While that is quite a bit of snow (not for the folks in Buffalo), last winter we had over 48 inches of snow. Fortunately most of the storms this year occurred overnight or over the weekend so the disruption to service was minimal. One of our customers, John Hopper, a pilot for Great Lakes Chemical Corp in Indianapolis, pulled our Customer Service manager over and had this to say about the way Line Service handled his aircraft. "Your ramp employees, under



the direction of Steve Chandoha, seemed as interested as me to conserve the deicing fluid and let it work even if it took a little extra time before I could get back in, fire up and taxi. I was very impressed with the application methods employed by your crew on your deicing truck and very grateful for their efforts to maximize the effectiveness of the fluid without pouring out a river of the stuff. I believe your training program should be the model by which all FBO's design their application programs and efforts. Also, the coordination effort by the deice crews, CSR's inside, and the tower when it was time to get cleaned and then move out to take off was very smooth. Teterboro is difficult some days when the weather is great. Toss in the icy precipitation and the delay potential is pretty gloomy. The crew on the deice truck was fantastic. They got the word from inside, got to work right away and we got out to the runway shortly with clean surfaces. Just a fantastic job."

Congratulations To Our Team Of Professionals on A Job Well Done.

Meridian Air Charter Adds a Challenger 601-3A/ER to the Fleet

In January 2005, Meridian Air Charter added a beautiful Challenger 601-3A/ER to the charter certificate. The aircraft is located at Teterboro Airport and brings the fleet up to 10 aircraft.

The Challenger cabin is designed to ensure enroute productivity as well as comfort. Comfortably accommodating twelve passengers, the aircraft is equipped with a Magnastar 2000 inflight phone with three handsets, Satcomm, a data port, a fax machine, power outlet, and Defibrillator. The entertainment system includes two large monitors, a DVD, CD player and Airshow. The aircraft exterior is Matterhorn White with Deep Red and Pearl Gold accent stripes. The interior of the aircraft has plush beige leather seats complimented with fabric accents, a beige headliner and beige carpet and incorporates beautiful woodwork and a new "S" Galley. Call our Charter Sales Representatives at **1-800-882-2333** to book the aircraft.



Plane Folks A Spotlight on Meridian Air Charter's Employees

Aviation has been a crucial part in many people's lives, especially one of Meridian Air Charter's pilots, Dave Belastock. From an early age Dave has been surrounded by people involved with aviation. His father & uncle were both Eastern Airlines (EAL) pilots, his aunt an EAL flight attendant, & his cousin is a Continental pilot. Dave began his professional aviation career in 1989 as a B727 Second Officer with the Trump Shuttle, a spin off from Eastern. Fortunately, his dad transitioned from Eastern to Trump at the same time, giving Dave the unique opportunity to fly with him for five years, including his retirement flight. While with the airline he earned the Air Line Pilots Association's Superior Airmanship Award. Thus began for him a long history of volunteerism within the professional aviation community. Dave was a member of the Trump Shuttle's Safety Committee & he served as Trump Master Executive Council (MEC) Secretary/Treasurer & Second Officer Representative during the merger with the US Airways pilot group. Dave subsequently served as a member of the US Airways ALPA Communications Committee editing US Airwaves magazine, & finally joined the US Airways ALPA MEC as LaGuardia's First Officer Representative until his furlough in November 2002. At US Airways, Dave flew the B727 & Airbus A320 family of aircraft as a first officer. Deciding to forego the airlines in favor of a career in

business aviation, Dave was hired at Meridian Air Charter, in May of 2003. Dave started as a Citation 550/560 Captain, & the rest is history. Most recently, he transitioned to the Challenger 601-3A/ER, as a first officer. In addition, Dave recently volunteered to serve as vice president of Aviation Professionals Sharing Information (APSI), a NY/NJ area business aviation networking organization that has historically catered to the interests of schedulers & dispatchers. His goal is to increase flight crew participation.

When Dave is not at work he is spending time with his wife Cathy. They reside in Forest Hills, Queens, NY with their four parrots. Cathy is a professional opera singer, & also manages the rental library at Boosey & Hawkes, a music publishing company with offices in New York, London & Berlin. Next time you charter the Challenger introduce yourself to Dave.



Million Air Teterboro Focuses on New Training Programs

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Procedures for all the FBO's were also discussed in an effort to improve the standardized procedures for all the Million Air FBO's. Roger Woolsey, CEO of the Million Air franchise system noted that "Both Million Air Teterboro and the entire chain is lucky to have someone as qualified and as dedicated to both safety and customer service as Camacho". Woolsey went on to add, "Any FBO can have a rule book. The problem with rigid rule books is that in order to capture every possible situation, our rules would be as thick and as complicated as the IRS. Million Air looks instead to good system designs and careful judgment at the front line level. We hire only talented, top notch team mates, and we then arm them with great systems and equipment. Lastly, we engage them with strong leadership. Camacho's experience and dedication is a living, breathing example of our commitment to both our team mates and our customers". Well, what does Camacho do when he is not busy at work setting up training. He is very much into all aspects of music. His in-laws and their family are professional Latin musicians. Camacho is a bass player in his own band and is a newlywed. He just got married to Suzanna Quezada six months ago. Thank Camacho for your efforts.



We are on the Web!

www.meridianaircharter.com

www.millionairteb.com

www.nycjets.com

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Mile Markers!

Marking just one of the magnificent trips that Meridian Air Charter has completed is this issue's Mile Marker, Tahiti! Tahiti is located in French Polynesia, about 6500 miles off the coast of California and about 5400 miles off the coast of Australia. Tahiti's tropical climate is quite inviting with the average temperature at 85 degrees. Tahiti offers a diverse list of activities to enjoy from exploring unpopulated black sand beaches, to relaxing in the lagoon style pools at the resorts. Tahiti was just one of the stops made on our extensive month long trip. Among other beautiful destinations that were visited were Oahu, Hawaii; Avarua and Aitutaki in the Cook Islands; Auckland, Nelson, Queenstown and Taupo in New Zealand and Los Cabos, Mexico. Pictured here is our GIV on the ramp at Tahiti's International Airport (PPT).



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Employee News!



Happy Birthday to the following Employees!

Lou Bonanno
Steve Chandoha
William O'Neil
Holmes Parra
Bobby Sciubba
Connie Cirigliano
Carlos Moreta
John Vining
Idelfonso Gutierrez
Hernan Sanchez
John D. Gomez
Ren Gallo
Luis Rodriguez
Tom Erkes
Rajiv Katara
Victor Rodriguez
Randy Arigo
Victor Seda
Jorge Cornejo Jr.

Vicky Kushlak
Arie Ramm
Haakon Aurdal
Brian Fee
Arlene Baetiong
Nick Taddei
Jennifer Savitch
John Bahrenburg
Lou Paolino
Ofelia Baetiong
Steve Meloni
John Disabunjong
Emanuel Rivera
John Langschultz
Jim O'Brien
Vicki Psathas
Magne Larssen
Alexy Mendez

Welcome to the Team

Peter Cardona • Rachael Trimber
Brian Yates • Jennifer Savitch
Nickalas Snook • Idelfonso Gutierrez
Guttorm Baadsvik • Lou Kadubic



Happy Anniversary to the following employees:

1 Year Anniversary
Cheri Koppenal • Andre Watson
Adam Cowburn

5 Year Anniversary
Mary Ann Trevelise • Paul Knorr
Kenny Martinez • Tom Hughes

10 Year Anniversary
Connie Cirigliano • John Bahrenburg
John Langschultz • Jim D'Angelo

30 Year Anniversary
Bob Merena

New Arrivals

Anastasia Godlewski
6lbs 1oz & 21"
Born on 1/26/05



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"Newsletter Name" Contest Winner:

Congratulations to Joe Langschultz

For coming up with the great name for our newsletter. Thanks to everyone who entered. We had some great suggestions.