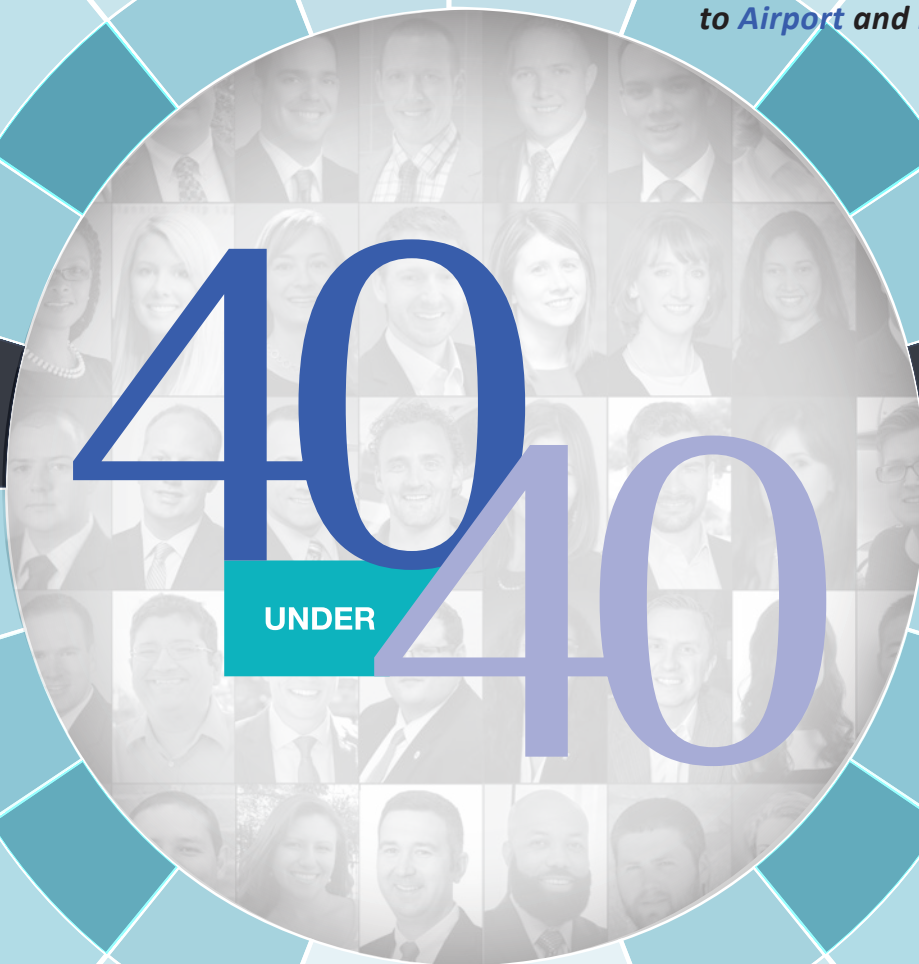


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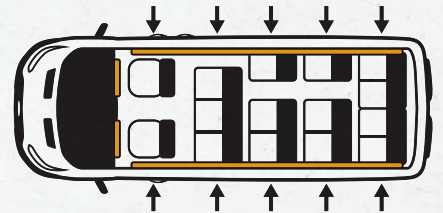
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The new 15-passenger Transit Wagon is equipped with the industry's first 5-row side airbags.† Standard. And with multiple safety features designed to help protect passengers, safety is clearly the top priority in Transit.

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The 2015 Transit Wagon with the high roof has a **CENTER AISLE THAT'S 6'5" HIGH.**^{††}

^{††}Medium roof shown.



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HARTSFIELD-JACKSON PLANS TO IMPROVE PARKING

Hartsfield-Jackson International Airport has embarked on a massive project to double the size of its parking decks, an effort expected to take at least eight years and hundreds of millions of dollars. The expansion of the world's busiest airport's domestic terminal parking garages is part of Hartsfield-Jackson's master plan unveiled in 2014, when the airport revealed the project was estimated to cost \$550 million to \$750 million in 2014 dollars. The new parking decks will double in size to eight levels, with a planned 15,000 parking spaces on the Terminal North side and 17,000 parking spaces on the Terminal South side. Also planned are pedestrian bridges on Level Four — which would allow travelers to avoid walking across the busy roadway. Today, the parking garages have four levels, with a total of about 13,000 spaces in the decks out of a total of 29,000 public spaces at the airport.

INSIDETHEFENCE

Ronnie L. Garrett
Editor



2015 Top 40 Under 40

*As we celebrate this year's winners,
we look to the 5 traits they all share*

John Quincy Adams once said, "If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

It's a quote that means a great deal to me as I put the finishing touches on the fourth Top 40 Under 40 issue for *Airport Business*. The 40 individuals who received the 2015 award definitely are an inspiration to me, and surely will be to others in the field.

As we celebrate the 2015 honorees, I'd like to take the time to reflect on what makes a leader great. A quick online search uncovers several personality traits that make just about every leadership list. They are:

Honesty. Honest leaders inspire through words and through actions. They understand that effective leadership is built on trust that comes from being truly honest, and realize that strong teams rely on trust to get the job done.

Solid Communication Skills. Leaders know what needs to be done and communicate it effectively with their teams. Being able to clearly and succinctly describe the tasks ahead is important. If leaders cannot convey their vision to employees, their teams will struggle as they execute these goals.

The Ability to Delegate. Leaders know the job at hand is too great for them to do alone and that they must rely on every member of the team to carry it out. Trusting the team to execute goals is a sign of a leader's strength not weakness. It helps leaders capitalize on the strengths of their team and gives them more

time to focus on higher level tasks. Together everyone achieves more.

Decisive. Leaders need to make decisions for the good of the entire team and organization. They must be able to properly assess situations and make decisions that help the organization, help the team, and have positive outcomes. They cannot be wishy-washy, either. They must exhibit a high level of confidence in their decisions if they want the team to follow them.

This year's 40 Under 40 winners share these traits and more. The nominators told us again and again how their nominees led their organizations to complete new terminal projects, increase fuel sales, improve safety and security, promote their brand, advance technology and processes, and build teams.

With more than 300 nominations this year—all of which were exemplary individuals worthy of recognition, it was tough to narrow the field to just 40. Thankfully I had some help. *Airport Business* partnered with Airports Consultants Council, who provided three judges, to help select the 2015 winners. I'd like to thank Carol Lurie, principal and senior planner for VHB; Laddie Irion, senior vice president, National Aviation Market Sector Leader for HNTB Corporation; and Courtney Beamon, president of Delta Airport Consultants; for their judging assistance. I couldn't have done it without you!

Congratulations to the 2015 Top 40 Under 40 winners. We look forward to watching you continue to grow as leaders and shape the future of aviation.





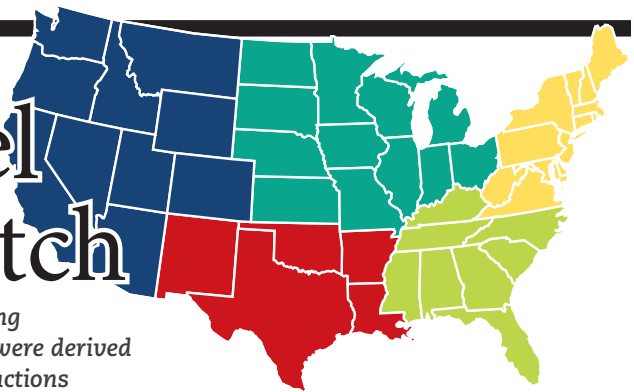
Retired TSA Dogs Need Homes

When Transportation Security Administration bomb-sniffing dogs retire from patrolling airports and elsewhere, they need good homes and people to care for them. The dogs up for adoption are either retired or didn't get through the explosives-detection training. They are usually German short-haired pointers, Labrador retrievers, German shepherds and Belgian Malinois between 2 and 10 years old.

"Most of TSA's dogs have lived in kennels, not houses, and thus are not familiar with living in a home environment," the TSA said.

The dogs are located in San Antonio, Texas. If an application to adopt one of the dogs is approved, adoptive families will have to travel there to pick up their new family members. To apply, contact the TSA Adoption Coordinator at: AdoptaTSAcanine@OLE.tsa.dhs.gov.

Fuel Watch



The following fuel prices were derived from transactions completed with the AVCARD credit card during February. Not all operations sell both jet-A and Avgas. The figures for jet fuel prices will be more representative than those for Avgas, due to the higher number of transactions recorded. Prices reflect all taxes and discounts. Data is supplied from AVCARD in consolidated format; individual transactions are not disclosed.

West Coast

Jet-A: \$3.89
Avgas: \$5.12

South Central

Jet-A: \$2.16
Avgas: \$5.59

Southeast

Jet-A: \$3.36
Avgas: \$5.05

North Central

Jet-A: \$3.83
Avgas: \$5.59

Northeast

Jet-A: \$4.04
Avgas: \$5.44

Alaska Air Group ...

Elects Kyle Levine as vice president of legal and general counsel effective Jan. 1, 2016.

American Airlines' ...

CEO Doug Parker gained \$4.9 million in a stock sale as part of a monthly stock sale plan, according to a government filing.

Centennial Airport ...

Announces plans to open an Exploration of Flight center, an interactive learning facility showcasing actual flight operations over Denver to simulated flights through the cosmos.

Clay Lacy Aviation ...

Opens 2.5 acres of new ramp space at its Van Nuys Airport FBO providing additional space for arrivals and departures, accommodate overnight parking and reduce the frequency of aircraft towing.

Dallas/Fort Worth Airport Board ...

Approves a lease extension for American Airlines. The lease on the airport-owned property, initiated in 1978, was extended 99 additional years to 2114.

NATA, FBO PARTNERS PROVIDE AVIATION SOLUTIONS FOR FBOS, NEW TRAINING INITIATIVES



FBO Partners LLC, a Seattle-based FBO consulting firm has signed an affiliation agreement with the National Air Transportation Association (NATA) to provide its FBO members with consulting services via NATA Aviation Solutions. The NATA and FBO Partners affili-

ation also offers training created exclusively for NATA members, launching in 2016. The first course offered by NATA and FBO Partners is titled, *The Essentials of Hangar Subleasing: From Risk to Revenue*. It is scheduled for May 2016. The 1 1/2 -day course, targeted for FBO

owners, GMs and decision-makers, will cover best practices, strategies and negotiation skills essential in hangar subleasing. For attendee or sponsorship information, contact NATA Safety 1st Programs manager Elizabeth Nicholson at ENicholson@nata.aero.

Delta Air Lines Inc. ...

Announces plans to stop its Atlanta-Dubai service on Feb. 11, 2016, due to "overcapacity on U.S. routes to the Middle East operated by government-owned and heavily subsidized airlines."

Denver International Airport ...

Expects RTD rail service to the airport to begin on April 22, 2016.

Fitch Ratings ...

Retains A-minus listing for Ontario International Airport's \$59.6 million of fixed-rate revenue bonds, along with a "negative" outlook.

Frontier Airlines ...

Rolls out a double-mile promotion that will help its customers rack up more miles and earn elite status twice as fast on flights through the end of the year.

Grand Forks Regional Airport Authority ...

Begins a master planning process which is expected to conclude in early 2018.

Granite Aviation ...

Opens a new \$1.6 million facility, boasting a 3,700-square-foot terminal, a 7,000-square-foot hangar, four aircraft refueling trucks, a deicer truck and a newly constructed 190-foot-by-900-foot aircraft ramp at Sandpoint Airport.

Hartsfield-Jackson International Airport ...

Will tear down its old north and south parking decks, rebuild them

and double the number of parking spaces within two years. The cost of the project is \$550 million to \$750 million.

Salt Lake City International Airport Unveils \$1.8 Billion Terminal Redevelopment Project

Salt Lake City Mayor Ralph Becker and Airport Executive Director Maureen Riley recently unveiled details for Salt Lake City International Airport's \$1.8 billion terminal redevelopment designed by HOK. Scheduled to open in 2020, the new three-story terminal and concourse will replace a total of 29 outdated structures, including three separate terminals and five concourses. This highly efficient 1.7 million-square-foot terminal building will be located west of the existing complex and have the capacity to serve up to 23 million passengers per year.

HOK's design celebrates Utah's natural beauty and landscape. Floor-to-ceiling glass provides expansive views to the airfield and iconic mountains while earth landscape-toned interior and exterior finishes connects passengers to the local scenery. A soaring interior space called the Canyon features a large-scale sculpture by award-winning artist Gordon Huether as part of an extensive public art program that highlights Salt Lake City's thriving art community.

The existing airport will remain operational while the new facilities are constructed. Designed for LEED Gold certification, phase one is expected to be completed in 2020.

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INDUSTRY NEWS

HMSHost ...

Donates a learning garden at Hollywood High School to help connect students to how food is produced.

JetBlue ...

Builds an urban farm outside Terminal 5 at JFK International Airport. The 24,000 square-foot space is designed to educate travelers about where their food came from.

Meridian Teterboro ...

Announces it was voted #1 FBO in the Northeast by FtPlan.com.

Mountain West Aviation ...

Selects EPIC as its fuel provider for its two new FBO locations in Nevada; one at Carson City Airport and the other at Elko Regional Airport.

Phoenix-Mesa Gateway Airport ...

Begins a \$5.4 million project to lengthen a taxiway by 3,610 feet. The project should be finished in late April.

Phoenix Sky Harbor International Airport ...

Was ranked as the 10th largest megahub in the world, No. 8 in North America and No. 5 among airports with a cluster of flights from low-cost airlines like Southwest, according to a study by air-travel research firm OAG.

Port Authority of New York and New Jersey ...

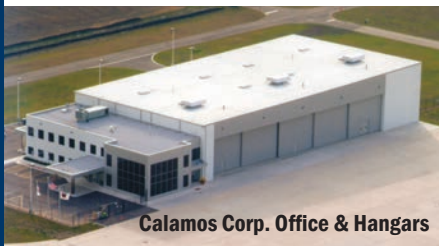
Is exploring airport access fees as a way to deal with growing curbside congestion outside airport terminals.

Raytheon ...

Is providing the Standard Terminal Automation Replacement System (STARS) as part of the FAA's Terminal Automation Modernization and Replacement contract at Hartsfield Jackson International Airport.

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San Francisco International Airport ...

Provides the public with views of its \$70 million, 221-foot-tall air-traffic control tower between Terminals 1 and 2. The tower will replace the existing tower atop Terminal 2 when it opens for operation in July 2016.

Southwest Airlines ...

Announces plans to cut direct flights to Chicago and Dallas and add St. Louis and Phoenix flights at Wichita International Airport.

Spirit Airlines ...

Announces customers traveling from December 16, 2015 to January 4, 2016 can expect to pay an additional \$2 for all of the checked baggage price options that apply to standard sized luggage.

Talon Air ...

Ventures into aircraft handling, opening its first FBO at Long Island Republic Airport, making it the third service provider on the field.

Toronto Pearson International Airport ...

Announces construction has begun on the Aerospace Centre, a new FBO that will open there next summer.

Uber ...

Is expected to land at O'Hare International Airport for pickups by Thanksgiving.

U.S. Department of Transportation ...

Bans battery-powered portable electronic smoking devices from checked bags.

Westjet Air Center ...

Held the grand opening for its new 5,000-square-foot terminal facility.

WestJet Airlines ...

Announces a \$25 baggage fee will apply to new economy bookings for flights as of Jan. 6.

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Member, Alabama Aviation Hall of Fame



40 Under 40— Who Knew?

Wouldn't it be nice if we knew who was going to make this list before we made hiring decisions?

This issue includes the annual *Airport Business* list of 40 up-and-comers under 40 years old in our industry. It also marks the first year that *Airport Business* has partnered with Airports Consultants Council, who provided three judges, to help select the 2015 winners. Many thanks to Carol Lurie, principal and senior planner for VHB; Laddie Irion, senior vice president, National Aviation Market Sector Leader for HNTB Corporation; and Courtney Beamon, president of Delta Airport Consultants; for your judging assistance. We couldn't have done it without you!

Don't you wish you could have picked the winners out ahead of time and hired them a few years ago? Don't you wish you could pick out the people who will be on the list five to 10 years from now?

On the first day of my first job straight out of college with a *Fortune 500* company, I asked my new boss—Dean—a lot of questions about future opportunities for advancement. Dean answered the questions politely, but then explained something that I've never forgotten. "Ralph," he said, "the best way to get a promotion with this company is to do a great job on your current job. We hired you to sell our products. Do that job well and promotions will take care of themselves."

As I write this column, I do not have any idea who will be on the 40 Under 40

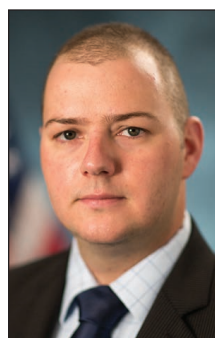
list this year. But I can describe them. They will be 40 people who have each done an exceptionally good job performing their assigned duties. Each has excelled at his/her current job!

For you employers, that's the best way to pick future 40 Under 40 winners (let's call them FFUFs). Look for employees excelling at what you hired them to do.

FFUFs will be people who show up a few minutes early, ready to go to work. They will always be hunting for things to do for the company. They will be cooperative. They will follow the rules. They will be dependable and reliable. And, if you give them an additional area of responsibility they will see it as opportunity rather than as imposition. They will have high ethics, be scrupulously honest, and will be devoted to customer satisfaction. And they will want to work for companies that share these characteristics.

Employers will quickly learn to ask for FFUFs' opinions on problems and ideas, and will listen carefully to their answers. These people are likely to be well known, influential and trusted by others. If the employer has a new program, process or goal coming out that will affect his/her employees, it may be wise to run it by the FFUF in advance. Explain the details carefully. Get the FFUF's opinion. If the FFUF sees problems, listen. It will pay off.

Congratulations to the 40 Under 40 for 2015. The industry appreciates you.





CONGRATULATIONS, JOSH, ON AIRPORT BUSINESS 40 UNDER 40



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Meet Josh & Julia Hochberg, Owners, Sonoma Jet Center

Is Signature Select right for you? Just ask Josh and Julia. "Signature's marketing and sales support has been outstanding," Josh says. "We expected that. But we didn't realize what a fantastic all-around partner we were getting." The Hochbergs are likely to pull out photos of two brand-new electric tugs, loaned to them by Signature. "Signature delivered these to get us through a really busy month. It was our most successful month ever. Beyond our wildest dreams." Follow Josh and Julia's lead. Retain your identity and your hard-earned customers and add our loyal global customer base. Join Signature Select.® Profit from the power of Signature Flight Support.®

“It's like we acquired a big brother with resources who will do whatever it takes to help us out.”

- Josh & Julia Hochberg

Join the growing Signature Select community.   SignatureSelectFBO.com

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FLIGHT SUPPORT
A BBA Aviation company

Josh Hochberg: Rising Tides of Success

Josh Hochberg fell in love with aviation at a young age. The central New Jersey native took his first flying lesson at age 12 and soloed on his 16th birthday. At 16, he got his first job in aviation as a summer intern at the FAA in AFS-800/Flight Standards. In high school he was also featured in a column by Gordon Baxter in *Flying Magazine* for a paper he wrote on the need for tort reform in general aviation. He earned his Bachelor's degree in Statistics at George Washington University. While attending the university, he worked as an analyst at The MITRE Corporation, a non-profit organization that operates research and development centers sponsored by the federal government. After graduation, he worked for Northwest Airlines in the revenue management department. He then spent four years at United Airlines beginning there as a pricing analyst and rising to comptroller of the \$2.5 billion United Express program. While at United, Hochberg earned a Master's degree in Transportation from Northwestern University. He later earned a Doctor of Jurisprudence degree at Southern Methodist University and practiced law with Reed Smith, representing manufacturers of aircraft and components in product liability suits. When the economy cooled in 2010, the time was right for Hochberg to enter the FBO business, so he and his wife Julia acquired Sonoma Jet Center. Hochberg's college statistics professor and mentor Fritz Scheuren taught him W. Edwards Deming's notion of continuous improvement, which Hochberg has applied to his life overall and at Sonoma Jet Center to much success. Under his leadership, Sonoma Jet Center has had many accomplishments. In the five years since acquiring the company, it has achieved high levels of customer and employee satisfaction. The FBO joined the Signature Select program so more people would know about the great job it is doing. Sonoma Jet Center's reputation for quality and service had led to many successes for the enterprise as a whole, including its growth from 650,000 gallons sold five years ago to 1.275 million gallons sold

DID YOU KNOW?

HOCHBERG took his daughter on her first airplane ride at 3 weeks of age.



President and Owner
Sonoma Jet Center, a Signature Select FBO
Age: 39
Years in Aviation: 23
Memberships: NATA, NBAA, AOPA, EAA

day. The proud father of Yael and Talia is also a commercial pilot and certified flight instructor. He enjoys flying with his family in their Cessna 340, and taking them to the EAA Airventure Oshkosh, which Hochberg has attended for 20 consecutive years.

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CONGRATULATIONS
Josh Hochberg

Selected as one of Airport Business Magazine's
TOP 40 UNDER 40 - *Aviations Best and Brightest!*



Manager, Airport Communications and Emergency Operations
Lee County Port Authority
Age: 34
Years in Aviation: 10
Memberships: Association of Public-Safety Communications Officials (APCO)

Aaron Deerey: Pilot Dreams Started in Preschool

Aaron Deerey was one of those little kids who really did know what he wanted to do when he grew up. He says he wanted to work in aviation from an early age and recalls being the only kid in his preschool who cried when the Space Shuttle Challenger exploded. Of course, Deerey wanted to be a pilot and while he did get his private pilot license, he ultimately landed in the world of airports. Deerey credits a professor at Embry-Riddle Aeronautical University for changing his flight path as he struggled to afford flight training. This college advisor told him that no one in the aviation industry would care if he had a pilot degree. He said: "FAA pilot's licenses don't say where you earned them and the degree will still say Embry-Riddle, so get a degree that has broader application." Deerey switched to Safety Science and says earning this degree opened up a new world of opportunities, which eventually led to the airport world. In his airport role, Deerey sees aviation as a premium method of travel where

customer service doesn't always measure up. Though passengers tolerate low levels of customer service in order to receive "cheap" fares, he says "they aren't happy about it." These passengers still fly, but Deering warns they may resort to governmental and legislative type solutions, which ultimately will end up being more costly than providing good customer service to begin with.

DID YOU KNOW?

DEEREY's first job was as a funeral attendant for a local funeral home.

Jeff Jackson:

Aviation is Second Nature

DID YOU KNOW?

He can fly an airplane, but JACKSON has never ridden a motorcycle.

The aviation industry is second nature for Jeff Jackson, CEO of Jackson Jet Center—a full service FBO in Boise, Idaho. He comes from a long line of aviators. His father, John, a lifelong pilot, first piqued his interest in aviation at an early age by bringing him along on flights throughout the West. His grandfather, Dale, was the first person to take off and land from S66, and was pivotal in its construction. From their examples, Jackson took a hobby he loved and made it into a career. Today he has 10 years of aviation experience, and has been the CEO of Jackson Jet Center since 2012. Under Jackson's wing, Jackson Jet Center has prospered, offering Part 135 and 145 operations including avionics. In 2015, Jackson Jet Center was awarded FltPlan.com's Pilot's Choice Award, Air Elite Network's Diamond Service Award and was a Boise Chamber of Commerce Small Business of the Year finalist. Jackson graduated from the University of Idaho with a degree in Accounting, and enjoys spending time with his dog, Sergio, who is his favorite co-pilot.



CEO
Jackson Jet Center
Age: 36
Years in Aviation Industry: 10
Memberships: Air Elite Network, Idaho Shakespeare Festival, Saint Alphonsus Hospital Foundation

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Justin Danehy:

Flew Into the Airside Development Business

Justin Danehy recalls being fascinated by aviation as long as he can remember. From his first commercial flight to his first time up in a Cessna 152, he was hooked. He started flying while in high school in Brockport, NY, and knew aviation was the career path he wanted to take. Initially Danehy wanted to be a pilot but when he learned about the business side of airports, he found a way to combine both passions into one career. After attending Embry-Riddle Aeronautical University, Danehy focused his efforts in marketing and air service development. Air service development touches all facets of the airport and the surrounding community. Danehy says he likes being an integral part of bringing airlines, community partners and the airport together for route development. Danehy reports he enjoys working with the airlines to enhance air service at Orlando. Danehy leads the airport team in telling the whole story about Orlando to continue the success of both the airlines and the community partners involved.

**Assistant Manager-Air Service Development Greater Orlando Aviation Authority
Orlando International Airport**

Age: 28

Number of Years in Aviation: 11

Memberships: AAAE, ACI-NA, Central Florida Young Professionals Advisory Council, Hispanic Chamber of Commerce of Metro Orlando, Central Florida International Trade Office



Justin B. Danehy, C.M.
*Assistant Manager,
Air Service Development*

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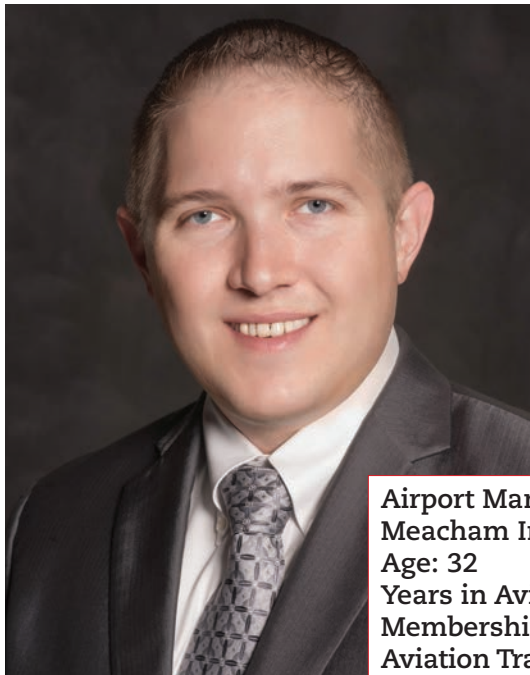
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Jeff Kloska: Juggles Airport Operations

Two years ago, Jeff Kloska began doing Crossfit, something that gives him ample energy to manage, supervise and coordinate the activities and operations of Meacham International Airport. He is the manager of this busy general aviation airport serving the DFW Metroplex with more than 400 based aircraft. Kloska provides highly responsible and complex administrative support to the director of aviation and city management. In addition to managing Meacham Airport's staff, Kloska coordinates with TxDOT and the FAA to keep Meacham's Capital Improvement Plan on track to meet the airport's needs. Kloska came to Meacham from Love Field where he was an operations supervisor for three years. Before Love Field, Kloska worked for Meacham in Airport Operations and Centennial Airport in Airport Operations and Planning. Kloska has his Bachelor's degree in Aviation Management with a minor in Business Management.

DID YOU KNOW?

KLOSKA grew up in Morrison, Colo., next to the mountains.

Airport Manager
Meacham International Airport
Age: 32
Years in Aviation: 8
Memberships: AAAE, Texas Airports Council, South Central Chapter AAAE, Aviation Transportation Advisory Committee



Congratulations, Jeff Kloska!

Meacham International Airport congratulates Jeff Kloska for being named to the Airport Business 'Top 40 Under 40' class of 2015. His leadership, professionalism and commitment to providing a top tier experience for aviation clients of all sizes exemplify why he is deserving of this honor. We are proud of you!



4201 Main Street | Fort Worth, Texas 76106
meacham.com





Timothy Fish: Caught by the Aviation Bug

Timothy Fish's first engineering job out of college put him on the Aerotrains project at Dulles International Airport. The amount of detail and work that went into an aviation project impressed him so much he caught the aviation bug. Today, after 13 years in the engineering industry, Fish is HDR's East Region Aviation Practice Lead where he leads the development and implementation of the strategic plan for HDR's growing aviation practice. Fish also spends his time providing technical expertise on large-scale airfield projects, stays actively engaged with the aviation industry and leads the professional services development for aviation across the company to improve technical capabilities. Fish recently completed the final design and construction support for the airside improvements on two terminal expansions at Fort Lauderdale International Airport. He also serves as the overall general engineering consultant for Fort Lauderdale Executive Airport and as airport engineer for Republic Airport. Fish is known for taking the lead and pushing

**East Region Aviation Practice Lead/
National Aviation Business Class Director
HDR**
Age: 34
Years in Aviation: 11
Memberships: ACC, Broward County
ASCE Branch

the boundaries of current technology. Fish has led efforts to provide 4D and 5D design elements for complex airfield projects and programs, allowing both the airport sponsor and impacted stakeholders to see first-hand potential impacts to operations, schedules and cost of proposed improvements during the planning and design phase. Fish recently had an article published in the *Florida Engineering Society Journal*.



Bridging the gap between idea + achievement



Congratulations Tim Fish
"Top 40 Under 40" winner

hdrinc.com



Brad McAllister: Centers on Aviation Tech

Brad McAllister finds airports in the United States are operated and financed in a way that is quite different from the rest of the world, giving them some unique challenges, particularly in adopting new and emerging technologies that increase safety and enhance the passenger experience. Currently, as the director of marketing for Florida-based aviation IT solutions firm, AirIT, an Amadeus company, McAllister is uniquely poised to help airports with their technology needs. McAllister joined AirIT in February 2013 after five years as a key part of the editorial production of Cygnus Business Media's *Airport Business* magazine. Here, McAllister developed and managed the social media efforts for several aviation-related media properties, and aided in launching the AviationPros.com web portal and multiple daily aviation e-newsletters. At AirIT, McAllister directs and coordinates the activities of the marketing department and aids the president and CEO in formulating and administering organizational policies. He developed AirIT's corporate social media policy. McAllister also directs corporate advertising, manages media and public relations, coordinates AirIT's Annual User Conference, manages corporate website development, coordinates event and industry conferences, handles marketing and corporate branding, assists senior sales management on sales channel development activity, and helps establish sales goals.

Director of Marketing
Air-Transport IT Services Inc. (AirIT)
Age: 35
Years in Aviation: 7

DID YOU KNOW?
MCALLISTER put himself through college by finishing concrete at a number of construction companies.

CONGRATULATIONS BRAD McALLISTER!

AirIT, an amadeus company, congratulates Brad McAllister for being honored by *Airport Business* magazine as one of the industry's 'Top 40 Under 40' class of 2015. We are very honored to have you on our team!



Brad McAllister,
Director of Marketing



www.AirIT.com



Bradley Tollefson: Aviation Chose Him

Bradley Tollefson did not choose aviation, aviation chose him. He explains he has a diverse background in traditional real estate and through a series of circumstance, he found this very exciting and rewarding career. Tollefson is passionate about developing and re-imagining the built environment with a particular focus on projects that have a significant impact on people's everyday lives. During his nearly seven-year career at Westfield, he has successfully led numerous projects in large airports including significant projects at Boston Logan International Airport and Newark Liberty International Airport as well as major airport developments including the transformation of the international terminal at Chicago O'Hare International Airport and the greenfield development of Los Angeles International Airport's Tom Bradley International Terminal. He serves as the development lead managing the overall process and directing the finance, design and construction activities. His current efforts also include culling the global aviation landscape to bring the best ideas together in Westfield's ongoing ideation process aimed at pushing the envelope in delivering the airport experience of the future, today.

DID YOU KNOW?

He missed his true calling as a football announcer. **TOLLEFSON** regularly proclaims commentary from the announcer moments before it comes through the television.

Vice President Development
Westfield
Age: 39
Years In Aviation: 6.75



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BRADLEY TOLLEFSON
VICE PRESIDENT, DEVELOPMENT

ONE OF AIRPORT BUSINESS MAGAZINE'S
TOP 40 UNDER 40

Westfield
WestfieldAirports.com



Eric Pratt: Mesmerized by Aviation

When Eric Pratt took his first commercial flight at the age of 5, he recalls staring out the window completely mesmerized by the experience. He knew then he wanted a place in aviation as an adult. Today, Pratt is a dedicated and passionate member of the aviation community. After graduating from the University of Oklahoma with a degree in Aviation Management, he interned at McKinney National Airport where he helped the then airport operations manager rewrite the airport's standard operating procedures and wildlife management plan. He then worked at Love Field as an operations officer. Later he returned to McKinney National as the airport operations manager. Throughout his time at McKinney National, Pratt has made it clear that safety and security are always on the forefront of his mind; not only did Pratt completely replace the access control system to update security, he implemented an airport emergency plan, helped plan a full-scale exercise at the airport, and arranged for all airport staff to be CPR and AED certified. He also manages the maintenance staff and ensures that McKinney National is up to FAA standards. Pratt represents McKinney National at regional meetings and national conferences. He is currently overseeing a major construction project at the airport which will replace 47,000 square yards of apron space.

DID YOU KNOW?

PRATT would love to open a BBQ restaurant.

**Airport Operations Manager
McKinney National Airport
Age: 30
Years in Aviation: 8
Memberships: AAAE,
EAA, McKinney Young
Professionals**

CONGRATULATIONS

to **Eric Pratt** for being named to *Airport Business Magazine's* "40 under 40"



McKinney
National Airport
www.FLYTKI.com

McKINNEY AIR CENTER
at McKinney National Airport





Karen Korir:

Juggles Multiple Aviation Tasks

Karen Korir chose a career in aviation planning because of its complex interdisciplinary body of work. She explains on any given day “you are dealing with engineering, architecture, law regulations, finance, operations, corporate strategy, project management, and the list goes on.” Korir juggles a lot as an aviation industry planner for the world’s busiest airports. She currently serves as managing planner for Houston Airport System, covering three airports that include George Bush InterContinental Airport, Hobby Airport and Ellington Airport. She led the program planning effort for the \$1.5 billion InterContinental Airport Terminal Redevelopment Program that includes a new international terminal, expansion and reconfiguration of Federal Inspection Service, a new vehicle parking garage and other infrastructure improvements. Korir also served on an executive-level negotiation committee with United Airlines, which resulted in a successful agreement to transfer an existing terminal facility to accommodate the proposed

**Managing Aviation Planner
Houston Airport System**
Age: 36
Years in Aviation: 12
Memberships: AAAE

development plans. The program plan for this effort has received several accolades across the industry. Korir has been involved in providing planning support for the development of new master plans for Houston’s airports. She provided planning support to the spaceport study program for Ellington Airport that resulted in the FAA granting Houston Airport System a license in June to build and operate a commercial spaceport.

DID YOU KNOW?

KORIR provides coaching sessions to colleagues preparing for AAAE certification.

Houston Airports Congratulates

Karen Korir

On being named one of
Airport Business
Magazine’s
Top 40 under 40



Karen Korir, A.A.E
Managing Aviation Planner



Allison Woolsey: Cut Her Teeth on Aviation

Though just two years into an aviation career, Allison "Allie" Woolsey grew up in and around aviation all her life and fell in love with it from the get-go. She says it only felt natural upon getting her Public Relations degree with a minor in Business, from Texas State University, to find a way to do what she loves in an industry she has a natural affinity for. She joined the Million Air team in December 2013. Woolsey has been appointed as Interlink's marketing assistant. Since starting with the company, she has developed a network newsletter "Million Air Pride" that communicates and celebrates to all the employees in the Million Air network, helped develop the new Million Air website and is also a certified trainer for Insights and teaches at Million Air University Initial Leadership Orientation. She brings fresh new ideas and enthusiasm to her position which she uses to manage Million Air's social media presence. Woolsey believes today's tough business market has increased the need to continually

**Marketing Assistant
Million Air
Age: 23
Years in Aviation: 2**

set the service bar higher. In April, Million Air won Best Large FBO Chain in the Pro Pilot PRASE Survey for the fourth consecutive year. The company, she says, did not win this award because of an employee's skill set, nor was it the firm's organizational skills or timeliness. Million Air, she says, has been successful because it seeks out employee's whose values are synonymous with Million Air's unwavering pursuit of service excellence.

DID YOU KNOW?
WOOLSEY
took her first flight at two months old in a Beechcraft Bonanza.

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Marketing Manager
Avfuel Corporation
Age: 38
Years in Aviation: 12
Memberships: NBAA, NATA,
EAA, CBAA, MAAE, MBAA,
WAMA, FATA, GAA, GATA, UAOA

Buffey Muth: **Creates Tangible Results**

There is a profound science to the management of a marketing department and the development of its ideas into full-fledged and functional products. From exploration and analysis to development and execution, that is the “chemistry” that Buffy Muth performs every day. She converts goals into reality and creates tangible results for Avfuel and its customers. Indeed, before joining Avfuel, her professional and educational background was chemistry. In her 12th year at Avfuel, Muth has found her place in aviation and has made an integral impact. Her marketing and public relations responsibilities include research, marketing and business development, training, consulting, media buying and more, helping to build the company’s international and domestic presence every day. As the department has more than doubled, Muth’s accountability as a manager has grown. She ensures every member of the marketing team is focused on the same goals, developing innovative solutions to foster company and customer success—a grand task as the network has extended internationally with more than 3,000 contract fuel locations and 600+ FBOs around the globe. Every day, Muth works to increase the visibility and exposure of network locations and provides tools to streamline their operations. One of Muth’s recent accomplishments was the completion of Avfuel’s Fuel Quality Assurance Training System. The project is a cost-effective program for FBOs of any size. Now, Muth is developing an FBO customer service training system specific to aviation with two large impacts: a) a higher level customer experience; and b) a convenient way to standardize employee training, thus improving turnover by strengthening employee motivation and passion for aviation.

DID YOU KNOW?

As a student pilot, **MUTH** has flown a variety of aircraft (i.e., B17, Mooney, 210, Champ, Tri-Motor, RV7, 172, 150, Taylorcraft and Funk).

Indhira Figuereo Blaney:

DID YOU KNOW?

FIGUEROO BLANEY’s great grandfather was the president of the Dominican Republic.

From a Long Line of Engineers

Indhira Figuereo Blaney comes from a family of engineers starting with her great-great grandfather. Her father was the operations director of the seven airports that existed in Dominican Republic at the time. It only seems fitting that after graduation, Figuereo Blaney was hired full-time by AECOM and has taken part in the design of many engineering projects for the New York-New Jersey metro region and internationally. Figuereo Blaney has more than 16 years of experience providing engineering and management services. She is an associate vice president at AECOM and is the operations manager for Aviation in the New York District, which oversees all aviation projects financially and technically. Her experience in various business lines has helped her rise through the

ranks at AECOM to lead many high profile projects such as: LaGuardia Airport Environmental Assessment for the Central Terminal Building Modernization Program and its Central Terminal Building Stage 1 Design for Airside and Landside Improvements, Westchester County Airport Terminal Improvements, various SuperStorm Sandy repair projects, among others. Figuereo Blaney has become one of AECOM’s primary point people with the Port Authority of New York and New Jersey, working on projects at five of the Port Authority’s airports. She also has responsibility for more than 15 separate on-call contracts with the Port Authority. Figuereo Blaney plays an instrumental role in aviation efforts in Mexico and Colombia. Figuereo Blaney also has significant experience working in international projects in countries such as Australia, Trinidad and Tobago, Puerto Rico and the Dominican Republic. Figuereo Blaney leads AECOM’s New York City internship program, placing an average of 45 students each year into edifying positions, many of whom are hired full-time by the company upon graduation.



Associate Vice President
AECOM
Age: 39
Years in Aviation: 7
Memberships: AAAE,
ASCE, CMAA, WTS, PWC



Harper Hicks Bateman: Puts Passengers First

Harper Hicks Bateman was introduced to the world of aviation by her grandfather, a pilot, who instilled in her a love of travel and a fascination with the industry. She graduated from Louisiana State University with a degree in Architecture and joined Corgan in 2000 in the Aviation Studio. Since that time, she has worked on several aviation project-types, but has found a particular interest in planning. Her objective is to design an enjoyable, stress-free experience for passengers as they move through an airport, with the ultimate goal of creating an efficient and timeless space for both passengers and tenants. Today, Harper is a vice president and is considered an expert in her field. She leads teams on large projects such as the Maynard H. Jackson International Terminal at Hartsfield-Jackson International Airport, which improved international processing while achieving seamless integration with existing operations, and the DFW Terminal Renewal and Improvement Program, the simultaneous renovation of four terminals that improved passenger processes and tenant operations while maintaining active gates throughout the construction process. For the past 10 years, she has also coordinated Corgan's community involvement with Hearts and Hammers, a volunteer effort which helps homeowners in need within the community.

DID YOU KNOW?

As part of the high school dance team, **BATEMAN** marched in the Rose Bowl parade as well as in a parade at Disneyland.

Vice President
Corgan Aviation Studio
Age: 38
Years in Aviation: 15



AECOM is proud to congratulate **Indhira Figuereo Blaney** on being recognized as one of Airport Business Magazine's Top 40 Under 40.

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CONGRATULATIONS TO HARPER BATEMAN!

AIRPORT BUSINESS TOP 40 UNDER 40



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**Executive Director
Community Development
and Marketing
Sixel Consulting Group**
Age: 34
Years in Aviation: 12
Memberships: AAAE, ACI-NA

Elizabeth Flores: Aviation Found Her

Elizabeth Flores says aviation found her. On a whim, and in pursuit of a childhood dream, she transferred to an aviation-focused university her sophomore year of college. She had planned to become a teacher but something drew her into aviation instead. Today, Flores is the executive director of Community Development and Marketing for Sixel Consulting Group, where she assists airports in achieving their air service and marketing goals. Flores joined Sixel in December 2012 as the firm's first manager of Marketing and Community Development. In this role she was responsible for overseeing and developing the marketing efforts of a number of client airports including strategic campaign development, community outreach and airport branding. In 2014, Flores was promoted to executive director of Community Development and Marketing and due to the continued growth of the marketing and community development division of the company; she now has a dual role and also serves as the company's division director of Community Development and Marketing. Through this dual role, she continues to work directly with airport clients while also coordinating the firm's growing marketing team as they work with clients to establish program goals and budgets and manage project portfolios. With more than a decade of airport experience, Flores brings an extensive airport marketing and social media background to the firm. Prior to joining Sixel, she served as the head of Airport Engagement for SimpliFlying, an international firm specializing in airport and airline brand strategy. Flores began her airport career at the Akron-Canton Airport where she served as marketing manager and an integral part of the airport's industry-leading marketing team. Following her six years there, Flores served as director of marketing and community development at the South Bend Airport. Flores helps plan industry conferences and most recently served as the marketing and public relations track host for the 2014 AAAE Annual Meeting and on the executive planning committee for the 2015 AAAE Digital Media Summit.

DID YOU KNOW?
FLORES is married to a JetBlue pilot and has a son, coincidentally, named Miles.

Candace Brown: Secure in an Aviation Career

As a young person, Candace Brown sought a career that was global and would give her opportunities to travel the world and experience different cultures. She got her chance when she began her aviation career in 1997 when she started working for United Airlines. While working at United she was exposed to both above and below the wing operations, as well as hub and line station operations. Her nine-year tenure included assignments in customer service, airport operations, load planning and facilities management. In 2006, Brown joined Denver International Airport as a supervisor in the 24/7 Communications Center. The

following year, 2007, she was promoted to assistant aviation operations manager. In 2009, Brown moved to Airport Security as a program security manager and airport security coordinator. In mid 2012, Brown accepted the position as manager of Security-Badging & Permitting, where she oversaw two separate badging operations. In 2013, Brown expanded her area of experience when she became the terminal operations manager leading a team of terminal operations officers. In 2014, she was promoted to the assistant director of Airport Security, where she leads the Compliance & Enforcement unit. She is currently the author of the Airport Security Program, one of the rotating airport security coordinators and works closely with the FBI, Customs and Border Protection, Federal Air Marshals, and other federal and local law enforcement agencies. Brown has a Bachelor's degree in Professional Aeronautics, with minors in Aviation Safety and Business, and a Master's degree in Management from Embry-Riddle Aeronautical University. She obtained her Accredited Airport Executive status



**Assistant Director of Airport Security
Denver International Airport**
Age: 38
Years in Aviation: 18 years
Memberships: AAAE

DID YOU KNOW?
Her personal goal is to qualify for the Boston Marathon, and **BROWN** is currently 4 minutes shy of doing so.

from the American Association of Airport Executives, is an alumnus of the FBI Citizen Academy and holds a private pilot license.



Clint Laaser:

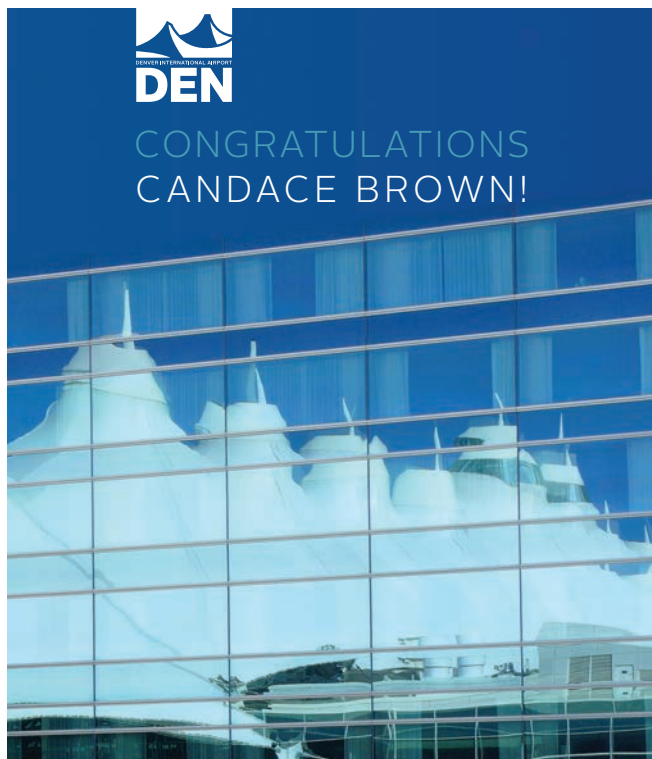
Builds the Passenger Experience

Clint Laaser has always been fascinated with airports and the possibilities of where people were coming/going. He got a chance to be part of that journey as an architect/planner, which he says gives him the opportunity to positively enhance the passenger's journey and make the traveling experience memorable. Early in his career, he also realized he liked the challenge of large, complex projects so aviation architecture and planning was a perfect fit. Today Laaser specializes in aviation architecture, and has been part of projects at Denver International Airport, where he was the terminal planner and on the program management team for the South Terminal Hotel and Transit Center; Wichita Eisenhower National Airport, where he acted as project architect for schematic design and construction administration for the 12-gate project; Los Angeles International Airport where he was the terminal planner for its Midfield Satellite Concourse; Rapid City Regional where he acted as airport aviation advisor for financial planning and stakeholder coordination for its Terminal/Concourse Renovation/Expansion; and Tampa International Airport where he served as terminal planner for its master plan development project. Laaser sees that U.S. airport infrastructure is quickly becoming dated, and says balancing financial responsibility while providing the traveling public adequate and safe facilities is something that must be done. Laaser is a LEED-accredited professional and holds a Bachelor's degree in Architecture from the University of Kansas.

**Project Manager/
Terminal Planner**
HNTB Corporation
Age: 35
Years in Aviation: 8

DID YOU KNOW?

LAASER once missed a client meeting with an airline because that same airline canceled his flight to get to the meeting!



DEN
CONGRATULATIONS
CANDACE BROWN!

... for being honored by *Airport Business* magazine as one of the industry's "Top 40 Under 40"

The DEN community thanks you for your exceptional talents, your dedication, and always striving to help make our airport America's favorite connecting hub.



Congratulations

Clint Laaser, AIA

Project Manager/Terminal Planner

on being named to

Airport Business 40 Under 40





Jonathan DeJesus: Upward Path to Aviation Career

When Jonathan DeJesus was 6 years old, he accompanied his dad on a short business trip from Dallas-Fort Worth International Airport (DFW) to San Antonio International Airport. Little did he know that his first flight would lead him to an aviation career at the very airport he flew out of. As the youngest assistant terminal manager for the world's third busiest airport, DeJesus has worked his entire career in the aviation industry. He started his career loading bags in San Antonio, Texas. His work ethic and drive, however, kept him on an upward path through numerous positions to acting station manager for an airline at DFW. DeJesus has spent the last five years on the airport side of the industry with DFW's Terminal Management. Initially hired to work one of the airport's ramp towers due to his extensive airline background, he was then promoted and tasked to create and manage DFW's largest airport board operated ramp tower from scratch. The tower he created for a single terminal controls over 300 daily flights, 10 different airlines, four construction phases, 35 gates, 37 hardstands and 11 apron entry points. DeJesus' leadership in creating this tower led him to a panel nomination and appointment for the National Academies: Transportation Research Board (TRB) Airport Cooperative Research Program (ACRP) Project for Airport Ramp Towers. DeJesus is also passionate about technology. He uses this passion to provide innovative thinking and problem solving to aviation. He has developed two Augmented Reality campaigns as a member of the Future Leaders Initiative, created

a web-based application for one of DFW's airport amenities, developed an automated process for graphing flight counts and load factors, built a new yoga studio with digital enhancements within the terminal, and deployed a telepresence robot to interact with customers at DFW.

DID YOU KNOW?

DEJESUS devotes at least eight hours a week to his Christian ministry and training.

Assistant Terminal Manager
Customer Experience
Dallas-Fort Worth
International Airport
Age: 36
Years in Aviation: 15 years

Van Constantine: Moved Toward an Aviation Position

Van Constantine's career in aviation began as an anomaly. Coming straight from Vietnam nine years ago, she started her new life as a newlywed in the United States shortly after Hurricane Katrina. Constantine's husband, who was working on his private pilot's license at Lakefront Airport in New Orleans, took her

for a visit to the FBO—Million Air. Million Air was operating out of a trailer at that time, with many of its hangars still not rebuilt and a lot of the infrastructure in disarray. However, it was this curiosity that connected Constantine to General Manager Addie Fanguy and Customer Service Manager Laura Booth. A customer service position was open at that time, and Constantine was offered the job despite having very little experience in aviation. She accepted the position and was hired by Million Air on her third visit to the FBO. Working in an FBO was challenging because of the aviation terminology, her accent and culture, even with a college degree in Business. Constantine began reading aviation magazines, going out on the ramp to learn about aircrafts and taking computer-based training courses. At the same time, Constantine was studying American history and government to prepare for her Naturalization Test to become a U.S. citizen. Learning about America and its culture also made it easier for

her to communicate with pilots. Three years after that she passed her test and became a U.S. citizen. With great training from her managers, tremendous support from line service technicians and different corporate pilots, Constantine learned quite a bit that helped advance her career. Landmark Aviation then purchased Odyssey (formally Million Air), and a year after that she was promoted to her current role as customer service manager. She says she takes this role seriously because it's "crucial to build up customer rapport because there are only 8,000 jets in the United States. If you lose a customer, it may take as long as a year to win them back. Aviation is a very small tight-knit community."

DID YOU KNOW?

Though 4 foot 11 inches tall and 80 pounds, CONSTANTINE's customers normally call her "MiniVan."



Customer Service Manager
Landmark Aviation
Age: 36
Years in Aviation: 9



Drew Schneider:

Keeps Safety and Security Top of Mind

Drew Schneider came to the aviation world in a roundabout way. He spent a decade in homeland security and sought an opportunity to shift from policy/strategic realm to a more hands-on field position. He found aviation security to be a fascinating intersection of the facilitation of goods and people and national security issues. Schneider joined Long Beach Airport in the spring of 2014, where he oversees public safety and emergency management activities, including law enforcement functions, the Long Beach Fire Department contract and airport security coordinator functions. Since joining the airport, he has overseen a complete overhaul of the airport security program, emergency notification services, and has implemented a robust training regime for the airport community. Schneider is furthering these efforts through a \$7 million federal grant to upgrade the airport's perimeter security and access control infrastructure. He previously worked for the Department of Homeland Security where he lead efforts to combat terrorism, recover from some of our nation's worst disasters, and develop proactive approaches to homeland security. Schneider served on the executive team that rolled out the "If You See Something, Say Something" campaign and the development of the new National Terrorism Advisory System.

DID YOU KNOW?

SCHNEIDER and his wife recently purchased a home in Long Beach.

**Manager
Airport Safety and
Security Division
Long Beach Airport
Age: 32
Years in Aviation: 1.5**



Congratulations Van!

Landmark Aviation's New Orleans Lakefront Airport's Customer Service Manager, Van Constantine, has a tireless focus on the customer experience and is an asset to our company. We are so proud that her efforts have been recognized within our industry.

FBO | MRO | Aircraft Management | Charter **LANDMARK AVIATION**



Congratulations!

Long Beach Airport congratulates Drew Schneider, Manager of Airport Security, for being selected as one of Airport Business magazine's "Top 40 Under 40" for 2015.



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Thomas Roda:

Builds the Future

Growing up Thomas (Tom) E. Roda, PE, recalls being drawn to engineering and construction because he liked the idea of building new things where nothing existing before. In college he had an opportunity to work on a variety of civil engineering projects as part of a small firm. Here, he found himself drawn to the airport and airline related projects. Today, Roda is the technical director of Atkins' North American aviation technical production staff. In this role he is responsible for the technical and operational performance of aviation planning and engineering professionals across the country including resource management, workload forecasting, quality assurance and staff development. Throughout his career, Roda has held a variety of key roles on projects including project manager, quality control manager and lead engineer. As a project manager, he has provided oversight and coordination of multi-discipline teams on diverse project types such as new building construction, building expansion, pavement construction and repair, planning studies, forensic investigations and more. This has provided him with direct involvement in nearly \$10 billion worth of capital improvement projects at more than 35 airports throughout the United States, Caribbean and the Middle East. Roda earned his Bachelor of Civil Engineering degree from the Georgia Institute of Technology in 1999.

DID YOU KNOW?

RODA earned the highest rank in the Boy Scouts of America, Eagle Scout, at the age of 13.

**Technical Director, Aviation
Atkins**

Age: 39

Years in Aviation: 18

**Memberships: FAC, AAAE, ACC,
Continuing Florida Aviation Systems
Planning Process**

Scott Jefvert:

Flew Into FBO Leadership

Scott Jefvert found his passion for aviation early in life. He traveled quite a bit as a kid, both by car and by plane, but of course his favorite means of travel was by plane. He recalls that he'd be glued to the window seat, and that he loved watching the slats and flaps extend and retract during takeoff and landing. On every trip, he says he would ask to see the flight deck cockpit and talk with pilots about their experience flying airplanes. Jefvert's father also had his private pilot's license, and flew his family around some during childhood. At that point, Jefvert knew he would one day take the controls and learn how to fly. In high school, he started working on his private pilot's license, and continued in college to eventually receive his instrument rating from Galvin Flying Services. After graduating from Washington State University, he had his first career job in aviation as the director of Line Service Sales for Galvin Flying Services. There, he performed various duties, including marketing and advertising projects, client database management, vendor and tenant relations, as well as business development and client retention. After 12 years, he was ready to take the next step and join Paragon Aviation Group. As the company's director of sales, he works with a vast independent FBO membership group and continues to work on business development, relationship marketing, and sets sales activities to meet both short- and long-term goals. Much of Jefvert's time is spent traveling to industry trade shows and events, FBO auditing, as well as continued contact with both 91 and 135 flight departments traveling throughout Paragon's member network. Outside of Paragon Aviation Group, Jefvert is an active board member in the Pacific Northwest Business Aviation Association, Pacific Rim Schedulers and Dispatchers Association, and works with the Raisbeck Aviation High School's internship program locally in Seattle.

DID YOU KNOW?

For his 35th birthday, **JEFVERT** flew a Gulfstream GIV to LA.



**Director of Sales
Paragon Aviation Group**

Age: 37

Years in Aviation: 16

**Memberships: Pacific Northwest
Business Aviation Association,
Schedulers and Dispatchers Committee,
International Operators Committee**



Stephen J. Lanieri: Eyes Fixed Toward the Sky

Steve Lanieri's eyes have been fixed toward the sky since the day he was born. His passion for aviation began as a toddler riding in the chase vehicle of his uncle's hot-air balloon crew. By the age of 14, Lanieri was working in the airport management and flight school office at Solberg Airport. In his spare time, he took private pilot lessons, was certified as an EMT and became an Eagle Scout. Between semesters at Daniel Webster College, Lanieri interned in Airport Operations at New Jersey's Morristown and Teterboro airports, helping him become an AAAE certified member while still in college. Lanieri graduated at the top of his aviation management class, and was hired as a communications specialist/EMT with Boston MedFlight, where he coordinated emergency critical care missions. From there, he was recruited by the Massachusetts Port Authority in the Airport Communications Center at Boston Logan International Airport and handled logistics for

DID YOU KNOW?

At 14, LANIERI joined the fight against town officials to keep the family-run hometown airport open.

**Airport Operations Shift Manager
Massachusetts Port Authority**
Age: 30
Years in Aviation: 16
Memberships: AAAE

international flight operations, dispatched fire/rescue assets and supported airport operations and security functions. Within a few years, Lanieri was promoted to his current position as airport operations shift manager at Hanscom Field. Here Lanieri manages airside and landside operations, safety and security duties, and directs airport maintenance activities under FAA Part 139 and TSR 1542 directives.

CONGRATULATIONS TO SCOTT JEFVERT

DIRECTOR OF SALES,
PARAGON AVIATION GROUP



Paragon Aviation Group and all of our FBO Members would like to congratulate Scott Jefvert on being recognized as one of Airport Business Magazine's Top 40 Under 40!



CONGRATULATIONS STEVE LANIERI

Massport congratulates **Steve Lanieri** for being named to the *Airport Business* 'Top 40 Under 40' class of 2015. Thank you for your continued excellence.





**Senior Vice President–Development
Hawthorne Global Aviation Services**
Age: 35
Years in Aviation: 13
Memberships: NBAA, NATA, AAAE,
Wings Club

William Harton: Born Into the Business

William Harton was born into the aviation business. He’s actually third generation in general aviation services as his grandfather started with Hawthorne in the 40s and his father in the late 60s. His father, Dean Harton, was the architect of Piedmont Hawthorne/Landmark Aviation serving as president/CEO and eventually vice-chairman when it was sold to Dubai Aerospace/Encore in 2007. With more than 12 years of experience in the aviation industry, Harton joined Hawthorne Global Aviation Services at its inception in 2011 and is currently serving as senior vice president of development for the Charleston, SC-based company, where he leads the company’s acquisition efforts. Hawthorne is a premier provider of general aviation services with a rich history in the industry dating back to 1932. Harton has put his extensive background with mergers and acquisitions to use managing all four key acquisitions and development projects for the company. These include Hawthorne’s acquisition of Heartland Aviation’s FBO at Chippewa Valley Regional Airport in Eau Claire, Wis. in October of 2014; Atlanta Executive Jet Center’s FBO at Cobb County International Airport in July of 2014 and FBO development rights for Chicago Executive Airport in May 2013. In January of 2012, he also led the acquisition process for ExcelAire LLC, a FBO and aircraft charter and management company located at MacArthur Airport on Long Island, NY. Prior to joining Hawthorne Global Aviation Services, he joined Hawthorne Corporation in 2006 as vice president, where he managed various financial sponsors on an international scale, including Europe, the Middle East and India.

DID YOU KNOW?
When HARTON isn’t working, he’s spending time with his two beautiful daughters.

Adam Taylor: Makes Things Happen

A mentor once told Adam Taylor that there are three types of people in this world: People who make things happen, people who watch things happen and people who wonder what happened. Taylor is one of those who makes things happen. As executive vice president of Sales, Marketing & Service Delivery for

Air Serv, a \$600 million ABM company that provides integrated aviation facility services to more than 100 airports and airlines throughout the United States and Europe, Taylor leads the strategy and implementation effort for service delivery, which includes standardizing processes, training, technology and performance management, as well as sales and marketing functions. Over the past decade, Taylor has proven to be a true innovator, successfully designing and implementing revolutionary enabling technology systems that have become industry standards. In addition, his leadership within the world’s busiest airports and airlines has elevated Air Serv’s reputation in the industry and resulted in significant business expansion. Taylor joined ABM in 2012 through the company’s acquisition of Air Serv, where he had been driving growth through various executive and leadership roles in sales, operations and service delivery. Most recently, Taylor served as the senior vice president of Global Accounts, with respon-

sibility for strategic sales, retention and growth. In this role, he represented the voice of the customer and was a liaison to key internal and client stakeholders to ensure programs and operations were evolving and being delivered to expectations. Taylor also successfully secured and retained contracts in 13 of the top 30 global airports and saved the organization multi-millions of dollars through the development and execution of turnaround plans. Prior to joining Air Serv, Taylor spent time in sales management at IBM and Eclipsys (now All Scripts). He received a Bachelor’s degree in Business Administration and an MBA in Finance from the University of Georgia.



**Executive Vice President Sales,
Marketing & Service Delivery
Air Serv, an ABM Company**
Age: 39
Years in Aviation: 10

DID YOU KNOW?
While in college studying finance, TAYLOR worked as a mentor to troubled teenagers at a mental health facility.



Ajay Babla:

Keeps Projects on Track

Ajay Babla says working on aviation projects makes other construction projects seem boring and repetitive. To date, he has 15 years of experience in aviation program and construction management and is recognized for his skill in successfully leading fast track and high risk projects. His areas of focus include the innovative use of alternative project delivery methods to help develop the right team, the right incentives, and most importantly, achieve the right end result. Babla joined the San Diego County Regional Airport Authority in November 2013 as a program manager with the Airport Design & Construction department. He is currently focused on the implementation of various programs, including the rental car center and the airport authority's solar photovoltaic program. From October of 2014 to June of 2015, he led the development of a detailed programmatic document and design-build contract for the Airport Authority's 3,000-space, parking plaza project. His responsibilities also include oversight of program controls for the department. From June 2006 to June 2010, Babla served as a staff extension consultant to the airport authority.

DID YOU KNOW?

BABLA originally wanted to become a history professor focused on 18th and 19th century United States history.

**Program Manager,
Airport Design & Construction
San Diego County Regional Airport
Authority**
Age: 39
Years in Aviation: 15
Memberships: AAAE, CMAA

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CONGRATULATIONS AJAY BABLA - A TRUE LEADER ON OUR JOURNEY TO EARNING LEED PLATINUM.

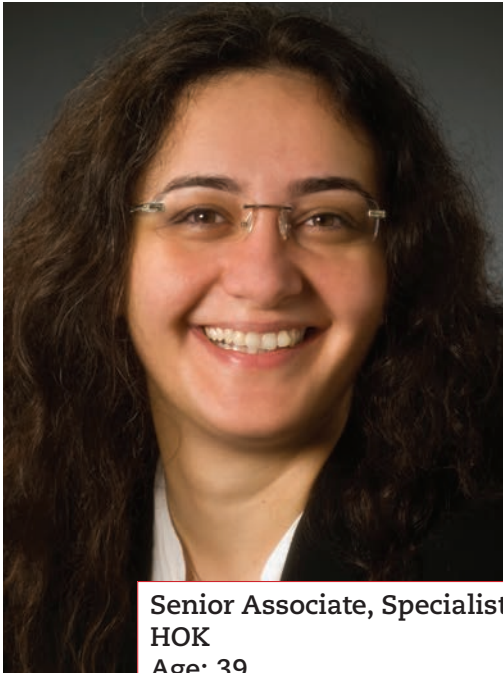
As a Project Manager for the San Diego International Airport's \$820 million Green Build, Ajay helped lead a high-performing design-build team focused on a 10-gate expansion program. Thanks in part to Ajay's diligence, the project finished on time and under budget.

Congratulations Ajay, on this well-deserved recognition!

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**Senior Associate, Specialist
HOK**
Age: 39
Years in Aviation: 8 years
Memberships: AIRFC (Airport Facilities Council of IFMA), IFMA, USGBC, EDRA

Isilay Civan:

Solves Multi-Layered Complex Problems

Isilay Civan says she likes working in the aviation industry because it gives her the opportunity to solve multi-layered, complex problems while developing strategies that balance efficiency with resiliency for sustainable solutions. Her 15 years of international experience spans projects across three continents and includes aviation and most other facility types at all phases of the building life cycle. This gives her a distinct perspective on how to achieve and sustain truly wholesome, high-performance built environments. In her role as firm-wide research and strategic innovation specialist with HOK's consulting group, she is responsible for leading cross-pollination among different industry sectors, conducting research-driven diagnostic and predictive analytics, and developing innovative solutions for strategic portfolio optimization. Civan earned her Bachelor's degree in Architecture, Master's degree in Construction Project Management and two PhDs: one in Facilities Management and the other in Real Estate Development, with a minor in Business—giving her a comprehensive understanding of the entire

building spectrum. Currently serving as chair of the Environmental Design Research Association's Certificate of Research Excellence program development committee, Civan is on the editorial board for the International Facility Management Association (IFMA)'s Sustainability "How-to Guides" and was one of the subject matter experts for IFMA's Sustainability Facility Professional (SFP) credential. She served on IFMA's board of directors from 2010 to 2012 and chaired the IFMA Research Committee and Global FM International Workshop Task force during that time. She is an active member of IFMA's Airport Facilities Council (AIRFC).

DID YOU KNOW?

CIVAN has three first-place medals for running, skiing and team handball, and was recruited for the Turkish national team but chose architecture.

Chris Spaulding:

Aids the Traveling Public

Chris Spaulding started flight training during his early university years at a small flight school in Fargo, North Dakota, and it was there that he discovered his passion for aviation. It wasn't until shortly after his sophomore year that he became more involved when he sat down with his faculty advisor, now mentor, who strongly encouraged him to get into an airport student organization and pursue a leadership role. Sometimes, all it takes is a small push to fly ... because since then, he has been involved in the airport industry continuously striving to learn more about what it can do to better serve the traveling public. After earning a Bachelor's degree in Airport Management from St. Cloud State University, Spaulding pursued internships in politics in Washington, D.C., and at a general aviation airport in Minnesota. He was also involved in a FAR Part 139 airport operations training course, boot camp style, at the Metropolitan Airports Commission (MAC) for two consecutive summers. He has been living in Washington, D.C., since then and working at the Airport Consultants Council (ACC), managing the organization's communication platforms. Being at ACC for nearly three years has allowed him to grow and learn more from a diverse group of airport experts.

DID YOU KNOW?

SPAULDING volunteers at Ronald Reagan National Airport as a customer service volunteer once a week.

Even more so, he's been passionate on continuing the promotion of aviation to the community by serving as a volunteer on several levels, from providing communications services to different aviation organizations and airports, to volunteering at Ronald Reagan National Airport as a customer service volunteer once a week. Spaulding continues to look for new ways to give back to those who also have a passion for aviation through mentoring and providing staff support for ACC's robust Young Professionals Forum.



**Coordinator of Communications
Airport Consultants Council (ACC)**
Age: 27
Years in Aviation: 3
Memberships: ACC, AAAE



**Airport Manager
Martin County BCC**
Age: 34
Years in Aviation: 13
Memberships: AAAE, FAG, CFASSP

George Morris Stokus: Directs Future Generations to Aviation

As a child, George Morris Stokus says he always enjoyed airplanes and airports. When it came time to choose a career, he says decided an aviation career would be both meaningful and enjoyable. Today, he specializes in airport management where he strives for excellence in service; facility and asset management that is greener, cheaper and safer; and economic development for airports. Stokus is currently the airport manager for the Martin County Board of County Commissioners, a position he's held since 2010. Recently, Stokus and his staff were honored as the Florida Department of Transportation General Aviation Airport of the Year for 2015. Prior to holding this role, he was the airfield manager for Kissimmee Gateway Airport for nearly seven years. He has a Master's degree in Public Administration from Keller Graduate School of Management and a Bachelor's degree in Aviation Management from Southern Illinois University, Carbondale. Stokus is the staff chair for the United Way Campaign for Martin County Board of County Commissioners. Stokus also works hard to help recruit future talent to aviation, saying that "as an industry we have to be even more proactive to introducing future generations to all the aspects of aviation. There are so many careers and opportunities in aviation; we just need to inspire folks to go after them." To that end, Stokus aided in the development of an Aeronautical Science program for the local STEM (Science, Technology, Engineering and Mathematics) school in Martin County.

DID YOU KNOW?
STOKUS aided in the development of an Aeronautical Science program for the local STEM (Science, Technology, Engineering and Mathematics) school in Martin County.

Will Watkins:

Planes, Trains and Automobiles

Will Watkins' career path has been one of planes, trains and automobiles. From roadway design to light rail transit construction, Watkins has been on an endless ride for excitement. He enjoys the level of intensity that comes from managing over \$150 million dollars of work at one of the world's busiest airports, Dallas-Fort Worth International Airport (DFW). Watkins is employed by Lea+Elliott Inc., headquartered in Grand Prairie, Texas. Watkins is currently a project manager for several construction projects for the \$3.2 billion Terminal Renewal and Improvement Program at DFW airport, including the new DART Rail Station at Terminal A and new parking garage at Terminal E. The DART Rail Station was a unique project with the station structure being designed and built by DFW Airport's Team while the tracks, traction power, signal and communications were designed and built by DART's Team. The existing Terminal D Parking Garage was re-

**Project Manager - DFW Airport / TRIP
Lea+Elliott**
Age: 35
Years in Aviation: 5
Memberships: ACI-NA, GWBAA (Greater Washington Business Aviation Association), AMAC

rofitted to receive and intuitive Parking Guidance System complete with dynamic way finding and real-time counting and monitoring. The Terminal E Enhanced Parking Structure Project includes a new carousel roadway system with dedicated entry and exit road as well as a new 4,000-car garage. From his experience, he feels a technical approach to project management is the most effective way to obtain consistent project success.

DID YOU KNOW?
WATKINS is learning Spanish and plans to work at a major airport in a Spanish speaking country in the near future.





Amber Channel: Breaks Barriers in Aviation

Once upon a time, Amber Channel dreamed of being an astronaut. But being of a practical nature, Channel decided being a pilot might be better fit. Though after 80 hours in a Cessna 172, she ultimately decided flying was not for her, Channel found she still loved the industry. She switched her major at Metropolitan State University of Denver to Aviation Management and graduated in May 2014 with a Bachelor's degree. While getting her degree, she joined the Mile High Women in Aviation Chapter (WAI) and currently serves as the chapter president. She also became a part of the Colorado Aviation Business Association (CABA) and is the current co-education chair. For a short amount of time, Channel was also the secretary for Metropolitan State University AAAE student chapter. Channel credits her schooling and involvement these organizations for preparing her for position she holds today as the customer service manager in Denver Jet Center at Centennial Airport. She started at Denver Jet Center in May of 2013 and became the customer service manager in February of 2015. This job has provided her the opportunity to fly in various aircraft, meet exciting people, travel to new places, and learn new things every day. The biggest challenge Channel sees in aviation today is a learning gap between older and younger generations because technology is moving so quickly, and the industry is changing constantly. The younger individuals come with new ideas and technology but older professionals sometimes prefer to keep the classic aviation mentality.

She says it can be intimidating to present new ideas and teach new ways of doing business. The idea of aviation has not changed, she adds, but it is moving to computers, tablets and cell phones for communication, billing, planning and marketing.

DID YOU KNOW?

When CHANNEL was little, she only spoke Japanese.

**Customer Service Manager
Denver Jet Center
Age: 24
Years in Aviation: 7
Memberships: WAI, Colorado Aviation Business Association (CABA), AAAE**

Kara Lentz: Landed In Aviation

Kara Lentz didn't start her career in aviation, but found herself on an airport project three years out of college and never turned back. Today, Lentz has 16 years of professional experience, 13 of which have been focused on aviation terminal, landside and airfield projects. Her educational achievements include

a BSCE from The Cooper Union and an MSCE from Virginia Polytechnic Institute. She is a licensed professional engineer, a certified LEED professional and a Certified Construction Manager (CCM) by the Construction Management Certification Institute (an independent administrative body of the CMAA). As an aviation project manager with WSP Parsons Brinckerhoff and through her diverse professional experience, Lentz has been involved in all phases of project management including startup, planning, design, construction, activation and closeout. Additionally, Lentz serves as the aviation business development lead for the Texas/Mountain Region of WSP Parsons Brinckerhoff. Lentz's career includes many leadership roles including serving as project manager for the \$140-million, 15-gate

concourse and Automated People Mover (APM) station at Dulles International Airport, project manager for the \$500 million Hotel and Transit Center Program for Denver International Airport, and her current role as project manager for the Concourse B and C Gate Apron Replacement and Drainage Improvement Project at Denver International Airport. Lentz also has a strong commitment to community service. Her involvement includes many outreach activities in the greater Denver community and a professional mentor role in Engineers Without Borders, a service organization for professionals with engineering knowledge serving developing counties. She serves as a professional mentor for college chapter of Engineers Without Borders at the University of Colorado-Boulder and the University of Southern California to build projects in Honduras, Rwanda and Peru.

DID YOU KNOW?

LENTZ was on a family game show on television as a child.



**Aviation Project Manager
WSP Parsons Brinckerhoff
Age: 38
Years in Aviation: 13
Memberships: AAAE, CMAA**



Cory Bengtzen: Seeks Adventure

Cory Bengtzen is a quick start and the faster the better. You may recognize him as the cowboy pilot on the reality TV show “Dangerous Flights.” Or perhaps as the co-owner of the De Havilland Vampire Jet that just won 1st Place at the 2015 Reno Air Races. He bought his first plane, a Cessna Turbo 210, by age 21 and a year later was managing one of the largest car dealerships in the state. By 25, he co-owned his own Ford dealership. Bengtzen dove full-time into aviation, his lifelong passion, when he bootstrapped the startup CB Aviation from a one-room office at the Ogden Airport in Utah (just north of Salt Lake City) at the age of 30. Today CB Aviation, an international aircraft broker, employs more than 30 people, spans three continents with a world-class maintenance facility housed in Bengtzen’s other aviation venture, CB Jet Center, the highest rated and only CAA Certified FBO in Utah.

DID YOU KNOW?
BENGTZEN’S two kids are both learning to fly and expect to get their pilot’s licenses on their first legal birthday.

President
CB Aviation
Age: 37
Years in Aviation: 7
Memberships: NBAA

Eileen M. Vélez-Vega: Builds Aviation Internationally

Eileen M. Vélez-Vega’s love for aviation began with her mother, who in the 1960-70s wanted to be an airline flight attendant for Pan Am. Though her mother wasn’t able to pursue her dream, she always told Vélez-Vega about her love for airports and travel. This fostered a love for aviation in Vélez-Vega. Today, she is the assistant vice president and one of the managing partners of Kimley-Horn Puerto Rico LLC and has contributed to the effort to establish this subsidiary, which is the first international office established by Kimley-Horn and Associates Inc. Previously, Vélez-Vega was an aviation project manager for Kimley-Horn and Associates Inc. in West Palm Beach. Her practice continues to be aviation and she is currently the consultant for the Puerto Rico Ports Authority and the Aerostar Airport Holdings LLC, which manages the recently privatized San Juan International Airport. In spring 2014, Vélez-Vega relocated to manage the Kimley-Horn Puerto Rico office where she is currently the office practice leader and oversees all the operations in the office. As an engineer at Kimley-Horn and Associates, Inc., Vélez-Vega gained experience as a civil-aviation engineer in the design of airport infrastructure for commercial and general aviation airports. Prior to joining Kimley-Horn, Vélez-Vega was a research civil engineer in the U.S. Army Engineer Research and Development. Vélez-Vega is a young member of several TRB pavement committees and leads the ASCE Transportation and Development Institute’s Airfield Pavements Committee. Vélez-Vega had a stem cell transplant in 2012, and has been in remission for three years. She has done two half marathons with the Leukemia and Lymphoma Society and is part of their patient advocate program as well as on Board of Directors in Puerto Rico.

DID YOU KNOW?
VÉLEZ-VEGA attended Space Camp in NASA’s Kennedy Space Center in Cape Canaveral, Fla. In 1994.



Assistant Vice-President
Kimley-Horn Puerto Rico LLC
Age: 35
Years in Aviation: 13
Memberships: SWE, ASCE, TRB, CIAPR, SHPE, AAAE, LLS



Airport Manager
Yakima Air Terminal
Age: 36
Years in Aviation: 17
Memberships: AAAE, Washington Airport Management Association (WAMA)

Robert Peterson:

Inspired by Grandfather's Aviation Career

Robert Peterson's grandfather flew B-24s in WWII and inspired him to follow his aspirations and career goals, even when his aviation career took him far from home. After completing a Bachelor's degree in Aviation Management from Southern Illinois University and obtaining his Certified Flight Instructor (CFI) with Multi-engine rating, Peterson started his career as a flight instructor then moved into the airline industry as an operations supervisor for Atlantic Coast Airlines. He later returned to Southern Illinois University to complete his Master's degree in Public Administration-Aviation. Peterson says he knew he would need this education to better prepare himself for an airport management position. He then accepted a position at Denver International Airport as an airport operations representative, where he learned about large hub operations and how airport departments work together to ensure safety and efficiency. With an ambition to grow and diversify his career, he took a position as an airport operations and maintenance supervisor at Dayton International Airport. Dayton gave Peterson the opportunity to supervise the daily operations both airside and landside with the experience in leading a team of more than 30 building technicians. For the last couple years, Peterson has spent his free time teaching Airport Management students as an adjunct professor for Central Washington University and training Airport Management interns at Yakima Air Terminal. Peterson says he tries to use his real world experiences and passion for aviation to inspire future pilots and airport operators. He says it has been a heart-warming experience to watch his students and interns graduate college and accept airport operations positions or continue their aviation training in the military.

DID YOU KNOW?
PETERSON's wife shares his love for aviation and is an airport planner and pilot.

Jerome D. Woodard:

Secures the World's Busiest Airport

Jerome D. Woodard's aviation career began at a young age, after participating in a United Airlines aviation exposure program. This inspired Woodard to pursue a Bachelor's degree in Aviation Management from Southern Illinois University. While earning his degree, Woodard obtained his private pilot's license. Upon graduation, Woodard was recruited by the Gary/Chicago International Airport. A highlight of his years at Gary/Chicago International Airport was serving on the management team that advanced the airport's master plan, while ensuring the airport maintained its FAA commercial certification. In 2006, Hartsfield-Jackson Atlanta International Airport selected Woodard to join the Airport's Landside Operations division. Airport leadership

Aviation Security Manager-Compliance & Enforcement
Hartsfield Jackson Atlanta International Airport
Age: 36
Years in Aviation: 12
Memberships: AAAE

recognized Woodard's potential and invited him to participate in the airport's "Manager-In-Training" (MIT) program where he was exposed to all levels of airport management. While in MIT program, Woodard played a major role on the activation teams for the airport's Consolidated Rental Car Center and Maynard H Jackson Jr. International Terminal. Woodard now serves as a security compliance and enforcement manager. In this role, he ensures the airport's

DID YOU KNOW?

WOODARD is one of the few Visual Flight Rules (VFR)-rated private pilots who can say he was caught in a thunderstorm in pure Instrument Meteorological Conditions and survived to tell the story.



63,000-plus employees observe and comply with the airport's federally approved airport security program. Recently, Woodard managed the development and implementation of operational standards for the airport's new employee screening checkpoint. This installation conducts more than 30,000 employee screenings per week.



Jonathan Jobe: Races to Aviation

Cars were his early passion, however, Jonathan Jobe says he quickly learned there was only so much a car could do for him in the terms of a career. He stumbled on a line service job in Kansas City 10 years ago and knew immediately aviation was for him. Today, Jobe is the director of operations for Advanced Jet Center. Since then he has traveled the country working with award winning FBOs. General aviation is his hobby and profession. Jobe is also an active supporter within several aviation communities including the Commemorative Air Force, Crown Flying Club, CAA, NBAA and local airport authorities. Over the past decade, he has learned what FBOs need to survive. He currently uses his knowledge and talent to develop successful formulas for the general aviation industry. He has consulted with several FBOs to assist them with profitable outcomes. In 2011, Jobe was asked to join the Advanced Aviation team to help revive the company during its roughest patch. Using new ideas with old concepts he was able to turn the FBO around. By 2012, Jobe helped the company break its total gallons sales record. In 2013, he developed QuickTurn Central fuel program that caters to cross country flights needing a fuel stop. The program offers competitive fuel pricing, concierge service and old fashion charm. It has become known

**Director of Operations
Advanced Aviation, Advanced Jet Center KIXD
Age: 27
Years in Aviation: 10
Memberships: Corporate Aircraft Association,
NATA, Commemorative Airforce, NBAA**

by thousands of pilots as “America’s new fuel stop.” Pilots know they can count on Jobe to assist with all needs, even after hours. Jobe’s program not only increased traffic to the FBO, it significantly increased overall traffic to the airport. Exciting challenges and developments are planned for 2016. Jobe continues to use his expertise in marketing and development to expand and grow Advanced Jet Center and The New Century Air Center KIXD.

DID YOU KNOW?
JOBE has a real American alligator as a pet in his house.

Heather Blokzyl: Continually Strives for More

In January of 2002, Heather Blokzyl started working at the Bradford County Airport as an administrative assistant. With the encouragement of Retired Pennsylvania State Trooper Kenneth Martin, Blokzyl continued her education and obtained her Bachelor’s degree in Aviation Management and is a few months shy of graduating with an MBAA from Embry-Riddle Aeronautical University. Blokzyl became the manager of the airport in 2010 when her predecessor retired.

As the manager of the airport, Blokzyl says she truly feels that the future of aviation lies in the heart of the community and the children that grow up there. When asked what the sign of a healthy airport is, she answers “positive active community support.” By hosting family-friendly activities such as “fly-in theaters,” tours, breakfasts and partnering with the local YMCA and Big Brother/Big Sisters, Blokzyl says the airport exposes children to potential future careers. These events create future financial stability as flight school students, aircraft renters, hangar renters and fuel sales, which she says boosts tourism, businesses and economic growth. Blokzyl is also curriculum

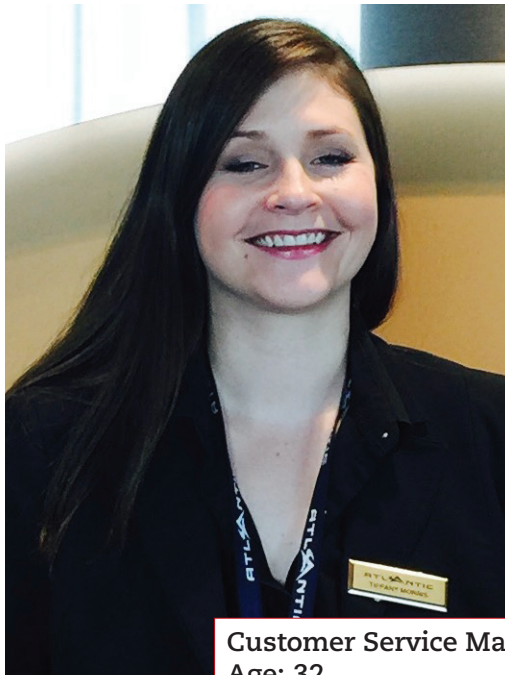
**Manager
Bradford County Airport
Age: 35
Years in Aviation: 13
Memberships: AAAE, AAAE Northeast Chapter,
Pennsylvania Aviation Council, Towanda Area
Pilots Association**

developer with Deanna Stoddard from the Binghamton, NY area. Together they created an Aviation Management Associate’s degree for Lackawanna College. By steadily expanding and developing the airport with the help of county commissioners, engineers from McFarland Johnson, staff, board members and volunteers, Blokzyl is able to provide aircraft with a go to destination for affordable flight training, friendly services, and the lowest fuel prices in the area for both jet and avgas traffic.

DID YOU KNOW?

BLOKZYL grew up on a dairy farm, Fox Chase Farm, near the airport she now manages.





Customer Service Manager
Age: 32
Years in Aviation: 10

Tiffany Morris: Follows Flight Path to Reno

Tiffany Morris started her career in aviation in 2004 when she was hired on as a private Jet Flight attendant for a charter company based out of New Jersey. After 18 months of jet setting around the world, she decided the ground was a more suitable place for her and returned to Phoenix where she gained employment with Atlantic Aviation. Morris worked for Atlantic at Deer Valley Airport for 4 ½ years, honing her customer service and aviation skills. During this time she not only worked at the that location but was chosen to work special events such as the Kentucky Derby at the Atlantic Louisville location and The Allen and Company Event held out of Atlantic in Sun Valley, Idaho. She was soon promoted to customer service manager at the Atlantic FBO at Will Rogers World Airport, which was the first Atlantic built from the ground up. Morris enjoyed her time at this location for two years, seeing mostly natural energy aircraft and sports charters. Feeling the need to be closer to home, and hearing the news that Atlantic's location in Reno was building a brand new facility, she put in for a transfer to Reno and was granted the position of customer service manager there. Morris has now resided in Reno for the last two years, and plans to stay for the long haul. Working in private aviation takes a multitude of dedication as private aviation runs 24/7 365 days a year. Morris is no stranger to many early days and late nights in order to best accommodate her customers and soon to be customers.

DID YOU KNOW?
MORRIS met her husband at Atlantic Aviation in Phoenix.

Sarah Cody: Takes Airport Food and Beverage to New Heights

Sarah Cody is senior director of Communications & Public Relations for global restaurateur HMSHost Corporation, the world's leader in travel dining with operations in more than 100 airports globally. She leads the Communications department in managing communications strategy, media relations, crisis/issues management, marketing communications, internal communications and community relations. Cody collaborates directly with airport concessions and public relations teams to promote awareness of those airports' food and beverage programs, and works with restaurant brand partners on cross-promotional activities as they enter into and operate in the airport environment. Dining in airports has changed significantly over the last several years and Cody and her team lead efforts to engage with and inform the traveling public on new and innovative restaurants and culinary experiences travelers can now find at many airports. She develops outreach strategies and oversees media relations activities such as grand opening events, media tours, and industry events, to introduce media to airport food and beverage offerings. She also promotes airport-related initiatives such as the first-of-its-kind Airport Restaurant Month and Channel Your Inner Chef culinary competition, and leads participation

DID YOU KNOW?
CODY loves to travel internationally and tries to visit at least three countries every year.

in community efforts such as the 100,000 Opportunities Initiative Partnership with Starbucks, to hire youth between the ages of 18 and 24 who are out of school and not working. Cody also coordinates HMSHost's community relations initiatives, and spearheaded the recent creation of HMSHost Foundation, whose mission is to fight poverty in the local community with food, shelter, education and occupations.



Senior Director, Communications & Public Relations
HMSHost Corporation
Age: 38
Years in Aviation: 3.5 years
Memberships: ACI-NA, AAAE, AMAC

The Rise of Passenger Self-Service

Emerging technologies that can ease traveler stress

Every air traveler has been there at some point in his or her life: arriving at the airport with bags packed, only to be greeted by long lines of people, last minute changes or other events that add frustration to what should be an otherwise standard procedure.

According to the International Air Transport Association (IATA), more than 8 million passengers on average travel on planes each and every day. With that number only expected to grow in the coming months and years, airports and airlines are under increased pressure to try and find ways to alleviate the stresses that air travelers face. And as more consumers routinely see new technology implemented in other areas of their lives, the potential for technology to transform the passenger journey within the air travel and transportation industry cannot be ignored.



MANAGING AIRPORTS TODAY



Technology used in security queue can reduce the time passengers spend waiting.

As some services become more personalized, passengers are enjoying a greater sense of autonomy and the ability to facilitate their experience themselves, such as using their mobile phone to way-find themselves through the airport. It is no surprise that passengers are taking to travel self-service like a duck to water as it provides them with more choice and control from airport curb side to airside. In fact, a recent survey of global travelers found that passengers preferred self-service technology options, allowing for a more personal, self-directed travel experience coupled with the potential for shorter queues.

The current incarnation of passenger self-service is one that is still in its relatively nascent stage within the airport ecosystem. With the emergence of smartphones several years ago, passengers found themselves able to check into flights in advance, and lately also to use their smartphone to present a mobile boarding pass to airport security and at the gate. Today, new and emerging self-service technology is showing great promise in helping facilitate a smoother, more enjoyable traveler experience from the moment the flight is booked until the moment the passenger leaves the airport of his or her final destination.

To better understand how much passenger facilitation tools have matured is to look more closely at the emerging technologies that are available to assist travelers today.

IMPROVING PASSENGER FACILITATION TO MEET EXPECTATIONS

Meeting the growing expectation for an unfettered access to information—such as real-time updates about flight delays and gate changes, as well as a personalized service for taxi, hotel and retail offers—airports and airlines are collaborating to develop and test innovative ways to offer frictionless customer service. Increasingly sophisticated mobile applications and emerging technologies, like Near Field Communications (NFC), are also likely to play a role in further boosting passenger self-service.

Following in the footsteps of the online check-in at home, home-printed bag tagging is becoming more widely used. Since Alaska Air first piloted the scheme and it was first commercially introduced by Unisys at Billund Airport in Denmark, Iberia, Air France-KLM, Deutsche Lufthansa AG, and Qatar Airways are now just some of the airlines currently using home-printed bag tags, which fliers fold into plastic wallets provided by the airline or airport.

Another area of coming change is with permanent bag tags, or electronic devices that are attached to fliers' luggage that digitally display their flight information including bar codes. Fliers update the tags via Bluetooth from their smartphones, and the airline can also update the tag if its owner gets rerouted.

Airlines are also moving to improve bag tracking ahead of a June 2018 deadline set by industry groups. This tracking should help reduce the rate of mishandled bags worldwide, as airlines in 2014 lost 7.3 bags per 1,000 fliers, compared with 13.2 bags in 2003.

MAINTAINING PRIVACY AND SECURITY

Streamlining the check-in and automatic bag drop process will increasingly involve the incorporation of technologies that let the airport recognize passengers throughout the journey. For example, solutions involving the art and science of uniquely identifying passengers, be it via facial recognition,

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fingerprint, or the scanning of the eye is going a long way toward ensuring airlines, airports, and immigration officials can maintain close watch on in-bound and outbound passengers from a security perspective, whilst processing them faster from a facilitation perspective.

Additionally, technology has proven a useful tool at the airport's edge. Governments, airports and the airline industry, today more than ever, are concerned with effective border control. A consistent enjoyable travel experience is key to travel's future. New technologies such as Automated Border Control (ABC) using kiosks, electronic gates, passports and biometrics; and completion of arrival documents via mobile device are all being implemented around the world today.

However, this also marks a fundamental change as airports themselves may now increasingly be responsible for collecting and storing data. While travelers may provide biometrics data or personal flight details that can be used to get them through the airport faster, airports and airlines need to show the steps they are taking to protect the data to ensure their customers' security and privacy. Ensuring passengers that their data is protected is critical for these ser-

vices if they are to gain public support and see widespread adoption.

BETTER KNOWING YOUR PASSENGER

Ultimately, the data that airports and airlines receive is incredibly valuable—not just as an enabler of a smoother passenger experience, but for how airports and airlines can tailor their services based on the passenger preferences. For example, data analytics and mobile device use is allowing the industry the ability to track the patterns of repeat passengers, including preferred amenities so that the next time a passenger visits the same airport, customized services can be immediately presented to them. Big data is allowing the industry to infer all sorts of knowledge about retail spending habits, shopping demographics and the like, providing passengers with more to do during their increased dwell time.

Similarly, airport lounges now have tools that allow for greater passenger recognition. Through scanning a standard boarding pass, (and enhancing that with an ID check), entitled passengers seeking lounge access can enter and exit swiftly and with ease, with airlines not having to worry about unauthorized entry.

WHERE WE GO FROM HERE

For those in the air travel industry, these are exciting times with lofty goals set for the future. For instance, the current IATA Fast Travel program goal is to offer 80 percent of all passengers a secure fast travel experience, including a complete suite of self-service offerings, by 2020. To achieve these objectives will require close cooperation between all key airport stakeholders involved, and new attractive, as well as efficient, self-service offerings that passengers can rely on.

Normal operations in travel will ultimately take on a new definition as technology continues to mature and evolve, and enhance the passenger experience. The sooner airlines, airports, and passengers realize, implement and adopt this, the sooner the standards of travel – and hence the travel experience—will improve for all.



ABOUT THE AUTHOR

Haakan Andersson

Haakan Andersson is the director of airports for Unisys Global Transportation.

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FINAL ANALYSIS



SFO COMPLETES AIR TRAFFIC CONTROL TOWER

San Francisco International Airport completes the design and construction of a new airport traffic control tower and prepares to transition the facility over to the FAA, which will install air traffic control equipment in the building and conduct training and testing. The new tower will be operational some time in summer 2016. The new tower will provide air traffic controllers with an improved work environment in a structure that meets the latest seismic building codes. The tower's concept design was created by HNTB, with the detailed design work accomplished by Fentress Architects, the design partner with Hensel Phelps on the design-build team. The resulting 221-foot-tall torch-shaped tower and offset control "cab" creates a distinctive form that sets a new design standard. The tower ascends in a graceful flare, with a ribbon of glass running the vertical length—reflecting sunlight during the day and illuminated by interior lighting at night. Located between Terminals 1 and 2, the tower and base building complement the iconic features of SFO's International Terminal.

\$1.8 BILLION

The cost of a three-story terminal and linear concourse that will replace the current Salt Lake City International Airport with a new airport.

5

The number of European FBOs owned by Weston Aviation after the company opened a new FBO in Cork, Ireland.

700,000

The number of drones expected to be sold in 2015.



BARRY RONDINELLA
New Airport Director
John Wayne Airport.

"This is a problem here at home. When we test the TSA, they fail. And I think we really need to step up our security here."

REP. ADAM SCHIFF TO ABC NEWS' GEORGE STEPHANOPOULOS ON "THIS WEEK"



SUNIL HARMAN
New Airport Director
Port of Bellingham

"Future 40 Under 40 winners will be people who show up a few minutes early, ready to go to work. They will always be hunting for things to do for the company. They will be cooperative. They will follow the rules. They will be dependable and reliable. And, if you give them an additional area of responsibility they will see it as opportunity rather than as imposition. They will have high ethics, be scrupulously honest, and will be devoted to customer satisfaction."

RALPH HOOD

300

The number of taxi drivers who went on strike November 9 at Mineta San Jose International Airport when the city council considered eliminating strict rules for ride-sharing drivers.

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things."

RONALD REAGAN

DID YOU KNOW?

IT'S BEEN REVEALED THAT 73 AIRPORT WORKERS IN THE UNITED STATES WITH ACCESS TO SECURE AREAS WERE IDENTIFIED BY DEPARTMENT OF HOMELAND SECURITY OFFICIALS AS BEING IN A FEDERAL DATABASE OF POSSIBLE TERRORISTS SIX MONTHS AGO.

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More information regarding exhibiting or attending the show will be coming soon.

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¹Available feature. ²Air bags are only a supplemental restraint system; always wear your seat belt. Rear-facing child restraints should not be placed in the front passenger's seat. All children 12 and under should ride in the rear seat properly secured in child restraints, booster seats or seat belts, according to their size. Air bags will only inflate in certain accidents; see Owner's Manual for more details. ³Claim based on years/mileage (whichever occurs first) covered under the respective 2014 & 2015 New Vehicle Limited Warranty basic coverage. NV200[®] Taxi is covered under a separate limited warranty with a different level of coverage. Comparison based on *Ward's* Light Vehicle segmentation: 2014 & 2015 Nissan NV[®] Cargo, NV[®] Passenger vs. 2014 & 2015 Large Van class; 2014 & 2015 Nissan NV200[®] vs. 2014 & 2015 Small Van class. Comparison based on publicly available information on manufacturer's website. Claim current at time of printing. Nissan's New Vehicle Limited Warranty basic coverage excludes tires, powertrain coverage, corrosion coverage, and federal and California emission performance and defect coverage (applicable coverage is provided under other separate warranties). The powertrain coverage is 5 years or 100,000 miles (whichever occurs first). Other general exclusions, terms and conditions also apply. For complete information concerning coverage, conditions and exclusions, see your Nissan Dealer and read the actual New Vehicle Limited Warranty booklet. Always wear your seat belt, and please don't drink and drive. ©2015 Nissan North America, Inc.