

Dear Customers and Meridian Team Members,

Uncertainty is the watchword in Washington, New York City and across the country. Our election this fall will help, but problems in Europe, the Middle East, and unemployment/debt issues will not be solved easily or quickly. Anti-business, anti-corporate aviation rhetoric hasn't helped. It has contributed to the bankruptcy of Hawker Beechcraft and a very difficult period for private aviation. Fortunately our customers, which include politicians, understand the value of the time that they are saving by chartering or flying their own aircraft.

On the brighter side, Meridian is optimistic that no matter what the macro-economic environment, we will continue to be successful as long as we maintain focus on our customers and Meridian team members. Our customers have confirmed the quality and professionalism of Meridian by their votes in the latest surveys, as have their recommendations to friends, family, and colleagues, which have earned us new

customers.

Despite this difficult environment, Meridian is continuing to invest in our people with a Wellness program and Customer Service training, in technology with our new website, in our facilities with a new fuel farm, and in growth as we open a West Coast operation. Thank you for your business, loyalty, and support.



Ken Forester

Meridian Teterboro Tops the Charts

Meridian Teterboro has once again been ranked among the best FBOs in the country. Results from three popular industry surveys, the FitPlan.com "2012 Pilots' Choice Awards," the Professional Pilot "2012 PRASE Survey," and the Aviation International News (AIN) "2012 FBO Survey," attest to Meridian's unwavering commitment to outstanding customer service. We are greatly honored and humbled by the results of all the surveys. As a family-owned operation, our goal is to make everyone who walks through our doors feel like they've arrived home. We go to great lengths to meld technology, reliability, and safety with comfort, convenience, and sincerity. Such resounding accolades bring assurance that we're on the right track. For the third consecutive year, pilots chose Meridian as #1 in the categories of Top U.S. FBOs and Top 5 Northeast U.S. FBOs in the "Pilots' Choice Awards" survey. The FBO also ranked #11 in the Top 25 Star FBOs. This category

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Above: Meridian hosts its "New York, New York" gala reception in the main hangar on June 6, 2012, the night before the NBAA Regional Forum.

Left: Meridian is well-represented at its booth during the NBAA Regional Forum held at Teterboro Airport (TEB) on June 7, 2012.

Meridian Exhibits Report

Since the start of the year, Meridian has had the pleasure of participating in several industry venues including the National Business Aviation Association (NBAA) Schedulers & Dispatchers Conference; NBAA Regional Forum, Van Nuys, CA; European Business Aviation Convention & Exhibition (EBACE); and NBAA Regional Forum, Teterboro, NJ; as well as hosting a grand gala reception prior to the Teterboro-based Forum.

Most of the time the opportunity to welcome and assist folks happens right here on the field, in our hangars and FBO. However, the value of exhibiting at an industry trade show is irrefutable. Simply put, trade shows bring people together. Conferences, forums, trade shows and the like not only provide the perfect place to showcase one's services, but they offer the opportunity to sit and commune with peers and customers. Casual discussions open the door for problem solving, education, inspiration, and camaraderie. These venues are a wonderful setting for Meridian team members to do what they do best - bond with people.

So where have we been? In January, Meridian exhibited at the NBAA's 23rd Annual Schedulers & Dispatchers (S&D) Conference in San Diego, CA. The annual event provides NBAA members an opportunity to meet the individuals who are directly responsible for the scheduling and dispatching of aircraft at flight departments of all sizes throughout the world. The conference, which was held at the San Diego Convention Center, included over 30 education sessions that were developed to educate and inspire attendees. Meridian was one of 425 companies that participated in the industry event as an exhibitor, and was represented by seven Meridian associates in attendance. Response was positive and it was a pleasure to be part of the Conference.

In April, Meridian could be found on the West Coast at Van Nuys Airport (VNY) for the NBAA Regional Forum. Meridian was well-represented at the event with six team members to greet visitors, discuss the company's vast array of private aviation services, and sponsor a raffle. The Forum was a great success, attracting more than 1,600 attendees, 112 exhibitors, and 16 aircraft on static display including the Bombardier Global 6000, which made its debut at the event.

In May, three members of Meridian Air Charter traveled nearly 3,900 miles across the Atlantic Ocean to Geneva, Switzerland for EBACE2012. Coined "the premier annual meeting place for the European business aviation community," EBACE has grown to be a global phenomena - attracting industry professionals from far and wide. This year's event was no exception. An impressive 12,638 attendees from 99 countries passed through the Geneva Palexpo convention center, with 491 exhibitors occupying a record-breaking 2,280 booth spaces.

EBACE2012 afforded Meridian the unprecedented opportunity to meet with prospective European customers and converse about its diverse services. Mike Moore, Director of Aircraft Management, commented, "Teterboro Airport is a key port-of-entry into the US from Europe, so it is abso-

lutely critical to the growth of our business to have a strong presence in this market. EBACE is a great venue towards that goal."

June's events brought us back home to Teterboro Airport (TEB). On the evening of June 6, Meridian hosted a gala reception in the main hangar to welcome NBAA Regional Forum attendees. Since Meridian is located just minutes from New York City, it was only fitting that attendees received a true "New York Experience" during their visit.

Over 300 people gathered in the hangar to walk the Red Carpet, have photos taken in "Times Square," sample real NY deli-style fare, and grab a dog from the Hot Dog Cart. Many strolled along for the facility tour or stopped to mingle beside a beautiful new Hawker 900XP and a newly refurbished Falcon 2000 on display. To complete the NY experience, an original yellow-checkered taxicab graced the hangar and there were "Big" Apples for all.

Regarding the reception, Ken Forester, CEO of Meridian, said, "All of us at Meridian are glad to have had the opportunity to welcome our business colleagues and friends to our facility. We hope that everyone had a great time and will visit us again. We really value the trust that you place in us and the positive difference you make for the future of business aviation."

The next day's NBAA Regional Forum, held at First Aviation, was of equal success. The Forum featured a static display of 35 aircraft, an indoor exhibition with 130 exhibitors, and attracted more than 2,000 attendees. The attendance count made it the NBAA's largest regional forum to date, which is appropriate since TEB is the busiest business aviation airport in the U.S.

In October, Meridian will head down the East Coast to exhibit at the NBAA's 65th Annual Meeting and Convention, which is recognized by many in the industry as the year's most significant business aviation event. NBAA2012, which is scheduled from October 30 to November 1, marks the Meeting's return to Orlando, FL. We invite you to visit us at Booth #4746.

PAMA Recognizes Meridian Jet Center's Commitment

PAMA is a nonprofit society for which Meridian has great respect. PAMA has made it its priority to represent all professionals in the field of aviation maintenance. As PAMA's website (www.pama.org) explains, the organization "promotes professionalism and recognition for the Aviation Maintenance Technician. PAMA does this by fostering continuous improvement in aviation safety and community through communication, education, representation, and support."

To better serve its members PAMA is divided into six regions and then into Chapters. PAMA's Chapters bring members together at the local level and facilitate opportunities for networking, education, and involvement in the aviation maintenance industry. Meridian is situated in PAMA's 'Eastern and New England Region' and is part of the Teterboro (TEB) Chapter. The TEB Chapter gives Meridian, and many others, the chance to actively support and make advancements in the aircraft maintenance and management field.

Thus, it was truly an honor when PAMA recognized Meridian Jet Center with two prestigious aviation achievement awards – the Carl Krajewski Award and the Maintenance Department of the Year Award – at the monthly Chapter meeting held on March 27, 2012. Mr. Ed Furst, Jr., Teterboro Chapter President, presented the awards.

The Carl Krajewski Award was presented to Mr. Robert "Bob" Kennedy. Each year, this award



Bob Kennedy (left) and John Langschultz (right) with the 2012 PAMA Awards

is given to an individual who has gone above and beyond in his/her participation and support of the aviation maintenance profession and the community he/she serves. Bob's involvement in PAMA's TEB Chapter and commitment to the TEB Airport Community is exceptional. He has been involved with aircraft maintenance for the past 45 years, including the last 5 years with Meridian as an Aircraft Maintenance Sales Representative. Reflecting upon the award, he shared, "I am honored to receive the Carl Krajewski Award. He was a personal friend of mine who worked with me in the same hangar and operated the same aircraft. The fact that I knew Carl makes this award even more special."

The second award, Maintenance Department of the Year, was presented to Meridian Jet Center. This annual award recognizes the outstanding support and participation that a company has put forth on behalf of the aviation maintenance profession and the community it serves. John Langschultz, VP Meridian Jet Center, accepted the award on Meridian's behalf. Mr. Langschultz commented, "Being part of the Teterboro PAMA Chapter since its beginning in 1987 has been a great experience. I have met many great people and "legends" in the industry. I am proud of the accomplishments that have come from our PAMA Chapter, including the Charles Taylor and AMT awards. Meridian is proud to support this important organization and its mission."

Meridian Calendar of Events 2012

Date(s)	Name of Event	Location	Notes
Jan 15-18	NBAA - Schedulers & Dispatchers	San Diego, CA	Exhibitor
April 9	FlightSafety Customer Appreciation Golf Tournament (West Coast)	Robinson Ranch Golf Club Santa Clarita, CA	Participant
April 12	NBAA Regional Forum - Van Nuys	Van Nuys Airport (VNY) - Los Angeles, CA	Exhibitor
May 14-16	EBACE2012	Geneva, Switzerland	Exhibitor
May 22	NeBAA Golf Tournament (Nebraska)	Tiburon Golf Club - Omaha, NE	Participant
June 6	"New York, New York" Reception	Meridian Main Hanger, Teterboro, NJ	Host
June 7	NBAA Regional Forum - Teterboro	Teterboro Airport (TEB) - Teterboro, NJ	Exhibitor
June 11-13	NATA 2012 Air Charter Summit	Chantilly, VA	Attendee
June 16-17	Wings & Wheels Expo 2012	Teterboro Airport (TEB) - Teterboro, NJ	Participant
June 25	FlightSafety Customer Appreciation Golf Tournament (East Coast)	Centennial Golf Club Carmel, NY	Sponsor & Participant
July 21	15th Annual PSE&G Teterboro Airport 5K Run	Teterboro Airport (TEB) Teterboro, NJ	Participant
July 22-25	GBT A Convention 2012	Boston, MA	Attendee
Sept 10	Teterboro Airport Scholarship Golf Classic	Crystal Springs Golf Resort - Hamburg, NJ	Sponsor & Participant
Sept 26	Teterboro PAMA Golf Outing	Crystal Springs Golf Resort - Hamburg, NJ	Sponsor & Participant
October 9	NJ Aviation Hall of Fame Inductee Dinner	Fiesta, Wood-Ridge, NJ	Attendee
Oct 30 - Nov 1	NBAA 65TH Annual Meeting & Convention	Orlando, FL	Exhibitor



Food For Thought: Meridian Supports Table to Table

At Meridian, “service” extends beyond the airfield. We whole-heartedly believe in helping our local community as much as our aviation community. Throughout the year, Meridian participates, donates and offers up its facilities in support of non-profit organizations that are dedicated to making a positive difference in our local neighborhoods. You may have heard us talk about the good things that Shelter Our Sisters, Community Blood Services, and others are doing for the people of New Jersey. Table To Table is another organization making a significant contribution to improving the lives of many on a daily basis.

Table to Table is a community-based food rescue program that collects prepared and perishable food that would otherwise be wasted and delivers it to organizations that serve the hungry in Bergen, Hudson, Essex and Passaic counties [New Jersey]. This fresh food is delivered free of charge to more than 50 agencies throughout the area, including elder care facilities, drug rehab centers, homeless shelters, homes for victims of domestic violence, HIV day centers, and pantries serving the “working poor.”

Donations to Table to Table are made in a variety of ways - financial contributions and/or food donations - and come from a wide range of sources including corporations, small businesses, food establishments and individuals. Meridian supports the organization’s efforts at the Silver sponsorship level. Meridian’s \$2,500 donation will help provide 75 senior adults with a nutritious dinner for an entire year. Last year Table to Table delivered over 8 million meals to hungry individuals with the support of its donors.

Ken Forester, Meridian CEO, noted, “Meridian is committed to helping people live better and healthier. We are grateful for organizations like Table to Table that work so hard, day in and day out, to improve the lives of those in need. It is our pleasure to help support Table to Table in its mission.”

Meridian Teterboro Tops the Charts continued from page 1

uses airport arrival data to generate a ranking that takes into account the traffic at an airport and the amount of competition on the field. Notably, Meridian was the highest ranking FBO in the Northeast within this category. Over 1,000 FBOs garnered votes in the awards by pilots who truly frequent these FBOs. “Winning this award three years in a row is a reflection of our best asset - our employees,” shared Betsy Wines, VP Customer Service & HR. “We love to make our customers feel like they are part of our family. I think that this survey shows what an impact this approach has on the pilots. Their continued support means a lot to us.” The “PRASE Survey” ranked Meridian 12th nationally among Best US FBOs, and 7th among the Best Independent FBOs. In both categories, Meridian was ranked highest among Teterboro FBOs. In the category of Best FBO CSR (Customer Service Representative), Betsy Wines returned to the #1 spot, while Victor Seda was close behind, placing #5.

Steve Chandoha, FBO President, credits the performance of his team to the personal touch his long tenured staff brings to the table. “With the longevity of our employees, we can really get to know our customers well and customize the service packages that we offer them.”

In the AIN survey, Meridian received a rating that placed it in the Top 10% of all FBOs in the US, and first among all New York Metro Area FBOs. The rating system included categories of Line Service, Passenger Amenities, Pilot Amenities, Facilities, and an Overall rating. In addition, Meridian received 187 evaluations, the highest number of evaluations received by one FBO. According to AIN, there were 1,639 FBOs that were evaluated by at least one respondent.

Ken Forester, Meridian CEO and Owner, said, “The surveys confirm what we at Meridian strive for everyday - to go beyond customer satisfaction and exceed expectations.”



PLANE FOLK

Jamie Labocki



Dispatcher, Meridian Air Charter

When the aviation bug bites there's no escaping. At least, that was the case for Jamie Labocki, Dispatcher for Meridian Air Charter. Jamie was 7 years old when he attended his first airshow in upstate New York. He was hooked. "From that point on, I wanted to be a pilot," he recalled.

With his eyes always toward the New Jersey sky, Jamie was quick to participate in an aviation mentorship program during high school. The work program exposed him to daily operations at Teterboro Airport. His interest in flying was further heightened after being given the opportunity to spend an hour in a full-motion simulator at Flight Safety (Teterboro, NJ).

Summers during high school and college were spent working at his father's construction business. As it would turn out, construction would be his ticket to fly. "After college, I continued working with my dad. The economy was thriving back then and there was plenty of construction work to be done." Time lapsed and much to Jamie's satisfaction, his diligence paid off. "By staying on in construction, I was able to make enough money to pay for flight training," he said triumphantly. "In 2006, I received my pilot's license from Air Fleet Training in Caldwell, NJ."

Still, the desire to immerse himself in the industry was strong. He began to inquire about positions at several aviation facilities. In August 2008, a door opened and Jamie found a home here at Meridian. He began as a Customer Service Representative (CSR) in the FBO, absorbing all he could on how private charter flights operate. After 2.5 years as a CSR, Jamie applied for a Dispatcher position in the charter department. "When I got my pilot's license I really enjoyed flight planning - checking weather and airport status, reviewing aircraft performance, and such. Becoming a dispatcher offered the possibility of doing more of that." Always putting his best foot forward, Jamie went to Flight Safety to get his dispatch license. "I had a basic working knowledge of the job from my pilot and CSR training, but still needed more education."

Now, a little over a year later, Jamie is happily settled into his new position. In many ways his years as a contractor's assistant had set the tone for his career in aviation. Managing the construction of luxury homes required attention to detail, code, schedules, and customer satisfaction - much like the demands of charter. Some of his responsibilities as a Dispatcher include planning and scheduling domestic and international charter flights, coordinating services with the FBO, and attending to ground handling movements of the aircraft.

Since joining Meridian Air Charter, he has had the pleasure of helping send an aircraft on a world tour. He shared, "We coordinated for a plane to travel around the entire world in the span of about three weeks. It was especially satisfying to be part of that team."

Jamie's enthusiasm for aviation is contagious; it's a pleasure to have him as part of the Meridian family.



Well Worth The Weight

Meridian's first-ever Weight Loss Challenge was well worth the weight lost by its participants. Nearly 40 team members accepted the challenge to improve their lifestyles by implementing healthier eating and exercise habits.

The friendly, four month competition kicked off in October 2011. Team members began by first consulting their physicians to make sure it was safe to participate. Next each person met with a professional dietary consultant. Research has shown that healthy eating begins with education. Participants were introduced to new ways to eat, such as adding more fresh vegetables, fruits, whole grains and water to their diets. They also learned that successful weight management is about variety, balance, moderation, and setting obtainable, life-long goals.

The value of adding exercise to one's routine was also discussed. Studies have shown that physical activity aids in weight loss. But that isn't the only documented benefit. It helps us tackle stress, depression, aggression, and even nicotine addiction. It can also increase energy levels, mobility, self-confidence and overall mood.

Armed with information and enthusiasm, employees organized into seven teams. Participants agreed to "weigh-in" every two weeks and, at each weigh-in, to contribute one dollar toward the contest prizes. Teams met regularly to encourage one another, discuss better eating and exercise options, as well as to brainstorm additional ways to live healthier lives.

The Challenge wrapped up on February 7, 2012, as a nurse recorded each individual's "weigh-out." Deemed a huge success, the end results were a combined total of 346 pounds lost and a healthier Meridian family. As participants discovered, even modest weight loss contributed to greater health benefits including lowered cholesterol levels and reduced blood pressure.

An awards luncheon was held on February 10 to recognize the achievements of each participant, with special recognition given to the following participants: Michelle Mandzy, Arlene Baetiong, and Carlos "Tiny" Rodriguez took 1st, 2nd, and 3rd place, respectively. The Team Award went to "Number Crunchers," whose members included Steve Chandoha (Team Captain), Aida Libiran, Ofelia Baetiong, Nila Gonzales, Michelle Mandzy, and Arlene Baetiong. Patti Perez achieved "Closest to Goal." Honorable Mentions go to John Frangipani, Andrew Ladouceur, Tom Nielsen, Cisco Cabrera, and Per Karlsson for making significant progress throughout the challenge.

Again, congratulations to all. Keep up the good work!

Left to Right: Nila Gonzales, Ofelia Baetiong, Arlene Baetiong, Michelle Mandzy, Steve Chandoha, Carlos "Tiny" Rodriguez, and Patti Perez

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MILE MARKERS: Meridian Flies the World



With over twenty business jets in our fleet, Meridian can fly you to just about anywhere in the world. Our extensive experience in international travel is shown by the map to the left. Countries where Meridian aircraft have landed are shown in green.

Meridian Celebrates

15 Years

Rob Santangelo
Phil Boyer
Lou Ramm

10 Years

Carlos Rodriguez
Mike Manning

5 Years

John Baldino
Saqiba Parveen

Mike Marion
Wesley Kulesza
Tom Nielsen
Anthony Quinones
Michelle Guerra
Rosie Quinn
Ines Venancio
Doug Craig
Anthony Banome

1 Year

Nick Karlsson
Susan Forester
Kelby Barbour
Mike Kasica
Nora Jacob
Mike Kelly
Tom March
Patti Perez
Kelly Manzo
Eric Stephenson

Kirk Stephen
Julio Maradiaga
Rudy Melk
Devon Garner
Matt Kemp
Aryae Brown
Maria Bochman
David Tidwell
Rick Van Orden
Chris Porter

Eric Prescott
Angelo Cillaroto
Alex Wagner

New Comers

Dan Govatos
Bill Somers
Reuben Laurore

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PROUD SUPPORTERS OF:
Table to Table, a community based food rescue program that delivers excess fresh food from restaurants and supermarkets to soup kitchens and shelters. www.tabletotable.org

