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## Dear Customers and Meridian Team Members,

After a promising fall and winter, spring has brought challenges - here and around the world. The massive tsunami in Japan, the continuing debt crisis in Europe, persistent unemployment, high oil prices, and our huge deficit problem have worried and saddened us.

But life goes on, and we will continue to set our sights on a brighter future. We are truly thankful for the loyalty and friendship that our customers share with us. We are also thankful for the smiles, hard work, and professionalism of all of our employees.

As a family business, we have faith that the long-term outlook is very good. We are uplifted by the little joys in life that we share with one another on a daily basis. In fact, by October 14th we will have eight more babies born to our employees... something in the water? But in all seriousness, what greater evidence do we need to show that the future is, indeed, good? Congratulations to all of you.

The articles in this newsletter discuss some of the challenges, honors, and exciting events that



make Meridian a great place to work and a great place to enjoy the advantages of private aviation. I hope that you enjoy the news from Meridian, and I wish you a wonderful summer.

*Ken Forester*



## Meridian Ranked #1 FBO in the Nation

Meridian continues its reign among the top FBOs in the nation. Its legendary Customer Service has awarded Meridian with the #1 spot of **Best US FBO** in the 2011 "Pilots' Choice Awards Survey" on FLTPlan.com. Over 7,480 votes were cast, placing Meridian at the top of the list.

In *Professional Pilot* (*Pro Pilot*) magazine's 2011 "Best Customer Service Representatives (CSR) Survey," Meridian CSRs, Betsy Wines ranked #4 and Victor Seda at #6. This makes Meridian the only FBO in the country with 2 employees

placing among the top 6 in the Best Customer Service category. Betsy and Victor are distinguished for their commitment to providing each and every client with an extraordinary experience.

Exceptional rankings in *Aviation International News'* "FBO Survey" and *Pro Pilot's* "Best US FBO Survey," #6 and #11 respectively, make Meridian the highest ranking FBO at Teterboro and a "must visit" when in the New York metropolitan area.

We are most grateful for these votes of confidence. Meridian views the results of these top industry surveys as affirmation that we are on the right path and should continue to align passion, experience, and service in order to exceed expectation.



Per Karlsson (left) and John Langschultz (right) accept PAMA Award on behalf of Meridian Jet Center



**Shell Aviation**

## Meridian Selects Shell Aviation As Fuel Provider

With Chevron/Texaco withdrawing from the Northeast aviation fuel market last November, Meridian Teterboro, was availed an exciting opportunity - surveying a great group of fuel providers and selecting a partner which best fit the company's needs as well as our customers'. That partner quickly became evident - Shell Aviation, supplied by Eastern Aviation Fuels.

"Shell Aviation is one of the largest domestic suppliers of aviation petroleum products with actual terminal ownership - a considerable advantage when it comes to product supply and dependability," said Steve Chandoha, President, Meridian - Teterboro.

Betsy Wines, VP Customer Service and HR, commented, "It is our mission at Meridian to keep customers feeling welcomed, well cared for and confident they've made a smart choice. The partnership with Shell helps us fulfill this mission."

Eastern Aviation Fuels is the exclusive General Aviation sales arm for Shell Aviation - helping to support over 350 Shell FBO's throughout the U.S. with great customer service programs like the Shell Aero Class Rewards Card, fuel quality control training, and exclusive FAR Part 139 Line Service Training Seminars.

## Meridian Jet Center Receives PAMA Award

On February 10, 2011, Meridian Jet Center received the 2010 "Facility of the Year" Award, given by the Professional Aviation Maintenance Association (PAMA), Teterboro Chapter.

PAMA President, Ed Furst, presented the award to John Langschultz, VP Meridian Jet Center, who accepted on behalf of the Maintenance Department at the WAMA/PAMA joint meeting in February. The award recognizes Meridian's continuous dedication to technical training by having hosted technical training classes at its facilities throughout the 2010 calendar year. Meridian was also recognized for its ongoing sponsorship support for PAMA.

"Many have benefited from the outside vendor courses we've hosted at our Teterboro facility; these educational seminars ran for 1 to 5 days at no cost to the participants," Langschultz said. The Jet Center is pleased to be hosting training courses again this year. (See below)

**Meridian Jet Center** will be hosting its next technical training class in September 2011. This free -of-charge education is sponsored by Rockwell Collins and will be made available to Field Service Engineers representing Bombardier, Gulfstream, Falcon, Rockwell Collins, Honeywell, EMS, True North, Satcom Direct and ICG.

This will be an intense class focusing solely on SATCOM, and services on all products and support will be reviewed. To learn more, please contact: **John Langschultz**, VP Meridian Jet Center, at **201-288-5040 x206** or **john.langschultz@meridianjetcenter.com**.

## Wi-Fi Onboard!

Wi-Fi service is available across North America on several Aircraft in Meridian's fleet. Aircell's® Gogo Biz Highspeed Internet is fully authorized by the FCC and FAA to provide in-flight broadband communications. The system uses a ground based cellular network. The performance is comparable to regular home DSL service. All customers will be able to use any Wi-Fi enabled devices including laptops and smart phones to access the Internet in flight. (At this time, streaming video, and Internet based voice communication are not recommended.) The service provides for seamless coverage over the contiguous U.S. above 10,000 feet AGL (Above Ground Level) and portions of Alaska. There is no charge to customers for the service.



## Meridian Jet Center Adds to Operations Specs

Meridian Jet Center is pleased to announce that it is now authorized to provide maintenance repair services for the following aircraft:

- **Cessna Citation 510 (Mustang)**
- **Cessna Citation 750 (X)**
- **Bombardier Challenger 300**

In addition to these aircraft, our professionally staffed, full-service repair station is certified to handle Citations, Challengers, Learjets, Falcons, Hawkers, Beechjets and Gulfstreams. Repairs on other aircraft are available upon request.



## PLANE FOLK

Patti Perez



### Client Services Manager

In April, Meridian warmly welcomed Patti Perez as the new Client Services Manager. The newly created position makes certain that our customers consistently receive top customer service.

Patti comes to us with a background in high-end travel. Her extensive knowledge in the industry, keen sense of organization, and commitment to building lasting customer relationships align nicely with Meridian's dedication to providing customers with a superior experience.

"I have had the pleasure of working in the Meridian facility for the last few years. I became quite familiar with most of the associates and developed friendships with others," shared Patti. "I always knew I would work here and jumped at the chance when the opportunity presented itself."

In her role as Client Services Manager, Patti works directly with Charter Sales and Dispatch to ensure service on board our aircraft is perfect. It is the Client Services Manager's job to see that every customer receives a warm welcome; that his or her preferences are noted and catered to; that the airways of communication are wide open - both internally and externally between passengers, owners and Meridian staff; and that all behind-the-scene details are attended to, guaranteeing smooth sailing for all.

Highlighting favorite aspects of the position, Patti said, "I enjoy the preparation of each flight, from shopping for catering, to searching for a nice bottle of wine. It's always nice to see a familiar face or a new client come back from a trip with a big smile of satisfaction."

**Welcome on board, Patti!**

## Meridian Assembles Wellness Team

At Meridian, we are a family and the well-being of our family is vital. The importance of health to our community was evident as we began the new year with the largest health care renewal in the company's history. In response, Meridian assembled its Wellness Team in March 2011. Eleven people representing a diverse cross-section of our company have volunteered to serve on the Team.

### The Wellness Team's mission is twofold:

1. To develop health initiatives that target employee health concerns as well as known health risks within the company's population.
2. To decelerate or reduce the escalating costs of medical health care by helping employees with known risks stay healthy.

The Team's first undertaking was a Health Survey, conducted in April. Response was positive, with a record number of employees completing the survey. Thank you to everyone who participated.

Next, the team organized a Biometrics Screening and Health Assessment Fair. The purpose of a Biometric Screening is to provide a snapshot of overall health and possible health risk factors. The information collected can help individuals make proactive decisions and lifestyle changes to positively offset any potential health issues.

Meridian's screening was conducted on-site by our health care provider, and was available to all insured employees. Its purpose was to check Blood Pressure, Cholesterol - Total and HDL (High Density Lipoprotein, a.k.a. "good cholesterol"), Glucose, Height and Weight, and will focus on lifestyle habits (diet, exercise, smoking, etc.). Betsy Wines, VP of Human Resources, and Chair of the Wellness Committee, praised the long-term benefits of the fair by saying, "As a result of this screening, one employee has already reached out to NJ Quits to get help in stopping smoking and we have also had some employees schedule full physicals with their doctor. This is a great start."

Finally, the Wellness Team wants to encourage physical activity among its employees, so it is supporting Meridian participation in the 14th Annual Teterboro Airport 5K Run by sponsoring a drawing for a \$50 Gift Certificate to Sports Authority. The 5K run will be taking place at Teterboro Airport on Saturday, July 16, 2011.

We look forward to raising the bar and promoting a culture of wellness.



## Meridian Blood Drive

### Every 2.5 seconds someone needs blood.

On April 28th, Meridian held a Blood Drive from 1:30-4:00 P.M. Community Blood Services was on-site to collect donations. The non-profit organization has been serving the transfusion medicine needs of northern New Jersey, New York City and southern New York State for over 50 years.

That Thursday, nine Meridian team members gave lifesaving blood inside the facility, while outside severe thunderstorms swept across Teterboro and the Tri-State area. News and radio stations reported possible threats of tornadoes, and flash flood warnings were issued that day.

Considering the circumstances, the turnout for the drive was good. Every little bit helps. Thank you to everyone who was able to participate. We look forward to more donor support and sunny weather at next year's event.

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# MILE MARKERS: San Carlos de Bariloche



San Carlos de Bariloche, Argentina at dusk

**M**eridian recently touched ground in San Carlos de Bariloche, Argentina. Most commonly known as Bariloche, the city was founded in 1902 on the shores of Lake Nahuel Huapi in the province of Río Negro.

The name Bariloche comes from the Mapudungun word Vuriloche meaning "people from behind the mountain" (vuri = behind, che = people). The Vuriloche pass was used by the Poyas to cross the Andes and was kept secret from the European priests for a long time.

The city is most famous for its skiing accommodations. The Cerro Cathedral is one of the most important ski resorts in Argentina. During the warmer months, outdoor adventures of every kind prevail - trekking, water sports, climbing and more. Bariloche also entices visitors with its fine cuisine - including exquisite chocolate, extraordinary architecture, museums and boutiques.

U.S. President Dwight Eisenhower visited Bariloche as a guest of President Arturo Frondizi in 1960. Classical violinist Alberto Lysy established Camerata Bariloche here in 1967. The Camerata Bariloche is a chamber music ensemble from Argentina that has achieved international recognition for excellence.

## 25 Years

Dennis O'Connell

## 15 Years

Cristian Escobar

## 10 Years

Art Disabunjong

## 5 Years

Howard Abdul  
Francisco Cabrera  
Alison Hibbert  
Michael Ianuale  
Elaine Kraus  
Karol Kulesza  
Bryan Lazewski  
Jeffrey Prescott  
Estrella Reynoso  
Anthony Urena  
Samir Varela

## 1 Year

John Baluk  
Diane Barnett  
Carlos Correa  
Silvano Dragone  
Kevin Gonzalez  
Jose Gutierrez  
Nicole Harrison  
Berat Hida  
Robert Kennedy  
Edvina Mulla  
Kevin Russo

Ruperto Soriano  
Tara Stanton

## New Comers

Kelby Barbour  
Maria Bochman  
Aryae Brown  
Stephen Cordrey  
Melvin Delvillar  
Susan Forester  
Devon Garner  
Nora Jacob

Nicklas Karlsson  
Michael Kasica, Jr.  
Michael Kelly  
Kelly Manzo  
Julio Maradiaga  
Thomas March  
Rudy Melk  
Argelis Parra  
Patti Perez  
Sanjay Sardana  
Kirk Stephen  
Eric Stephenson

**Meridian  
Celebrates**

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JET CENTER 201.288.3880

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)

