



Dear Customers and Meridian Team Members,

The trees that form the eastern boundary of Teterboro Airport are just starting to turn yellow and red. The New York City skyline sparkles beyond the trees on another crystal clear autumn day. The beautiful Freedom Tower has reached its final height of 1,776 feet. It is a reminder of the tremendous loss of 9/11/2001 and also the promise of a bright future for the city and for our country.

Meridian continues to be presented with tremendous opportunities to grow our business. That growth is made possible by all of our employees whose passion for excellence is matched by their love of aviation. Our customers are some of the most accomplished and demanding people in the world and we love exceeding their expectations.



I hope that this issue of *The Extra Mile* gives you some insight into our culture, our people, and how we've been recognized for "delivering a truly extraordinary experience, leaving our customers feeling welcomed, well cared for and confident that they made the smart choice."

Ken Forester

Meridian Teterboro Again Recognized as Leading FBO

For the fourth year in a row, Meridian Teterboro has been voted the #1 FBO in the country by FltPlan.com. Meridian was also the top ranked FBO at Teterboro Airport (TEB) in both the annual *Aviation International News* (AIN) and *Professional Pilot* PRASE surveys. We are also very excited that Betsy Wines was voted #1 Best Customer Service Representative (CSR) for the 15th year by *ProPilot* readers, while Victor Seda earned the #4 spot. This is the seventh year in a row Meridian Teterboro has had two CSRs in the top five slots. The votes are compiled based on the categories of Can-do Attitude, Knowledge, Attention to Detail, and Promptness & Efficiency.

"We are truly honored to have again received this CSR award," said Betsy Wines, Meridian's Vice President of Customer Service & Human Resources. "We strive to meet and exceed the expectations of our customers every day. However, we know our work isn't done. We are continuously working on ways to improve the pilot's experience when they visit us."



Steve Chandoha, Meridian Teterboro President, credits his team for the positive results "We are proud of our entire FBO staff. They understand that every customer is unique, with their own specific set of needs," said Chandoha. "Betsy and Victor continue to define our values with their work ethic. They really enjoy meeting and helping each person that walks through our doors. People can feel that, and I think that makes all the difference."

Betsy Wines (#1 CSR) and Victor Seda (#4 CSR) have been together in the Top 5 of the Best CSR category for the past 7 years.

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The Rocky Mountains

Charter Sales Office Opens in Denver

Meridian continues its westward expansion with the opening of a new sales office in Englewood, Colorado, which is near Denver. The office, which opened in July, is located at Centennial Airport (APA). The new office will be managed by Todd Schieck, who recently joined Meridian as our newest Aviation Sales Executive. Todd most recently was with M&N Aviation, and has been working out of Centennial since



Todd Schieck, Aviation Sales Executive

2007. He brings more than 20 years of solid aviation experience and a strong familiarity with the region to the position. His responsibilities include maintaining relationships with existing customers as well as growing Meridian's charter business in the greater Denver area.

A 13-seat Falcon 900EX EASy, one of our nineteen charter aircraft, is based here. This well-appointed long range aircraft has been beautifully refurbished

and is equipped with Wi-Fi. The demand for charter operations in the Denver area is expected to grow significantly over the next few years, so Meridian is well-poised to take advantage of this market growth.

The Denver location is the third Meridian Air Charter sales office to open in the western United States. Our westward expansion began with Northern California in September 2012, with the opening of a charter sales office at San Jose International Airport (SJC). This was followed two months later with the opening of a sales office at Sonoma County Airport (STS) in Santa Rosa. In early 2013, we based our first West Coast aircraft available for charter at the Hayward Executive Airport (HWD) in Hayward, CA, which is centrally-located between San Jose, Oakland and San Francisco. The mid-size Cessna Citation XLS has proven to be very popular with charter customers and features seating for nine and Wi-Fi.

"As we continue to grow our charter business, looking for new locations is part of our strategic expansion," says Dennis O'Connell, President of Meridian Air Charter. "With many of our charter clients and aircraft operators already located in the West, it made sense to establish a presence in Northern California and the Denver area. Todd will be a great asset to us as we work to take advantage of the expected growth in these markets."

The Denver Sales Office is located at Centennial Airport and can be reached at 303-768-8240. You can also reach Todd Schieck via email at todd.schieck@meridian.aero.

Streamlined International Arrivals Procedures for Meridian Customers

Last year, U.S. Customs at Teterboro Airport opened a new International Arrivals Processing Facility at Hangar 1 to accommodate all inbound aircraft arriving at TEB. Meridian is very pleased to share with customers the new, expedited procedures that will now allow us to receive passengers and escort them to their ground transportation at Meridian.

"These new procedures will make arriving in the U.S. and clearing Customs more convenient and efficient for both passengers and flight crews," said Steve Chandoha, Meridian Teterboro President. "We strive to make all aspects of any trip go as smoothly as possible. The changes in arrivals procedure will help customers arriving from international destinations disembark and be on their way even more quickly than before."

Under the new procedures, incoming aircraft will still taxi to the U.S. Customs Facility at Hangar 1, but Meridian personnel can now wait right at the aircraft while those onboard are clearing Customs. Once cleared, Meridian will escort the passengers and crew directly to their ground transportation at the FBO. We also offer a courtesy service of towing the aircraft to our FBO, saving the crew the cost and hassle of having to taxi over.

Normal operating hours for Teterboro Customs is 6:00 am until 12:00 midnight. For more information, contact Customer Service at 201-288-5040.



Meridian Exhibits 2013 Industry Events

Meridian has participated in several aviation industry events this year, beginning with the 24th annual National Business Aviation Association's (NBAA) Schedulers & Dispatchers Convention in San Antonio, TX. The show was very well-attended and we were delighted to see so many of our customers and colleagues over the four-day event.

We also exhibited at the four NBAA Business Aviation Regional Forums held around the country. The Regional Forums incorporate exhibits, static displays of aircraft and education sessions into one-day events to help introduce business aviation to local officials and prospective owners and operators, and to help address the issues of the day facing private aviation. The first Forum of the year was in Long Beach, California (LGB) in February. In June, we were close to home as the Regional Forum was held at Westchester County Airport (HPN) in White Plains, NY. Meridian sent eleven associates to represent all areas of the company, including the FBO, Air Charter, Aircraft Management, and Aircraft Maintenance businesses. In addition to exhibiting at this Greater New York event, Meridian proudly accepted



two prestigious awards for our outstanding safety record and customer service in the aviation industry.

Team Meridian at EBACE2013 (left to right): Anthony Banome, Bob Platten, Mike Moore, Kirk Stephen, and Stalin Fernandez

On July 11, NBAA held its Denver Regional Forum at Centennial Airport (APA). Meridian, which has an aircraft based at Centennial, made a strong showing at the event with a team of seven on-hand to represent the company. In addition to our exhibit booth inside the hangar, we also had a Falcon 900EX EASy, one of our nineteen charter aircraft, outside at the static display. This 13-seat business jet is a long range aircraft that has been beautifully refurbished and equipped with Wi-Fi. While at the Denver Forum, Dennis O'Connell, Meridian Air Charter President, had this to say, "The Denver

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PAMA Again Honors Meridian Jet Center

Meridian Jet Center is proud to have been named **Maintenance Facility of the Year** at the monthly Professional Aviation Maintenance Association (PAMA) meeting held on Thursday, May 23, 2013. The award was presented by Ed Furst, Jr., Teterboro Chapter President, to Meridian's Robert 'Bob' Kennedy, who was on hand to receive the award on the company's behalf.

Meridian is situated in PAMA's Eastern and New England Region and is a member of the Teterboro (TEB) Chapter. The Maintenance Facility of the Year award recognizes those aircraft maintenance facilities which have gone above and beyond in their support of the Teterboro PAMA Chapter and the Teterboro Aviation Community throughout the year. PAMA is the premier association representing aviation maintenance professionals. The organization promotes professionalism and recognition for the Aviation Maintenance Technician by fostering continuous improvement in aviation safety and community through communication, education, representation, and support.

The TEB Chapter gives Meridian, and many others, the chance to actively support and make advancements in the aircraft maintenance and management field. For example, one way that



John Langschultz (left) and Bob Kennedy (right) proudly display the Maintenance Facility of the Year award.

Meridian Jet Center supports the community is by hosting training courses throughout the year at its facility, often at no cost to the students.

"At Meridian, we believe strongly in supporting this organization because of the way it gives back to the local aircraft maintenance community," said John Langschultz, Meridian Jet Center Vice President. "The monthly PAMA meetings serve as a focal point for those in the industry to come together and share ideas, talk to students entering the field, and help job seekers find leads for employment. We are honored by this award, and look forward to many more successful years with PAMA."

This is the second year in a row that Meridian has been recognized by PAMA. Last year, Meridian Jet Center was honored with the **Maintenance Department of the Year** award and also the **Carl Krajewski** award.



PLANE FOLK

Emil Iannone

Director of Operations, Meridian Air Charter

Meridian is very excited to welcome back Emil Iannone to our team! Emil served for over ten years with us in several key positions, including Director of Operations, before taking on new challenges in the New York City corporate world.

"It is really great to be back," says Iannone. "It feels like coming home. It is also great to see the growth and expansion in the business." The Meridian managed fleet has grown to 21 aircraft and employs 51 pilots. The company also has

access to wide variety of additional aircraft through its affiliate network.

Emil started flying in the mid-1980s right here at Teterboro. He then attended American Flyers Academy and after graduating and earning his CFI, he returned to Meridian as an instructor pilot, moving up the ranks to Chief Pilot. In 1994, Emil was promoted to Director of Operations, overseeing the daily operations of our air charter group.

Emil also spent some time during his early career flying for a private flight department. This adds to the unique perspective and experience he brings to his position. He is type rated in a wide variety of aircraft including Gulfstreams, Learjets and Cessna Citations.

In 2000, Emil was offered the opportunity to take his talents and expertise to a New York City Investment Banking firm. As Senior Vice President, Emil oversaw the daily operations of several key areas of the company, including Security, Purchasing, and Ground Transportation. His managerial skills translated well from aviation to this environment and he spent a successful tenure there. Ultimately, the allure of aviation brought him back, and in August he came on board.

"We are thrilled that Emil is managing the Operations Group of Meridian Air Charter," Dennis O'Connell, President of Meridian Air Charter says. "I worked with Emil when he was here before, and it is great to have him back. I think the additional management experience he gained in his most recent position only enhances his operational expertise and will contribute to his continued success with Meridian."

"I am very happy to be back with Meridian," adds Iannone. "It's great to see how the company has grown and kept up with the new technologies and other advances in the industry. This is a really good fit for me and I look forward to being part of the company's continued growth."

Meridian Teterboro Again Recognized as Leading FBO continued from page 1

Customer service and satisfaction is the number one priority of every member of the Meridian team. We are honored, and pleased, that three popular and well-respected industry surveys show that our commitment is recognized by those who experience the services we offer. The AIN survey again placed Meridian in the top 10% of all FBOs in the Western Hemisphere, and #1 among all New York area FBOs. The survey measures the areas of line service, passenger amenities, pilot amenities and facilities and then assigns an overall ranking. There are approximately 3,000 FBOs in this region. According to AIN, 1,777 FBOs were evaluated with Meridian receiving 207 evaluations, the most of any FBO. The average number of evaluations per FBO was 7.

Ken Forester, Meridian CEO, summed up the company's pride in the results of these surveys saying, "I am humbled by the overwhelming response of our customers and friends, and I am proud of our team that works tirelessly to exceed expectations. It's very important to us that every pilot and passenger feels welcomed and valued. We understand that customers have many choices when they fly into Teterboro, and we truly appreciate their business."

Meridian Exhibits 2013 Industry Events continued from page 3

market is an important and growing region for business aviation because of its leadership in the new energy economy. Meridian's strong presence here was designed to raise awareness of our aircraft based at APA, and to announce that we now have charter sales representation based locally. We want the world to know that we are open for business in Denver."

Meridian also participated in the final NBAA Business Aviation Regional Forum of the year, which was held on September 12 at Waukegan Regional Airport (UGN), located north of Chicago, IL.

Another exciting event this year for us was the 2013 European Business Aviation Convention & Exhibition (EBACE) in Geneva, Switzerland. Meridian sent a team of five to represent the company's various business units at the industry's largest trade show in Europe. During the three-day event held May 21-23, the team found the show to be extremely productive and offered the chance to meet new business contacts and future prospects. Our presence at EBACE was invaluable from a marketing standpoint, and we look forward to returning to Geneva next year for the 14th annual gathering, May 20-22, 2014.

For the past several months, our team has been gearing up for the annual NBAA Business Aviation Convention & Exhibition, the largest gathering in the private aviation industry. This year's event is October 22-24 in Las Vegas, NV. Be sure and stop by the Meridian exhibit at Booth #N3110. We look forward to seeing you!



IN-FLIGHT FEATURES

New Column Alert! For the first time, *The Extra Mile* will begin running a column titled “In-Flight Features”, which will spotlight all the various private aviation services that Meridian can offer to our customers. In this issue, we focus on Meridian Aircraft Management. Enjoy!

Meridian Aircraft Management

Aircraft Management is a turn-key management program where all aspects of flight logistics, aircraft crewing, aircraft maintenance, and asset management are all handled by a management company for an aircraft owner. While many aviation companies offer various levels of this service, they are not all the same. Owners must do their due diligence when researching an Aircraft Management company, and choose one they feel offers them the best fit for their needs. Factors to consider should include management experience, fleet size, operational support, and safety record. These all play an important role in deciding which company is best qualified to manage your aircraft.

Meridian currently manages over twenty business jets, ranging in size from Very Light to Ultra Long Range. Our fleet of managed aircraft has a dedicated Owner Services team which works directly with the owners and their staff. We take care of all the details involved in arranging for certification, insurance, training, maintenance and tax implications to ensure you have the right arrangement that makes sense for you. And to help aircraft owners mitigate ownership costs, Meridian

Above: A view of the NYC skyline from the Meridian ramp
Right: Mike Moore, Director of Aviation Sales



can charter your aircraft as an excellent way to offset expenses. With our Aircraft Management program, we help owners gain the efficiencies and savings of being part of a large, active fleet.

It's easy to get overwhelmed with the details of owning an aircraft: financing, insurance, maintenance, hangar storage, hiring a crew and arranging for ongoing training, negotiating fuel pricing, to name but a few. Like so many aircraft owners, you need an experienced, professional Management Team that makes owning an aircraft easy. The professionals at Meridian have the background and the expertise to handle all that and more.

Meridian's flight support team is not only experienced, we're experts on the fast pace of operating jets from one of the highest-volume general aviation airport in the U.S. That expertise makes a difference when it comes to getting you on your way without delay. In addition, we have established relationships with airports and handlers around the globe, which enable us to facilitate your trip and make sure everything goes smoothly.

Mike Moore, Director of Aviation Sales, has over 20 years of business aviation experience. He says, “We know each client is unique. That's why our Management Team will customize a program for each aircraft owner and tailor it to their specific needs.”

If you are already one of our managed customers, thank you for putting your trust in us. If you've been chartering for a while, but your travel needs have ramped up, or perhaps you've had a fractional share in a jet and the term is coming up for renewal. Or maybe you're just not satisfied with your current management company. Then it's time to consider Meridian Aircraft Management. For more information, call Mike Moore, Director of Aviation Sales at 201-288-5459 x336.

485 Industrial Avenue
Teterboro, New Jersey 07608



Meridian MILE MARKERS: Tivat, Montenegro



Hotel Palma in Tivat, Montenegro

This edition of Mile Markers finds us in the beautiful city of Tivat, Montenegro on the shores of the Adriatic Sea. Located in the Boka area, Tivat's accessibility, climate and natural beauty make it an attractive tourist destination. The airport is very close to the city and passengers are treated to spectacular views of the bay, the surrounding mountains, and the Porto Montenegro luxury yacht marina.

With a population of around 15,000, Tivat is a colorful town that features traditional Mediterranean streets and architecture along with scenic inlets and small beaches along Boka Kotorska Bay. The sea is clear, the air refreshingly mild, and the area abounds in lush vegetation. In addition to the native Mediterranean plants, there are exotic species such as camellia, oleander, agave, mimosa and bougainvillea brought by seafarers from all over the globe.

Tivat is also a renowned recreation center. This is the perfect place for all types of water activities including swimming, sailing, scuba diving and fishing. Hiking, tennis, lawn bowling and other sports are also popular and readily accessible.

Hospitality abounds in this lovely area, and visitors will find themselves welcomed by the gracious people of Montenegro.

Meridian Celebrates

40 Years

Ken Forester

15 Years

Bob Ferraro
Joe Langschultz
Chuck Faust
Nehemias Camacho

10 Years

Arlene Baetiong
Holmes Parra

5 Years

Nila Gonzales
Joseph Waller
Pam Bruno
Jamie Labocki

Ron Palmer

Mike Moore
Nick Toth

1 Year

Bryan Brecher
Pamela McCarthy
Reggie Nevado

New Comers

Stephen Cordrey
Jonathan Cabral
Christian Fernandez
Kenneth Freschi
Bruno Bonaldi
Haakon Aurdal
Vincent Stefano
Todd Schieck

Nick Chieco

Janel Fernandez
Emil Iannone
Oscar Rodriguez
Carlos Reyes
De'Anna Curci
Susan Strasser

Meridian / 485 Industrial Ave / Teterboro, NJ 07608
FBO 201.288.5040
CHARTER 201.288.5459 / 800.882.2333
JET CENTER 201.288.3880
www.meridian.aero

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