

OCTOBER 2014

## IN THIS ISSUE

- >>> Letter from the CEO 1
- >>> Meridian Ranked Top FBO at Teterboro 1
- >>> Managed Fleet Continues to Expand 2
- >>> Teterboro Update 2
- >>> Hayward Update 2
- >>> Career Milestones 2
- >>> New Website for Meridian 3
- >>> Meridian Exhibits 3
- >>> Plane Folk 4
- >>> Summer Intern Program 4
- >>> Inflight Features 5
- >>> World Record-Setting Pilot Stops at Meridian 5
- >>> Mile Markers: Equatorial Guinea 6
- >>> Meridian Celebrates 6

### Dear Customers, Employees, and Friends of Meridian:

It's again a privilege to write the introduction to this edition of our newsletter. Despite difficult situations around the world, our country continues to be a beacon of freedom and opportunity.

Here at Meridian, our team continues to amaze customers with their dedication, expertise and commitment. In this edition of *The Extra Mile*, we are pleased to acknowledge members of our team and the difference they make.

Our business continues to grow. We are expanding our managed aircraft fleet, enhancing our Teterboro facility and making progress on our new location in Hayward, CA. The Meridian Jet Center is as busy as ever as we continue to provide quality maintenance to a wide variety of aircraft owners. You can learn more about what the Jet Center offers in this issue, as well as meet Parts Manager Joe Langschultz

in our Plane Folk interview.

I hope that you enjoy reading about the exciting things happening at Meridian and the wonderful people who make it all work.



Happy Flying,

*Ken Forester*

## Meridian Ranked Top FBO at Teterboro

Meridian Teterboro has again received top honors for exceptional service according to three well-respected FBO surveys. Meridian Teterboro was voted the #1 FBO in the Northeast by FltPlan.com, and was named the top-ranked FBO at Teterboro Airport (TEB) in both the *Aviation International News* (AIN) and *Professional Pilot* surveys.

Meridian's Betsy Wines was voted #1 Best Customer Service Representative (CSR) for the 16th time in ProPilot's PRASE survey, while Victor Seda earned the #5 spot. For the eighth year in a

row, the two Meridian Teterboro CSRs have placed in the top five.

"We are extremely honored that our customers and colleagues have voted us as one of the best FBOs," says Betsy Wines, Vice President of Customer Service & Human Resources. "We know they have a choice of FBOs when flying into Teterboro, and we work hard every day to meet and exceed expectations and earn our customers' trust. Exceptional service is the cornerstone of our corporate culture, but it's an ongoing process, and we are always looking for new and innovative ways to improve the customer experience."

Steve Chandoha, Meridian Teterboro President, points to his team as the reason for continued on page 2



Betsy Wines (center) and several members of the Meridian Teterboro team proudly display their award for Best Northeast FBO by FltPlan.com.

## Managed Fleet Continues to Expand

Meridian's managed aircraft fleet continues to grow. In the last few months, we have added five aircraft, including two Challenger 604s, a Falcon 2000, a Falcon 2000EX EASy, and a Hawker 900XP.

"As we continue to expand our fleet, we are committed to providing the best possible experience, both for the aircraft owners and for our charter customers," said Dennis O'Connell, President of Meridian Air Charter. "We offer a variety of turnkey solutions that are customized to individual needs."

Whether you're looking for an aircraft management company or have the need to charter an aircraft, our team of professionals is available 24/7. Meridian is an ARGUS Platinum Rated operator and has received IS-BAO Stage 2 approval and Wyvern Wingman status.

## Teterboro Update

We are pleased to announce that a new, second hangar will be built at 125 Industrial Avenue where the current overflow hangar, commonly referred to as the 'North Hangar' or Hangar 12, is located. Demolition of the old hangar is expected to begin in the spring of 2015, and construction of the new, 40,000 sq. ft. hangar is expected to be completed by the following spring. The new hangar will be twice the size of the existing hangar.

## Hayward Update

We continue to move forward with the development plans at Hayward Executive Airport (HWD). This is a multi-phase project, with the first phase to include a 3,000 sq. ft. terminal, an 18,000 sq. ft. hangar, and a fuel farm.

We currently have one managed aircraft based at HWD. The Cessna Citation XLS (N43HF) is also available for charter. Our Aircraft Management Team is working on adding additional managed aircraft to our Hayward-based fleet.

## Career Milestones

We are very proud of all of our employees here at Meridian. Everyone on the team works hard and is committed to providing the best possible service to our customers, colleagues and the company. As a family-owned aviation company, we treat our employees like family, and are pleased to acknowledge their dedication and service to Meridian.

We'd like to congratulate several of our employees that have received promotions this year. We know that many of our customers know these people well, and we want to share their success with you.

- **Anthony Banome** - Promoted to Director of Fuel Sales from FBO Fuel Sales & Customer Service
- **Art Disabunjong** - Promoted to Dispatcher from Ramp Coordinator
- **Brittany Page** - Promoted to Dispatcher from Customer Service Representative
- **Edgar Rivera** - Promoted to Ramp Coordinator from Line Service Technician
- **Eric Stephenson** - Promoted to Charter Maintenance Crew Chief from Jet Maintenance Mechanic
- **Holmes Parra** - Promoted to Lead Service Technician from Line Service Technician
- **Mike Ianuale** - Promoted to Director of Technology from IT Manager
- **Mike Moore** - Promoted to Vice President of Aviation Sales from Director of Aviation Sales
- **Patti Perez** - Promoted to Manager of Inflight Services from Client Services Manager
- **Reggie Nevado** - Promoted to Parts Coordinator from Detailer

Thank you for your hard work and dedication. Well done!



### Meridian Ranked Top FBO continued from page 1

the continuing high marks the company receives. "The customer is the center of our focus in everything we do. Our entire FBO team, from Security to Customer Service to Line Service, understands that we must cater to our customers as individuals. Betsy and Victor continuously demonstrate these values with their work ethic and attention to detail. Their passion for Customer Service permeates throughout the organization. I am very proud of them, and the entire staff of Meridian Teterboro."

We are honored that three leading, long-running industry surveys show our commitment to customer service and satisfaction is recognized and appreciated by those who experience the services we offer. AIN has been conducting surveys asking about the service that FBOs provide their customer since 1981, and the 2014 *ProPilot* PRAISE Survey marks its 41st year. We look forward to earning your loyalty and satisfaction for many years to come.

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

## New Website for Meridian

We recently debuted our newly redesigned website, [www.meridian.aero](http://www.meridian.aero). The sleek, new design provides visitors a unique digital experience that highlights the many aviation services Meridian offers and provides greater detail about the company. The design changes have been implemented across both the web and mobile devices, including tablets and smartphones.

In addition to the new look, several functional enhancements were also made throughout the site. For example, a new section called 'Latest Updates' was added to the Home page. The section brings current news from the company Blog to the front page, so it can be readily seen when you first visit the site. Customized content for announcements and special events is also featured in this section. We also added a Twitter feed at the bottom of the Home page to keep site visitors up-to-date with the latest tweets.

To help draw and retain more international visitors to the site, a translation tool was added to the menu bar at the top of each page. Other changes include the Meridian Fleet page, where aircraft photos will now pop up and can be viewed in a slide show format rather than just be statically displayed. On the Contact Us page, there is now an interactive map showing the locations of the Meridian offices around the country. Directions to the offices are now easily available by clicking on the markers.

Kirk Stephen, Marketing Manager, says, "The Meridian website is critical to our communications strategy, which is to align the branding elements across both print and digital platforms and present the company in a unified, easy-to-understand manner. It took almost a year of planning and development work to prepare the site for launch, and the result has been a stronger and more distinctive presence. The goal of the redesign was to provide visitors with a more enjoyable user experience, and we think they will be happy with the outcome."



Meridian is well-represented at the NBAA Regional Forum in Van Nuys, CA.

## Meridian Exhibits

The 2014 trade show season has been a busy one for Meridian, with our participation in several industry events. In May, a team of associates attended the European Business Aviation Convention & Exhibition (EBACE), Europe's largest and most important business aviation trade show. The event, which is jointly hosted by the National Business Aviation Association (NBAA) and the European Business Aviation Association (EBAA), drew aviation professionals and consumers from around the globe. Attendance at the 2014 event was up by more than seven percent over 2013.

This year's EBACE took place from May 20-22, at Geneva's Palexpo Conference Center, with the static display located at Geneva International Airport. The Meridian Team represented many areas of the company, including Air Charter, Aircraft Management, FBO, Aircraft Maintenance and Marketing. The Meridian booth was well-positioned in a central location, which enhanced the number of interested visitors stopping by. Our team was able to interact with longtime customers and industry colleagues, as well as meet with new prospects who were introduced to the company for the first time. Our iconic tee shirts, which were handed out to show attendees, were very popular and helped spread the word of Meridian's ability to directly handle incoming passengers from the U.S. Customs facility at TEB.

"This year's EBACE will be remembered as one of our strongest shows to date," said EBAA CEO Fabio Gamba. "We were delighted with the level of business done, and with the excitement that characterized the event. Given the beautiful weather, the new single, contiguous exhibit floor layout and the enthusiasm among show participants, we had a great EBACE2014."

Next year's EBACE, which will mark the 15th edition of the event, will return to Palexpo and Geneva International Airport May 19-21, and Meridian will definitely be there!

In June, Meridian participated in the second NBAA Regional Forum of the year, which took place on Thursday, June 26, at Van Nuys Airport (VNY) in Van Nuys, CA. NBAA hosts several one-day regional forums each year, designed to bring local owners, operators, manufacturers, customers and other industry personnel together. In addition to company exhibits and an aircraft static display, the forums are a great venue for exchanging information about specific airport policies, environmental protocols, safety and security proposals, taxation and other key issues facing the industry.

The company was well-represented at VNY with a team of five, who networked and met with West Coast customers, friends and colleagues. Meridian attracted a good crowd to its booth with our large screen showing the World Cup soccer game that featured the United States vs. Germany. While the outcome of the game was not favorable for U.S. soccer fans, the outcome of the forum was quite favorable for exhibitors and attendees alike!

The Meridian Team was also at the last regional forum of the year at Dallas Love Field (DAL) in Dallas, TX. The event, held on Thursday, September 18, drew a good crowd which enabled the team to meet with both customers and colleagues while promoting the Meridian brand.

As the year comes to an end, Meridian will again have a large presence at the annual NBAA Business Aviation Convention & Exhibition. We have a brand new 20' x 20' exhibit, so please be sure to stop by and see us in **Booth #1878** if you are attending the show. This year's NBAA Convention is October 21-23 in Orlando, FL. We look forward to seeing you!





## PLANE FOLK

Joe Langschultz

### Parts Manager Meridian Jet Center

Aircraft maintenance has always been a big part of Meridian's business. From the company's early beginnings refurbishing ex-military C-47s for corporate use to becoming an FAA Part 145 certified repair station, providing quality maintenance as efficiently as possible has been a cornerstone of our philosophy. An important part of aircraft maintenance at Meridian Jet Center is the Parts Department. Located on-site, the Parts Department is run by Joe Langschultz, who has been with Meridian for 17 years. Joe was first introduced to the aviation industry by his father, John, who is Vice President of Meridian Jet Center.

"I first came to Meridian in 1996 for a summer job, working line service," says Joe. "Two years later, I came back as a full-time employee in the Maintenance Department. I have been here ever since and really love the work I do."

Joe says as the company grew, so did the Parts Department. "We didn't really have an official Parts Department back then. If one of the mechanics needed a part for an airplane, they just ordered it themselves. Gradually, we began to build a process, began stocking more parts and developed an efficient system. When we built the new building in 2006, it gave us a chance to set up the department layout, which I was really pleased to have been able to contribute to."

A big part of Joe's job is building relationships with key suppliers and negotiating parts supply contracts and pricing. The Jet Center keeps a good stock of basic parts, such as wheels, oil and other items used for routine maintenance. They also stock critical items such as a starter generator for certain aircraft models. In addition, several larger and more expensive parts are kept at Meridian on consignment from area vendors, which contributes greatly to reducing maintenance downtime.

"Even if we don't have the part in stock that is required, we are able to get it fairly quickly due to the fact there are a number of suppliers in the area, and we have developed good relationships with them, as well as our neighbors here on the field," adds Joe.

Joe also manages the Honeywell Spex Depot, which is housed at Meridian. The Depot supplies Honeywell avionics and mechanical parts for the entire Northeast as needed, and in many cases other parts of the country. This is a nice advantage for Meridian customers, as we have immediate access to Honeywell parts, and also demonstrates the dependability the industry sees in our company.

When asked what he likes most about his job, Joe says, "I like dealing with the customers and I also like negotiating with the vendors -- all the way from the OEMs (Original Equipment Manufacturers) to the local suppliers -- to get the best possible deal. This keeps our maintenance team happy, our finance team happy, and ultimately our customer happy, which is what it's all about."

### Summer Intern Program

This summer, seven teenagers had the opportunity to work at Meridian. With a youth unemployment rate of 27.3% for teens between the ages of 16 - 19, we at Meridian wanted to do something to help out. The teenage interns worked in a variety of departments: Line Service, Customer Service, Aircraft Charter, Detailing, Facility Maintenance and Human Resources.

Though most of these teens have a relative working at Meridian, they were still required to complete a job application, get their official working papers, and in some instances, come in for a face-to-face interview.

"By giving these kids the complete experience of applying for and getting a job, we felt that we were helping to better prepare them to enter the job market and give them some direction about their career opportunities," says Betsy Wines, Vice President of Customer Service & Human Resources. "They also learned what is considered proper business attire and other professional protocol. For example, in Customer Service, we don't allow short skirts, sandals, fashion nail colors or revealing clothing. They might think this is old-fashioned, but when they saw our clientele, they understood why we have these standards."

Some of these teens have spent multiple summers at Meridian. Sean Wines and Andrew Ladouceur were here for their third summer, while

Danny Guerra and Shane Furst were here for their second. "My experiences on the line helped to expand upon my knowledge of aviation and the inside workings of an airport," says Andrew. "This time as a Customer Service Representative, I was much more involved in dealing with customers by responding to emails, making reservations on the phone and attending to their needs face-to-face."

Another intern, Danielle Perez, was tasked with updating the customer database, assisting the HR department, and covering for the receptionist. Danielle says, "Working here for the summer allowed me to learn skills that will help me with future jobs and gave me a taste of what I may experience in the workplace following college."

In addition to providing the interns with real-life work experience, there were many advantages to Meridian as well. For example, the company now had additional resources for special projects that couldn't be completed by the full-time staff due to work load and time constraints. "In fact, we actually saw a boost in productivity during what are typically the slower summer vacation months," adds Steve Chandoha, President of Meridian Teterboro.

Meridian's Summer Interns (l to r): Danielle Perez, Sean Wines, Shane Furst, Andrew Ladouceur, Jr., and Danny Guerra. (Not pictured: Brandon Bochman, Maggie O'Connell)



## Meridian Jet Center

When Ken Forester, Sr. started what is today Meridian, the foundation of the business was maintenance. One of his first ventures at Teterboro Airport (TEB) was refurbishing ex-military C-47s for corporate use. Today the current maintenance operation at TEB is an FAA Part 145 certified repair station. It is also certified by the European Aviation Safety Agency (EASA). Meridian is an authorized TFE731 and -36 Series APU Honeywell Service Center, and Bombardier named Meridian an authorized Warranty Repair Center. **Meridian Jet Center**, as it is known, is now a Northeast Honeywell Avionics and Mechanical Parts Depot. We also have a mobile Bombardier crew based at Meridian's North hangar, located down the street, for quick emergencies and repair services.

The fully-equipped state-of-the-art maintenance hangar houses a 40,000 sq. ft. facility. Our maintenance department is certified to work on Beechjets, Challengers, Citations, Falcons, Gulfstreams, Hawkers and Learjets. Maintenance services include airframe inspection and repair, both minor and major engine maintenance, avionics repair and installation, Service Bulletin compliance and troubleshooting.

With a Parts Department in-house, Meridian has many commonly required parts available on our shelves, saving customers days of down time when unscheduled replacements are needed for transient aircraft. Meridian Jet Center also offers:

- Interior repair
- Refurbishment services
- Paint touch-up
- Avionics and component repair (and software updates)
- Battery service
- Wheel overhaul
- Engine removal and repair
- Recertification for life vests and emergency rafts



Above: The main hangar of Meridian Jet Center covers 40,000 sq. ft.

Right: Detailing is one of the many aircraft maintenance services offered by the Jet Center.



Meridian is also pleased to offer professional aircraft detailing services. Whether you base your aircraft at Meridian or are just visiting, our highly skilled Detailing Team can provide everything from quick-turn cleanups to extensive repair and cleaning of aircraft exteriors and interiors. Our team is expertly trained and uses only manufacturer- and FAA-approved materials and methods.

Meridian's Maintenance Department is a member of the Professional Aviation Maintenance Association (PAMA) and was awarded the Teterboro PAMA Maintenance Department of the Year in 2012, and Maintenance Facility of the Year in 2013. To support ongoing education among maintenance operators and technicians, the department hosts continuing education and training classes throughout the year. Our long-standing dedication to maintenance has always been a vital part of Meridian's mission and we are very proud of our team and the quality of the work they do. We think you will be too. We look forward to serving you soon!

## World Record-Setting Pilot Stops at Meridian

On July 14, 2014, 19-year-old MIT student Matt Guthmiller became the youngest person to ever circumnavigate the globe on a solo flight. He began his flight journey on May 31, and on June 4, made a fuel stop at Meridian enroute to St. John's Newfoundland. He made the 29,000 mile journey in his 1981 Beechcraft A36 Bonanza aircraft, flying everywhere from Southern California to New York City to London, Greece, the Middle East, Hawaii and many other stops in-between. He even made a stop in his hometown of Aberdeen, SD on the way to New York. We were very excited that Matt chose to refuel at Meridian while at Teterboro Airport!

Undertaken in part with Limitless Horizons™, a charitable organization with a fundraising mission to help provide educational opportunities to students underserved in computer science, Matt had various sponsors join him and Limitless Horizons on his great adventure. Matt made 25 stops in

14 different countries across five continents during his journey, and offered advertising space on his plane, apparel, and website to organizations interested in aiding his mission: **to inspire his generation on to feats of similar magnitude.**

His journey ended where it began: in California with Matt setting a Guinness World Record™ and providing substantial aid to his chosen charity, Code.org. "I want to inspire other people to do great things, and I believe computer science is the most powerful tool for enabling people's dreams," says Matt. "Code.org is helping to ensure that opportunity is available to everyone."

"Setting a record is exciting, but records are made to be broken," continues Matt. "My real goal is to inspire other young people to attempt things of a similar magnitude. That's what I hope to accomplish with this flight."



## MILE MARKERS: Equatorial Guinea

**D**emonstrating Meridian's capabilities to provide access to just about any country in the world, this edition of *Mile Markers* focuses on the small county of Equatorial Guinea. Located on the coast in west central Africa, the country's post-independence name evokes its location near both the equator and the Gulf of Guinea. Meridian Air Charter recently flew a customer trip on one of its large cabin Gulfstream GIV-SPs to this 11,000 square mile country, which is one of the smallest on the continent.

Since the mid-1990s, the former Spanish colony has become one of sub-Saharan's biggest oil producers and currently its gross domestic product per capita (GDP) ranks 69th in the world.

Equatorial Guinea, whose full name is the Republic of Equatorial Guinea, has a tropical climate with distinct wet and dry seasons. The temperature at Malabo, the capital, ranges from 61°F to 91°F. The official languages are Spanish and French. Nearly all ethnic groups also speak the various indigenous languages referred to as Bantu.

Due to the large oil industry in the country, internationally-recognized carriers fly to Malabo International Airport which, as of May 2014, had several direct connections to Europe and West Africa. There are three airports in Equatorial Guinea: Malabo International Airport, Bata Airport and the new Annobon Airport on the island of Annobon.



Corisco Island, Equatorial Guinea

Equatorial Guinea was chosen to co-host the 2012 African Cup of Nations Football Championship (soccer) in partnership with Gabon, and won their first game against Libya 1-0 in Group A. The country did not qualify for the 2014 FIFA World Cup.

### Meridian Celebrates

#### 20 Years

Ofelia Baetiong

#### 10 Years

Victor Rodriguez  
John Gomez  
Anthony Lanzone  
Pedro Cardona

#### 5 Years

Nicole Harrison  
John Baluk

#### 1 Year

Stephany Cabrera  
Sean Jones  
Susan Strasser  
Jonathan Franco  
Lydia Glaser  
Daniel LaFrance

Kevin Ortega  
Pawel Skomro  
Michael Stothfang  
Geoff Couture  
William Chase  
Freddie Nieto

#### New Comers

Aldin Adilovic  
Matt Buehler

Steven Naoum  
Justin Sadler  
David Schuster  
Jonathon Zapata  
Angelo Cillaroto  
Raylenny Contreras  
Kate Maakestad  
Mark Pollard  
Philip Prosseda  
Kristina Yarbrough  
Jeff Hutchison

Albert Kerns  
Ian McCord  
Kyle Parisi  
Delila Reyes  
John Schneider  
Mario Borrell  
Ricardo Garcia  
Michael Murray  
George Remache

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](http://www.meridian.aero)

#### 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](http://www.tabletotable.org)

