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PA Aviation Director Promises NY Airports Will Improve

The IATA & The Wings Club Aviation Day, organized by the International Air Transport Association took place on February 22nd at the Grand Hyatt New York in New York. The conference covered areas like Economic and social development opportunities, Regional harmonization policies and Infrastructure challenges.

The goal of the event was to bring together industry experts, senior airline and airport executives, and government authorities to discuss aviation's largest opportunities and key challenges across the New York area and the United States.

Event organizers said that over 300 guests were confirmed; but additional conferees added to the packed Grand Hyatt main ballroom.

Several panels and individual speakers spoke about the aviation industry and concentrated their comments on the future, both the promises and the potential pitfalls. One of the panels was particularly interesting; a panel chaired by **Richard Quest** of CNN and including several aviation icons, **Alexandre de Juniac**, President and CEO of IATA, **Nicholas**

Calio, President and CEO of Airline for the Americas, **Barry Eccleston**, President, Airbus, Americas and **Rob Gurney** of Oneworld who discussed Future Aviation Challenges. This was a wide-ranging discussion and Q and A on what aviation may be facing in the future.

There were also panel discussions on New York's traffic growth, Airline Retailing, now Airlines can compete with Apple and other e-retailers.

Port Authority's Director of Aviation, **Huntley Lawrence**, presented a positive and pro-active position in his speech on the preparedness of the Port Authority to meet future challenges such as they faced with the recent storm. Mr. Lawrence's speech is covered below.

If one speaker stole the thunder however it was Alexandre de Juniac, the Director General and CEO of IATA. Mr. de Juniac's theme was that aviation is the "Business of Freedom", freeing us from the constraints of geography, empowers us to explore the world, and generates a world-wide marketplace for products and services.



Huntley Lawrence, Port Authority Aviation Director, Addresses Aviation Day Conferees

He also noted that New York City was one of the founding locations of aviation history; "Not too far from where we are today, Charles Lindbergh took off on his epic flight across the Atlantic Ocean, 91 years ago."

The speech covered many critical challenges facing the industry and key excerpts are as follows;

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Congress to Pass Comprehensive FAA Reauthorization Bill

Bill will not include proposal to privatize Air Traffic Control

The headline would appear to present good news, and a new spirit of cooperation in Congress; but is another example of our government kicking the can down the road until congress again addresses the ways and means to upgrade our Air Traffic Control System to meet the needs of aviation in the 21st century.

The bill will continue to fund the FAA for six months, and the issue of ATC development and privatization will again be debated in October. However, as *Forbes*' Magazine's Dan Reed wrote the last time this position was adopted by congress; "the ATC Privatization effort is now on life support."



The National Air Transportation Association (NATA) in a Press Release dated February 28th, 2018 applauded the move to remove ATC Privatization from the bill.

The following summarizes a statement that can be attributed to National Air Transportation Association (NATA) President Martin H. Hiller following an announcement from House Transportation Committee Chairman Bill Shuster on his commitment to work with Senate Commerce Committee Chairman John Thune to pass a comprehensive long-term FAA reauthorization bill providing stable funding for the agency that does not include the proposal to privatize air traffic control.*

"While NATA is deeply appreciative of the courtesies shown general aviation in Chairman Shuster's FAA reauthorization bill, we commend the Chairman for putting differences aside and his commitment to work with Senate Commerce Committee Chairman John Thune to pass a comprehensive long-term FAA reauthorization bill that provides needed stability to the Federal Aviation

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PA Director Promises NY Airports Will Get Better

Continued from Page 1

To ensure that aviation—the business of free-
dom—continues to grow the benefits it gener-
ates, we must be guided by five core principles:

- First, we must be safe, and we must always strive to be even safer.
- Second, aviation thrives on partnership and cooperation, supported by global standards.
- Third, governments must avoid creating barriers to market innovation.
- Fourth, aviation must be supported by infrastructure that is efficient and affordable.
- Lastly, aviation must be sustainable, both environmentally and economically.

Mr. de Juniac believes that the business of freedom also requires governments to remove barriers to innovation.

Like all industries, aviation is being challenged by the digital revolution. Nobody knows what opportunities that will bring or how it will change the industry. But it is clear that constant innovation is critical to survival. Often, however, governments treat aviation as if it was a monopoly utility, with heavy commercial regulations that stifle innovation and creativity.

Regulatory Roadblocks

In parts of the globe, regulators try to limit airlines' ability to meet this demand by imposing some service levels—like requiring inclusive or flexible fares.

Unfortunately, this has also occurred in the USA. Under the Obama Administration, the Department of Transportation (DOT) retreated from some of the principles of free and open market competition in favor of a more heavy-handed approach to regulation.

Let me provide you with three instructive examples of regulatory over-reach:

- First, the full fare advertising regulation singles out airlines as one of very few industries that must include all government-imposed fees and taxes in their posted fare. Why should air travelers be treated any differently than other consumers in a country where tax is almost universally applied on top of the advertised price?
- A second example is DOT's proposal to regulate cell phone use on planes for voice calls. Absent a safety issue, it is hard to see how DOT had authority to regulate in this area.
- Third, DOT considered whether to require airlines to distribute flight and fare information to any and all metasearch companies, with no restrictions on how the information was presented to consumers.

We appreciate DOT's willingness under the Trump Administration to review regulations to ensure that their costs to industry and air travelers do not exceed their benefits. I would like to



Alexandre de Juniac

particularly thank Deputy Secretary Jeffrey Rosen for leading this important initiative. The business of freedom also depends on having the right infrastructure to meet future demand.

IATA forecasts that 7.8 billion passengers will travel globally in 2036. That is nearly double the 4.1 billion who flew in 2017. Our requirements to meet that demand are ambitious, but they're not rocket science.

We need sufficient capacity in terms of runways, terminals and airspace. Quality must be aligned with our technical and commercial needs. And it all must be affordable.

I believe, however, that we are headed for an infrastructure crisis—and that includes in the US—where we expect passenger numbers to rise 57% over the next 20 years to 1.1 billion.

One of the most troubling developments impacting infrastructure modernization is the misallocation of government fees and charges collected from air travelers. About 21% of the average domestic ticket cost is taxes and charges. And instead of funding much needed aviation investments, too much of this money is being spent elsewhere.

Finally, aviation must be environmentally and economically sustainable

Aviation was the first industry to globally agree on a plan to address our carbon emissions. We are making progress toward our goals of carbon-neutral growth from 2020 and a 50% reduction in our carbon footprint by 2050.

The historic agreement reached at ICAO in 2016 on a Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) is

one of four pillars in our common strategy to ensure that aviation meets this responsibility.

All of us are fortunate to participate in an industry that contributes so much value to how we live. Aviation is woven into the fabric of modern life and is the irreplaceable highway in the sky for those striving to bring the benefits of modernity to their own part of the world. Yet we must never take aviation's continued well-being for granted. I believe the principles I have outlined should enable aviation to be the Business of Freedom for decades to come.

The Port Authority of New York and New Jersey hasn't always been up to the task in its management of LaGuardia, Kennedy and Newark airports, said Huntley Lawrence, the agency's aviation director. But that will change, starting now, he promised.

"Every day more and more customers arrive and every day those same customers tell us they are not happy about something or a lot of things, and guess what, I am not happy either," Lawrence said during his speech.

Lawrence, who took his current post at the Port Authority in Jan. 2017, cited as an example the problem of passengers suffering delays at LaGuardia without seats to wait in. "Let me assure you this will no longer fly with the terminals we are building today," he said.

His remarks came as LaGuardia remains in the relatively early stages of an \$8 billion redevelopment and as the port authority prepares to begin the construction phase of its \$2.4 billion redevelopment of Newark's Terminal A.

They also came immediately after IATA secretary general Alexandre de Juniac announced that IATA has begun its own review of what led to the meltdown at Kennedy Airport on the weekend of Jan. 4, when a major snowstorm set off a chain of miscommunication involving the port authority, Kennedy's contracted terminal managers and foreign airlines that resulted in more than 140 diversions, more than 1,000 cancellations and operational chaos, which included waits on the tarmac of several hours.

The IATA probe will join investigations that are already underway on the matter by the FAA, the Department of Transportation and by former secretary of transportation Ray LaHood at the behest of the port authority. ■



Panel Discussion: The Northeast Corridor – What needs to be done to support New York's traffic growth? (L-R) Margaret Jenny, President, RTCA; Tim Campbell, COO, PASSUR; Teri L. Bristol, COO, FAA; Jeff Martin, Executive VP - Operations, JetBlue; Edward Bolen, President and CEO, NBAA

Congress to Pass Comprehensive FAA Reauthorization Bill

Continued from Page 1

Administration (FAA) that does not include air traffic control privatization. NATA is committed to working with Chairmen Shuster and Thune and Congress to ensure the United States maintains our status as the world’s safest airspace system in the world.”

“This is a victory for the general aviation industry, and our success is due to the hard work and collaboration of our members across the country who wrote, called and met with their Members of Congress to explain the detrimental impact this proposal would have on our industry. We also praise the tireless efforts of Members of Congress who listened to the

concerns of the aviation business community and advocated on our behalf. This win for the general aviation community shows what can be achieved when we all pull together toward a common goal, ensuring our airspace system remains for the benefit of all users. NATA also thanks those that collaborated with us in a coordinated industry effort, including NBAA, AOPA, EAA, HAI, and GAMA.”

The fact remains however that this short extension guarantees another deadline for Congress to grapple with in 2018.

The bill, which will be considered in the House first, then the Senate, extends a prior short-term authorization passed in July 2016, which keeps the FAA operating until Sept. 30.

Said Justin Harclerode, a spokesman for the House Transportation and Infrastructure Committee; “Congress needs to pass an FAA extension next week, which will be necessary

to prevent any potential lapse in FAA programs or furloughing FAA employees across the country; details of the extension are still to be worked out.”

House Republicans, backed by President Trump, included a provision in their long-term FAA bill authored by Rep. Bill Shuster, R-Pa., that would create a non-profit board to run air traffic control. Such a system is in place in other countries, including Canada. Proponents say it will give air traffic controllers the autonomy to generate funds and upgrade their badly outdated tracking system, in which controllers still trade tiny paper tickets to keep tabs on aircraft.

While Speaker Paul Ryan, R-Wis., backs privatization, there is still opposition among GOP lawmakers who are under pressure from the private aircraft industry. They oppose moving air traffic control out from under the

FAA because they fear reduced access to airports and higher fees.

“Today, that authority resides with the American public’s elected representatives,” National Business Aviation Association President Ed Bolen said. “Congress should not abdicate, delegate, or outsource its responsibility in the areas of aviation taxes and fees.”

A GOP aide disputed Bolen’s criticism, noting the makeup of the board would be balanced among general aviation, the major airlines, and others.

In the meantime, we are funding and building a Nextgen System that will be outdated by the time it is completed.

As one US carrier airline pilot flying out of Canadian Airspace to American airspace complained; “It is like leaving a modern traffic control system to one operating in a third world country.” **JOSEPH ALBA**

School Sisters of Notre Dame Hold Annual Mardi Gras

The School Sisters of Notre Dame Educational Center held their annual Mardi Gras Celebration on February 13th at Villa Roma Catering, and it was another successful fun filled evening with great food, prizes, raffles, dancing and even a pirate and magician! This fundraiser helps the Sisters provide “under-served women of all races and faiths to reach the fullness of their potential” through education.

A highlight of the evening was the crowning of the King and Queen of the Mardi Gras. This years’ Queen is **Joanne King**, Westfield Airports Senior General Manger at AA’s Terminal 8. She is also a veteran’s advocate serving as treasurer for Our American Duty, a Terminal 8 Veterans assistance organization and an active member of JFK Rotary.

The King is **Howard Woltmann III**, President of Overton and Company, long-time supporter of the School Sisters and President of the Semantics. Both were honored for their support of the Educational Center and their continued involvement in the airport community and its benevolent organizations. Many former Kings and Queens were on hand to pass on the crowns and honor the new Royals.

Metropolitan Airport News congratulates Joanne King and Howard Woltmann on their coronations and thanks the School Sisters of Notre Dame for their wonderful work and dedication.

ROBERTA DUNN



Update to Animal Handling Procedures at JFK

The Ark at JFK has received good news related to new animal handling procedures being enforced by Port Authority. In a memo dated March 1, 2018 issued by Mike Moran, General Manager of JFK International Airport, the new procedure is outlined for shippers and carriers to follow ensuring the safety of the airport AOA and the animals being handled.

The memo reads: Effective April 01, 2018, the Port Authority will no longer allow airfield access through JFK Vehicle Entry Guard Posts for horses and their transport vehicles including accompanying equipment and personnel. The Port Authority will require coordination for transportation of horses at JFK through The ARK at JFK Import Export Center located in Building 78A. All horses entering the U.S. through JFK must be processed through the ARK, a new, purpose-built facility established to conveniently provide all types of animal services. The ARK will assist the horse shipping community, including carriers, brokers, shippers, and ground handlers, with CBP compliant logistical arrangements, including escort for airside access and between aircraft and the ARK facility, where health and document inspections and other services may be utilized.

Equine import quarantine facilities are available at the ARK and equine transport vehicles will be permitted to stage at the landside access point for Building 78A, for transfer to other destinations.

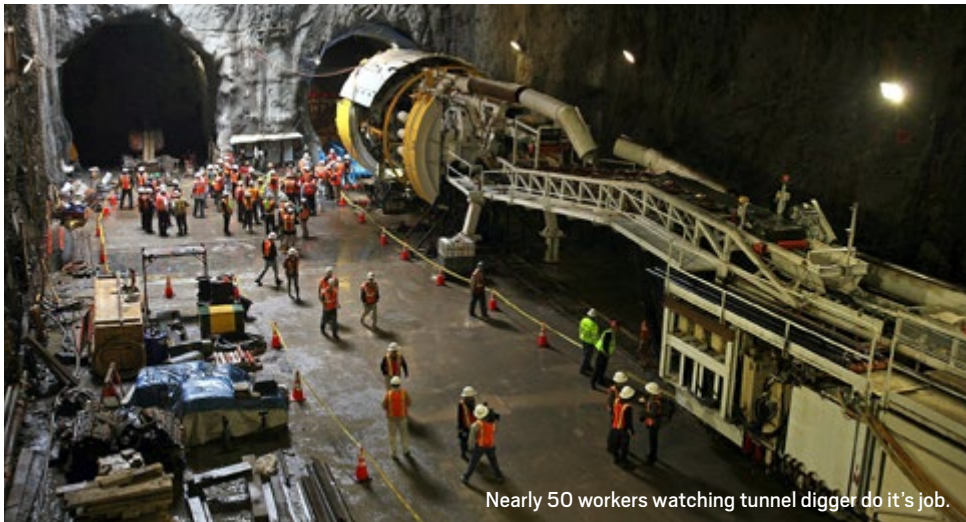
This new procedure will allow the Port Authority to maintain good order in its livestock handling operations and continue to provide airside access to the horse shipping community in accordance with federal operator requirements, while remaining cognizant of security and safety concerns. The procedure provides continued access to the ARK’s onsite animal services facility, which follow world-class standards for the humane treatment and care of horses transported through JFK.

To coordinate and arrange transportation of horses through The ARK at JFK Import Export Center, call (212) 532-0084, ext.202 or email info@arkjfk.com. Go to www.arkjfk.com to see The Ark’s full capabilities.

To review the full memo, go to <https://goo.gl/CwWX8G> ■

FROM THE DESK OF THE EDITOR

Aviation Infrastructure Spending In NYC: Will We Get Our Monies Worth?



Nearly 50 workers watching tunnel digger do it's job.

It's a roadway, not an airport, but does the argument about how the project should be initiated and executed be a preview of what could be in store for us when infrastructure fixes of JFK and LaGuardia's roadways and access bridges need to happen?

State Sen. Brian Kavanagh and Assemblywoman Joanne Simon hosted a rally in Brooklyn Heights in support of state legislation that would allow the city to combine engineering and construction work on a major roadway rehabilitation into a single contract.

The city would like Albany to grant it that authority for all projects, but for now it would settle for one: fixing the 80-year-old long "triple cantilever" system that buttresses a 1.5-mile section of the Brooklyn-Queens Expressway.

Politicians joined business and civic leaders and de Blasio administration officials in railing against the costly inefficiencies of the present laws, which requires separate bidding and companies to handle the tasks. That leads to incompatibility, miscommunication and delays,

causing companies to bid more than they otherwise would.

"In a day and age when we have to watch every dollar, make every dollar count, this is fiscally irresponsible," exclaimed city Comptroller Scott Stringer, echoing other pols' complaints that lack of design-build authority could cost the city an additional \$100 million on the BQE project, adding years to its length and diverting even more traffic onto city streets.

"If design-build was good enough for Kosciuszko Bridge and the Tappan Zee Bridge, why isn't it good enough for the BQE?" the newly installed speaker demanded.

But the governor's office maintained that Cuomo is the proposal's greatest champion.

State Sen. Diane Savino, a Democrat with a labor background, blamed the impasse on an upstate-downstate divide, together with Cuomo's desire for blanket design-build authority statewide. Various interests have been unable to agree on the role of project-labor agreements, or PLAs, which allow for projects to use union

labor yet be governed by work rules that differ from those of unions' collective bargaining agreements.

The frosty morning gathering did not include any labor leaders, but the Building Trades has repeatedly endorsed expansion of design-build.

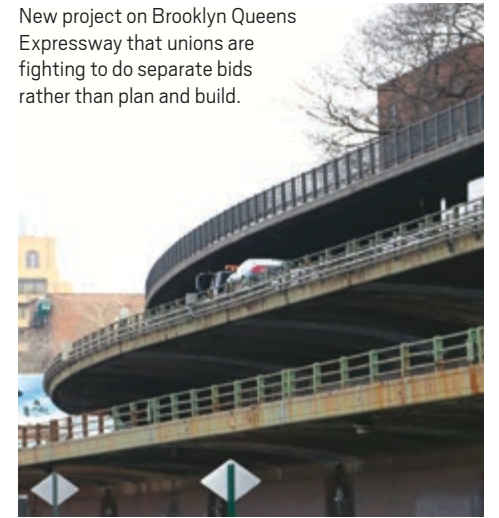
The repetitive work described above is wasteful; but perhaps not as ridiculously corrupt as the work done to connect Penn Station to Grand Central. This road-block to efficient project management is a direct result of the MTA's work rules and employee "padding."

In a *NY Times* story in 2012, it was reported that an accountant discovered the discrepancy in budget versus actual number of workers while reviewing the budget for new train platforms under Grand Central Terminal in Manhattan.

The budget showed that 900 workers were being paid to dig caverns for the platforms as part of a 3.5-mile tunnel connecting the historic station to the Long Island Rail Road. According to the *NY Times* article, "Nobody knew what those people were doing, if they were doing anything," said Michael Horodniceanu, who was then the head of construction at the Metropolitan Transportation Authority, which runs transit in New York. The workers were laid off, Mr. Horodniceanu said, but no one figured out how long they had been employed. "All we knew is they were each being paid about \$1,000 every day." *

The discovery, which occurred in 2010 and was not disclosed to the public, illustrates one of the main issues that has helped lead to the increasing delays now tormenting millions of subway riders every day: The leaders entrusted to expand New York's regional transit network have paid the highest construction costs in the

New project on Brooklyn Queens Expressway that unions are fighting to do separate bids rather than plan and build.



world, spending billions of dollars that could have been used to fix existing subway tunnels, tracks, trains and signals.

The estimated cost of the Long Island Rail Road project, known as "East Side Access," has ballooned to \$12 billion, or nearly \$3.5 billion for each new mile of track — seven times the average elsewhere in the world. The recently completed Second Avenue subway on Manhattan's Upper East Side and the 2015 extension of the No. 7 line to Hudson Yards also cost far above average, at \$2.5 billion and \$1.5 billion per mile, respectively.

It is these anomalies that worry New Yorkers who want every cent of infrastructure allocation to be spent wisely. If the federal government, along with state and federal agencies are reserving money to improve our roads, rail and airports, there is no reason why we have to get only a small percent of the benefits that other cities are getting for the same amount of money.

It just may be a better idea to spend the money elsewhere where it will provide more benefits at less cost. **JOSEPH ALBA**

*** Construction Worker Salaries in New York, NY**
Salary estimated from 366 employees, users, and past and present job advertisements on Indeed in the past 24 months. Last updated: February 19, 2018
The survey indicated that NYC construction workers earned \$90,208 per year which was 75% more than the average American construction worker who earned about \$52,000 per year. <https://goo.gl/6CZP19>



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A Quarter Century Later, First WTC Attack Still Jarring for PA Leaders

BY STEVE COLEMAN,
Media Relations Staff

Twenty-five years after the first major terrorist attack at the World Trade Center site, the horrific memories of that snowy winter day are still vivid to Alan Reiss and Lillian Valenti.

Reiss, employed as the Port Authority's lead electrical engineer for the World Trade Center towers at the time, was on the B-2 level of 1 World Trade Center at 12:18 p.m. on February 26, 1993 when terrorists detonated a bomb inside a Ryder rental truck parked nearby. Immediately, he saw a big



Alan Reiss and Lillian Valenti

piece of steel fly behind him, but it took a few minutes for him to process the fact that a bomb just exploded.

After first helping Port Authority colleagues and others evacuate the area, Reiss returned to the basement area where the blast occurred and saw complete devastation: cars flipped over, water pipes broken, a huge crater left from the impact. Electrical circuits were arching and a heavy thick black smoke filled the area, migrating upwards into the massive office towers. Six people died in the attack, and more than 1,000 were injured.

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Valenti, currently the agency's Chief Procurement Officer, was a Senior Human Resources Specialist and on the 61st floor of 1 World Trade Center that day. She and her colleagues had no idea what happened, but thought initially it was caused by a Con Ed transformer. Soon realizing it was a more serious event, she moved quickly to begin evacuations, paying particular attention to the disabled, those suffering from asthma or women who were pregnant. A triage center was established on the 43th floor, and groups were sent down the stairwells to safety up until 6:10 p.m.

This Monday, Reiss and Valenti will attend their 25th Memorial Mass at St. Peter's Church near the WTC, along with colleagues and the families of the victims. The annual commemoration event helps keep the memories of that day, and the efforts to restore the towers to normal operation, fresh in both of their minds

"It was a herculean effort to get the towers reopened," Valenti recalled. "Every step of the way, we never lost sight of those who lost their lives, and they were the source of our energy and resilience."

Hours after the 1993 attack, when the incident scene stabilized, Reiss was finally able to call home and speak to his wife and son. During that conversation, he told them: "You won't see me for a couple of months because I have to rebuild this place." His words turned out to be prophetic. Valenti also called her husband that night from a hospital, where she had accompanied a pregnant staff member, to say she was fine.

"There was a building and people who needed my help and I probably would need to be at my 'home away from home' for some time," she said.

In the weeks and months that followed, Reiss spent many sleepless nights restoring key electrical and HVAC systems to the towers and shoring up the building structure where the bomb had exploded. "This was my home, my building," he said. "We were ready to do whatever had to be done to get it back opened." During that same time, Valenti organized a staffing operation on the first floor of what was then the Alexander's Department Store space to accommodate displaced agency staff and third-party vendors. It was a 24/7 operation to deploy field, operations and management staff in an organized manner. On March 19, 1993, the first tenant – New York Gov. Mario Cuomo – moved back into the towers. In the following months, all but one tenant, a law firm, returned to the towers.

All these years later, Reiss believes that day changed the way Americans looked at terrorism. "Before this attack, I don't think this country ever thought about this type of terrorist attack before," he said. ■



Council of Airport Opportunities Ground Services Job Fair at EWR Terminal B

From left to right: Quincy Jones, Account Manager; Nancy Pardo, Account Manager; Marilu Teixeira, Data & Referral Specialist; Marilyn Wade, Intake & Retention Specialist; Saundra Rogers, Program Manager; John Perry, Deputy Executive Director.

The Council of Airport Opportunity held Job a fair on February 22, 2018 at Newark Airport. There were many companies at the event signing up potential employees. CAO holds these job fairs at Newark as well as JFK and LGA. The organization is very helpful to companies seeking employees.

For more information on jobs through the CAO, go to www.caonynj.com or www.metroairportnews.com/ny-airport-jobs



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Philadelphia Airport Takes Bold Step to Increase Cargo Footprint

As with many airports seeking ways to expand, the one key item that stifles growth is availability of land. It is the one scarce item that has no replacement and causes expansion projects to end before they even begin.

There are three ways to acquire/develop land not currently part of airport properties. Airports around the world that are adjacent to large bodies of water can attempt to reclaim land via dredging and landfill. Hong Kong Airport went the extra mile and actually built an island. The second way to expand is to purchase large tracts adjacent to the airport. There is a third way that combines both methods, reclaiming land and connecting current airport properties with the reclaimed land over a body of water.

One proposal for expansion of LaGuardia was to use the reclaimed land of Rikers Island as an anchor for a cargo complex and extend a runway from the current airport into the bay connected to the Rikers island complex. But even if this is feasible it is a not going to happen for a long time since New York City's plan to

relocate Rikers facilities to NYC boroughs does not happen until 2027; if it happens at all.

The latest news regarding expansion is that our neighboring airport, Philadelphia International Airport plans to turn an adjacent tract into a facility which will tap into a \$54 billion cargo transportation industry. This tract is called the Henderson tract.

"From the airport's perspective, cargo is a great opportunity," James Tyrrell, chief revenue officer for the Philadelphia International Airport, said. "Cargo traditionally operates during the off hours. That allows us to really maximize the use of infrastructure that would otherwise be sitting there unused."

In January, the city of Philadelphia acquired the 135-acre Henderson tract in for \$54.5 million. It then held an Air Cargo Workshop at which approximately three dozen cargo and logistics companies had conversations with officials about what they'd like to see in a transportation facility.

"We want to develop it for warehousing so that we can build up our air cargo interest,"

Mary Flannery, the airport's marketing and public affairs manager, said. Airport CEO Chellie Cameron said the purchase was part of a move to position Philadelphia to capitalize on a sizeable market.

"This is a fabulous opportunity because there is so much potential for companies to use the airport for their air cargo business," she said. "The Philadelphia area is among the national leaders in shipping high-value cargo but only 9 percent of air cargo from this region

comes through Philadelphia. We want to change that and these new facilities will enable us to reach our goal."

Tyrrell explained that airport officials had commissioned a study within the past few months to ascertain air cargo patterns and how Philadelphia could position itself in that fray. Based on the evaluation, it was determined that Philadelphia has less than a tenth of the air cargo business in a region where much of it goes to New York, Newark, NJ, Washington, and Baltimore.

"The air cargo business is out there and we can capture a greater percentage of it," Flannery said. "There's quite a potential here." ■



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The Issuing Officer Is Critical to the Overall Security of Our Airports

The IO's have pain points and the Senior PANY/NJ Security Officer wants to know about them



Christopher Kaddo

Christopher Kaddo, Senior Security Coordinator from the Port Authority of New York and New Jersey, invited JFK Issuing Officers (IO) to a meeting where he outlined some issues that the ID office is having and solicited feedback from the group about how to make the overall process better.

There have been many processes put in place over the last year that have streamlined ID Office transactions. They have hired more staff, extended hours, offered walk in hours for fingerprints, placed forms online, implemented Rap Back (will ultimately eliminate re-submission of fingerprints), revised forms to work more efficiently and more.

One of the main issues the ID office reports is missed appointments for fingerprint and training. There is a 25% no show rate at the ID office for confirmed appointments. That causes delays for all the rest of the transactions to follow.

Coming up over the next year or so will be Computer Based Training, online scheduling of training, and IDMS (ID Management & Credentialing System). IDMS will be 100% paperless and allow IO's to do over 500 transactions through a secure web portal.

All of these initiatives are in place or going to be in place to help reduce the number of visits to the ID office and turn around the application and renewal of badges quicker.

While many of the Issuing Officers had positive feedback for Mr. Kaddo about their recent experiences at the ID office since many of these initiatives have been implemented, there were still people that had concerns.

Mr. Kaddo was very attentive and assured the IO's that their concerns around customer service, wait time, turnaround time, process efficiency, consistent messaging and information would be addressed.

The overall sentiment from the group was that they were happy to have been asked to participate in creative problem solving with the ID office. Any enhancements to make this critical function of our airport security as pain-free as possible is welcome.

For more information on the ID application\renewal\disposition process, visit: www.panynj.gov/airports/security-id-office.html

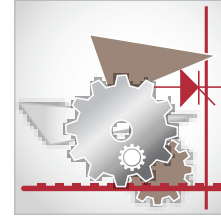
To reach Mr. Kaddo or the ID office, you can email: sico@panynj.gov ■



CALMM Monthly Meeting

The Council Of Airline Maintenance Managers (CALMM) had their monthly meeting hosted by Pratt & Whitney. It was a very thorough and informative session on the latest technology advances that P&W had to showcase to the full house of aircraft maintenance engineers and managers. For more information about CALMM go to www.calmm.com

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Cargo Experiences Biggest Year Since 2009

It has been confirmed. Air freight saw the best year of growth in seven years, and freight tons (FT) grew 9% in 2017 – up from 3.6% a year earlier.

And while global trade was good – FTs grew more than twice as fast as trade volumes in 2017. Forwarders and airlines are already noting strong demand this year, anecdotal evidence supported by IATA figures. “Indicators remain consistent with year-on-year FTK growth remaining at solid rates during H1 2018.”

It added: “All told, we expect industry-wide FTK growth in 2018 as a whole to come in close to its five-year average pace in the region of 4.5%. After the very strong growth performance seen in 2017 this would be a robust outcome.”

This outperformance largely reflects an improved business environment for manufacturing businesses, who enjoyed buoyant demand for their exports, linked to the global restocking cycle and a long-awaited pick-up in investment. On average, we estimate that every 1-point year-on-year increase in the new export orders component of the global manufacturing Purchasing Managers’ Index (PMI) is consistent with annual air freight growth outperforming its world trade counterpart by around 0.9 percentage points. Given the magnitude of the increase in the PMI seen last year, this factor explains around half of air freight’s outperformance relative to global goods trade in 2017.

A number of factors are likely to be contributing to the remainder of the outperformance, including recent strong increases in consumer confidence, along with the impact that growing sectors such as e-commerce and pharmaceuticals are having on air freight growth.

US Economic strength bolsters world economy

North American airlines flew 10.3% more international FTs in 2017 than they did the previous year. The comparative strength of the US economy and dollar over recent years has helped to support inbound air freight volumes to the US, and to support inbound and outbound freight volumes globally. (The potential boost to activity from the recently agreed tax package may be a positive in this regard, although this will be offset in part by the recent weakening in the dollar.)

FT growth remained above its five-year average pace in December (8% vs. 4%). As with European and Asia Pacific carriers, however, the current strength in the year-on-year growth rate mainly reflects increases seen earlier in 2017. Indeed, volumes in SA terms are currently in line with where they were in July. ■



Port of NY/NJ Reaches New Heights In 2017

The Port of New York and New Jersey handled 6.71 million Twenty Foot Equivalent Unit (TEUs) in 2017, surpassing the previous annual container volumes record of 6.37 million TEUs in 2015 by 5.3 percent, the Port Authority of New York and New Jersey revealed.

The record volumes allowed the port to maintain its position as the third largest port in the United States, trailing behind the Port of Los Angeles and the Port of Long Beach. The Port of New York and New Jersey captured a 15.4 percent market share last year in the U.S. and was the busiest port on the U.S. East Coast with a 32 percent share.

China remained the top import country serving the port last year, with 1.05 million import TEUs. Following China was India with 210,811 import TEUs, and Germany with 197,363 import TEUs. Top import commodities included furniture, appliances and beverages.

During the year, 2,011 containerships called the port, down from 2,184 calls in 2016 and 2,251 in 2015. “The fewer vessel calls illustrate that much of the containerized cargo coming into the port is arriving in larger more environmentally friendly ships, a trend the port expects will continue now that the Bayonne Bridge has been raised,” the port explained in a statement.

The Bayonne Bridge Navigational Clearance Project, which was completed in June 2017, raised the clearance under the crossing from 151 feet to 215 feet, allowing ships as large as 18,000 TEUs to sail beneath the bridge to port facilities in Newark, Elizabeth and Staten Island.

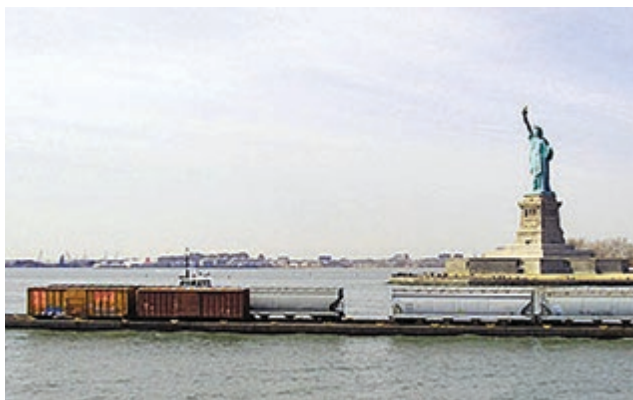
“The investment we made to raise the Bayonne Bridge is clearly paying dividends by driving up cargo volumes and significantly boosting the jobs and economic activity the port generates for the region,” Port Authority Executive Director Rick Cotton said.

To achieve future growth, the port authority has invested over \$600 million in its intermodal rail infrastructure, and the upcoming completion of the ExpressRail Port Jersey intermodal rail facility currently under construction is expected to allow for full on-dock rail capability servicing the GCT-Bayonne marine terminal in Port Jersey.

The new ExpressRail Port Jersey intermodal facility, slated to open this December, will add 250,000 lifts per year in rail capacity to the port, yielding a total port-wide capacity of 1.5 million lifts per year. ■



PANYNJ Begins Second Review Phase for Cross Harbor Freight Movement Program



The Port Authority of New York and New Jersey (PANYNJ) has moved into the second phase of environmental review for the Cross Harbor Freight Movement Program.

PANYNJ entered a \$23.7-million agreement with Cross Harbor Partners, a joint venture of STV Incorporated/AKRF Inc., for a Tier II Environmental Impact Statement that will evaluate two

preferred options to move freight across New York Harbor and is expected to take up to three years to complete.

The two options to be examined are the construction of a cross-harbor freight tunnel and the expansion of PANYNJ’s existing railcar float operation. The rail tunnel alternative calls for construction of a freight tunnel under the New York Harbor that would run approximately four miles from Jersey City, N.J. to Brooklyn, N.Y. PANYNJ says the railcar float alternative would greatly expand the existing carfloat system, currently operated by New York New Jersey Rail, LLC, a wholly owned entity of PANYNJ since 2008, and would include new transfer bridges, carfloats, locomotives and tracks.

“With a projected 40-percent increase in freight movement by 2035, delays in goods movement will only worsen unless we begin to develop an optimum plan now that will provide the shipping and distribution industry with attractive alternatives to shipping by truck,” said Port Authority Executive Director Rick Cotton. “Our goal is to explore these alternatives and come up with cost-effective approaches to future freight movement.”

The review, which will include extensive outreach to all stakeholders, including elected officials and the public, will provide the Port Authority and other regional agencies with cost and benefits of each alternative to help reduce roadway congestion attributed to goods movement across the New York/New Jersey Harbor.

“New York City is the only major city in the world not directly connected to its country’s national freight rail network – and that is something we must address,” said U.S. Rep. Jerrold Nadler (D-NY). “More than one billion tons of freight move through the greater New York region each year primarily by truck, with truck congestion adding an estimated \$2.5 billion annually to the cost of delivering goods to consumers and businesses.”

PANYNJ says the Tier II study will help leadership determine if one or both alternatives provide sufficient benefits to justify their costs. The recommended alternative would require additional funding for the next phase of development, which entails preliminary engineering.

More than one billion tons of freight move through the greater New York region each year primarily by truck, with truck congestion adding an estimated \$2.5 billion annually to the cost of delivering goods to consumers and businesses, according to Port Authority data. ■

An Open Letter to The Department of Transportation from Airlines for Americans

U.S. Airlines are Striving for a Better Industry for Everyone

A picture is worth a thousand words, or in this case, 222 pages

It's bordering on the absurd when someone says "emotional support peacock" and everyone knows exactly what they're talking about. There's never been a more colorful example demonstrating how important it is for airlines, our passengers and the Department of Transportation to examine the rules and regulations that govern our industry and look for ways to make flying better for everyone.

That's just what the airlines did when we responded to a request from the DOT to submit our thoughts on rules and regulations that can be improved to help the airline industry continue to serve our passengers as best we can. We think it's important for an industry and the organization that regulates it to have an open and ongoing dialogue about what both sides can do better.

We highlighted several areas for recommended improvement, and while we don't expect the DOT to take all of our suggestions, the broader point is, there are things that need to change. Some of the rules and regulations we want examined haven't been reviewed or updated in decades. Very few things are the same as they were 10, 20 or 30 years ago. It doesn't make sense to have such outdated rules governing an industry that is striving for innovation.

We're not asking the DOT to get off our back. In some cases, we're asking that they increase or clarify rules and regulations, so we can improve our service. Vague regulations create challenges for airlines to provide the travel experience our passengers expect and deserve. The DOT providing a better understanding on issues like the definition of service animals, or what they mean when they direct prompt service for disabled passengers, allows our industry the opportunity to improve. We're not trying to charge for these things or mitigate costs. We want to have a better understanding, so we can provide better service to communities that deserve every consideration.

Despite how some people are interpreting our industry's effort to work with the DOT so we can provide better service, this is about our passengers. At our core, the airline industry is a customer service business. Without our passengers we wouldn't exist. That's why the industry invests so much in both time and resources to improve the travel experience for everyone who flies. Working to streamline and modernize the regulations governing our industry is an important component of that work.

We get it, criticism comes with the territory. An industry that flies 2.3 million passengers every day and only receives 32 complaints filed with the DOT daily must be doing something right. We understand and know there's always room for improvement. And that extends to our work with DOT. We want to arrive at a system of rules and regulations that protect our passengers to help us improve our service and make our industry better. ■



Terminal 4 Customs and Border Protection Meeting for Trade and Travel Report

The Acting Commissioner Kevin McAleenan of Customs and Border Patrol was on hand at JFK Terminal 4 to announce the release of the 2017 Trade and Travel Report, speaking about advances in technology and taking questions.

"CBP officers are charged with accomplishing two very important missions—securing the United States borders and facilitating legitimate trade and travel. CBP saw record numbers for air international arrivals and increases in cargo processed and trade enforcement in FY2017," said Acting Commissioner Kevin McAleenan. "The continued growth in trade and travel has challenged CBP to work not only harder, but smarter: incorporating new technologies and new innovations into our daily operations. These transformation efforts have resulted in more efficient processing in the air, pedestrian, vehicle and cargo environments."

CBP furthered plans in FY2017 to implement an integrated bio-metric entry/exit process that provides significant benefits to air travel partners in addition to meeting the congressional mandate for a bio-metric exit system. CBP is leading efforts to streamline the travel process by providing the air travel industry a secure platform for identifying and matching travelers to their identities. This bio-metric technology could possibly transform how travelers interact with airports, airlines and CBP—creating a seamless travel process that is both reliable and secure.

With special note given to the war on drugs, CPB is using advanced technology to detect opioids in cargo without having to open the packages as well as expanding the use of drug detecting dogs.

There were questions asked in regard to possible enhanced processes being put in place for manifested mail cargo. Acting Commissioner Kevin McAleenan agreed that there was room for improvement and noted advances in electronic data tracking on parcels would allow officers to identify a risk without having to open as many packages. He commented that there would be increased staffing and improvements in technology to ease the burden of the high demand.

An additional question asked was in regard to maximizing the passenger experience on the ground at JFK with possible additional pre-clearance options for passengers traveling Foreign to U.S. Acting Commissioner Kevin McAleenan responded that in addition to the existing countries with whom we have CPB pre-clearance agreements in place, (Canada, Ireland, the Caribbean, the United Arab Emirates) recent agreements have been signed with Sweden and the Dominican Republic and 19 other countries are in negotiations. More than 19 million passengers were pre-cleared outside of the U.S last year. ■



Operation Dog-Catcher A Priority for Customs and Border Protection

The Ark at JFK hosted a meeting with members of Customs and Border Patrol (CBP) and The Center for Disease Control (CDC). The discussion was about illegal importation of dogs coming into JFK Airport. There are instances of dogs that are being imported using fraudulent paper work or actually being smuggled in with no paperwork violating regulations meant to protect the health and safety of the animals and the public.

Many of these dogs are coming from Russia, Ukraine and Asian countries. The CDC regulations require that dogs must be healthy to enter the USA and be documented.

The dogs must be immunized against rabies and must have a valid rabies vaccination certificate. Many of these puppies have traveled to the U.S. undocumented and without proper health screenings. There have been puppies discovered to be under 4 months old, which cannot be imported at any time.

Dogs may be denied entry if they appear sick with a communicable disease or lack of rabies certificate. If they are denied entry, they will be examined and sent back to their departure point. The expenses incurred are sent to the consignee or consigner on the waybill.

CBP is assigning additional resources for "Operation Dog Catcher " to stop these illegal entries. These efforts will make it very uncomfortable for illegal smugglers with puppy mills to continue to bring puppies into the United States. ■



(L-R): Daniele Ngantou, CDC; James Bowles, Deputy Chief – Cargo Control and Enforcement, U.S. Customs and Border Protection; Yonette Hercules, Officer in charge, CDC; Kiera Mejia, Communications Manager, The ARK at JFK

You Can Take The Man Out of The Airport ...

BY SCOTT LADD
Media Relations Staff

Two years ago, Newark Liberty International Airport's General Manager Richard Heslin was running the nation's 14th busiest airport, serving more than 40 million passengers a year and dealing with the daily demands that invariably come with the job.

Heslin is still a presence at EWR, but in a new setting. Every Tuesday at Terminal B between 11 a.m. and 4 p.m., Heslin serves a volunteer offering customer assistance just outside baggage carousel #3 in the Arrivals section.

Having retired from the Port Authority in 2016 after a nearly 45-year career with the agency, Heslin found he couldn't leave airport life completely behind. Since October 2016, Heslin has been working with Travelers Aid, the non-profit organization that provides a range of travel assistance to EWR passengers. The agency also serves fliers at John F. Kennedy International Airport.

"It's a natural fit, really," said Heslin.

The idea came to him at a volunteer



Richard Heslin of Travelers Aid

recognition breakfast shortly before his retirement, after comments he had made to attendees about their value to EWR. "They all really liked the airport, seemed very happy in their volunteer work and thought it important," he recalled. "I was looking for ways to give back in retirement, and the light bulb went off."

Some of the questions people ask are

predictable: how do I get to my hotel, the quickest and best way to New York City, missed airline connections and how to locate their next flight. Sometimes, he noted, "it's just giving them a couple of bucks to help them get where they are going." About 99.9 percent of the passengers he assists are rational, reasonable and usually appreciative of his help.

Diane Papaanni, who succeeded Heslin as general manager, described him as "another set of eyes and ears in the terminal, at times calling me personally to make me aware of a situation or condition that requires action or attention."

"Volunteers have benefitted from his extensive airport knowledge and history," Papaanni said. "The end result makes the Travelers Aid Program a perfect fit for Rich, and vice versa."

Heslin, 68, spent nearly 17 years in the Port Authority's Aviation Department, serving as general manager of three airports: Teterboro, Stewart and the last two at Newark Liberty. Prior to that, he held different engineering and supervisory jobs over the course of 27 years at PATH.

Terminal B isn't the only thing keeping him busy in retirement. A resident of Teaneck, N.J., Heslin also volunteers through the Bergen County Chore Corps, helping elderly home owners and tenants with routine house repairs



and maintenance that enables them to stay in their homes.

Former colleagues who pass by during his weekly shift are often surprised to see him. Some ask for advice on airport-related issues. "Why not? I've got a lot of experience, I hope I can put it to good use," he said.

On a recent Tuesday, Heslin was sharing the Traveler Aid desk with Christian Havens, the Program Manager, and Volunteers Coordinator Euleta LaRoach when a woman with an Eastern European accent and clear case of airport anxiety approached, lost and searching for direction.

"See that escalator? Up one flight, all the way to your left, and have a seat," he said with a reassuring smile. "Someone will be there to help you." ■

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Port Authority Board Honors Hero PAPD Officers

The Port Authority Board of Commissioners paid tribute to the eight hero Port Authority Police Department officers who arrested a suspected terrorist in December after a foot-long pipe bomb he was carrying exploded in an underground corridor below the Port Authority Bus Terminal.

The officers were each awarded the Medal of Honor for extraordinary bravery in the face of circumstances that could have led to grave personal injury or death. It is the highest award bestowed by the Port Authority to its police personnel. The eight officers are:



Lt. Miriam Rubio, a 15-year PAPD veteran assigned to the Port Authority Bus Terminal. **Sergeant Hector Martinez**, a 19-year PAPD veteran assigned to the Port Authority Bus Terminal. **Sergeant Victor Talamini, Jr.**, a 9-year Port Authority veteran assigned to the PA Bus Terminal. **Police Officer John Collins**, 45, an attorney and 17-year PAPD veteran assigned to the Port Authority Bus Terminal Youth Services Unit. **Police Officer Anthony Estevez**, a PAPD officer for 3 years assigned to the Port Authority Bus Terminal. **Police Officer Sean Gallagher**, 26, a U.S. Marine Corps veteran assigned to the Port Authority Bus Terminal. **Police Officer Anthony Manfredini**, 28, a U.S. Marine Corps. Veteran who served as a bomb technician and is assigned to the Port Authority Bus Terminal. **Police Officer Drew Preston**, 36, a 13-year veteran of the U.S. Army who served three tours overseas assigned to the Port Authority Bus Terminal.

“Each and every day, the PAPD is on the front lines protecting the millions of customers who use our transportation facilities and our employees who operate and manage them,” said Port Authority Chairman Kevin O’Toole. “Our officers risked their lives by running toward an obviously dangerous situation to arrest the suspect and to protect innocent lives.”

“Our officers are among the best trained, most experienced police personnel anywhere, and, in this case, their training kicked in immediately and helped diffuse a situation that could have resulted in additional injuries or loss of life,” said Port Authority Chief Security Officer John Bilich. “We are proud of the selfless actions taken by our eight officers and pleased to give them the recognition they truly deserve.” ■

Rotary Club’s Monthly Dinner Held At Crowne Plaza

The JFK Rotary Club held their monthly dinner at The Crowne Plaza on February 6th. The sunset view overlooking JFK was beautiful! The meeting was well attended by over 25 members with a few new ones joining! This organization does wonderful work in our area and around the world.

The JFK Rotary is collecting books for schools in Haiti serving students from Kindergarten through 12th grade.

If you would like to help, please drop off the new or gently used books at the Crowne Plaza JFK. The deadline is April 3, 2018.

The JFK Rotary’s biggest event is the 5K Run the Runway. It started in 1972 and is still going strong. Save the date April 15th. PALS, Patient Airlift Services, is the charity that JFK Rotary will donate a portion of the proceeds from the race. It’s a fun day and a unique experience to be out there on the runway at JFK International Airport. You can register on your own or start a team!

For more information about the race, go to www.jfkrunwayrun.org ■



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- Performs sort, load, unload and other material handling activities in accordance with approved procedures
- Operates scanner to process all incoming and outgoing shipments
- Load and unload materials onto, or off of pallets, trays racks and shelves by hand
- Sort and process outgoing materials and cargo according to established procedures and regulations
- Load materials and cargo into vehicles and uses tools to install strapping, bracing and padding
- Prepare and update information in computerized systems such as logs, packing list, pick tickets, invoices, inventories transfer/delivery tickets, orders/receipts, etc.
- May operate a forklift, drive vehicles to airlines, brokers, government agencies and other locations
- Successfully completes Certification training and stays current in the use of all equipment as it relates to loading, unloading, material handling, forklifts, tugs, belt loaders and cargo loaders
- Depending on functional area of assignment task may involve regular and at times sustained performance of moderately physically demanding work and may require occasional lifting, carrying, pushing and/or pulling of heavy objects, or materials (up to 70 pounds)

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Port Authority Board Votes to Expand International Service Area at SWF

The board of the Port Authority of New York and New Jersey has voted to authorize a \$30 million expansion of Stewart Airport.

The move comes on the heels of Stewart getting its first international service in 2017 with the launch of Norwegian Air flights to Belfast, Northern Ireland; Dublin and Shannon, Ireland; Edinburgh, Scotland; and Bergen, Norway.

Stewart's expansion will entail construction of a 20,000-square-foot area for international arrivals with a permanent customs inspection facility. A 450-space parking area is also in the plans. Last year, 141,000 international flyers arrived at Stewart. Far more are expected to arrive this year since the Norwegian service only began in June.

The Port Authority board also voted to begin a rebranding effort for Stewart in hopes of increasing its appeal to residents of the New York metropolitan area.

It's official; Stewart International Airport Has a New Name

The Port Authority of New York and New Jersey announced that Stewart International Airport will be renamed New York Stewart International Airport as part of a \$37 million upgrade and modernization of the airport, including a 20,000 square foot permanent U.S. Customs inspection area to better handle and streamline processing of the soaring number of international passengers.



Rendition of Stewart Expansion

Market research indicates that incorporating "New York" into the name will make it significantly easier for travelers to identify the airport's geographical location, which is located just one hour north of New York City. The new name was determined following discussions between the Port Authority and members of the Stewart family to develop a rebranding that honors the family while enhancing the marketing of the airport outside the Hudson Valley.

New York Stewart International Airport is expected to increase the airport's visibility with residents of and travelers to New York City's metropolitan region, advancing its goal of attracting new customers and building on the growth of more than 60 percent it witnessed in 2017. ■

Delta Expands Pharma Air Transport Service

The cargo operation of Delta Air Lines expanded Pharma 4 to eight additional destinations, giving it 49 pharma stations worldwide, in addition to nine approved facilities in Europe that are operated with partner airlines.

The cargo operation of Delta Air Lines has expanded its room-temperature pharmaceutical transport service, known as Pharma 4, to eight additional destinations, including Bogota, Hong Kong, Shanghai, Beijing, Sydney, Sao Paulo, Frankfurt and Seoul.

With this expansion, Delta Cargo now has 49 pharma stations worldwide, in addition to nine approved facilities in Europe that it operates with its partner airlines.

Pharma 4, which is one of four temperature-sensitive shipping options that Delta offers, is for products that require room temperature during shipping, such as prescription drugs and some biotechnology products. Last July, Delta became the first U.S. airline to receive the International Air Transport Association's CEIV Pharma logistics certification. ■



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Ground Handler of the Year – 2017, 2016, 2015, 2014

Georgia Lawmakers End Tax Break for Delta Airlines

Georgia lawmakers voted Thursday, March 1st to do away with a tax break for Delta Air Lines after it joined in a political boycott, severing ties with the NRA.

The tax break consisted of a \$50 million jet fuel tax exemption. Considering that only 13 NRA members used the discount, this amounts to a cost of 4 million dollars a passenger for Delta.

Fox New quoted Georgia Lt. Gov. Casey Cagle, saying, “Businesses have every legal right to make their own decisions, but the Republican majority in our state legislature also has every right to govern guided by our principles.” On February 26 Cagle pledged to end the tax cut for Delta unless they reversed their decision against the NRA.

Delta attempted to quell the backlash against its decisions by saying, “Delta’s decision [to sever ties with the NRA] reflects the airline’s neutral status in the current national debate over gun control amid recent school shootings. Out of respect for our customers and employees on both sides, Delta has taken action to refrain from entering this debate and focus on its business. Delta continues to support the 2nd Amendment.”

After the firestorm, Delta will review all its marketing programs to avoid those that might become political, CEO Ed Bastian announced Friday.

But the airline said only 13 passengers ever bought tickets with an NRA discount. That translates into each discount costing the airline about \$3 million in tax breaks.

“We are in the process of a review to end group discounts for any group of a politically divisive nature,” Bastian said in a note to employees. The legislative flight played out against the Republican primary campaign to succeed Gov. Nathan Deal, who supported the jet-fuel tax break before it was removed.

Delta is headquartered in Atlanta and “employs 33,000 Georgians. Governors of New York and Virginia, a House were among officials who jabbed Georgia in the dispute and offered to have Delta move its headquarters from Atlanta.

But Bastian said the airline is staying put.

“None of this changes the fact that our home is Atlanta and we are proud and honored to locate our headquarters here. And we are supporters of the 2nd Amendment, just as we embrace the entire Constitution of the United States.” ■

Rick Cotton Says Port Authority ‘has to up its game’

Rick Cotton, the Executive Director of the Port Authority of New York & New Jersey, was the featured speaker at the *Crain’s Business Breakfast Forum* held at The New York Sport Club on February 27th. The sold out event was hosted by *Crain’s New York Business*, bringing the business community and elected officials together to discuss strategies and key topics that are critical to the future of the New York economy.

Mr. Cotton spoke about many of the initiatives that are currently underway and upcoming at the PANY&NJ including the AirTrain from LGA to NYC and activities happening at LGA, EWR and JFK. Another project in Mr. Cotton’s sights is the Gateway Tunnel Project, a massive overhaul of the NE corridor rail line including new tunnels under the Hudson River connecting NY and NJ. “It has to get done,” he said. Adding “It’s the most important infrastructure project in the country.” There is some back and forth about how the project will be paid for with disagreements between NY/NJ and Washington.

The Port Authority is looking to increase capacity at all of it’s facilities while being guided by the 5 core pillars to achieve best practices now and into the future:

- 1) Safety & Security
- 2) Ethics & Integrity
- 3) Investing in and Rebuilding its Facilities
- 4) Best in Class Operating Standards
- 5) 21st Century Customer Experience

With all eyes on the Port Authority, the coming months and years will be a hot bed of activity with no shortage of projects to be executed. The result will make entry to New York the world class experience that it should be. ■



Port Authority of New York and New Jersey Executive Director Rick Cotton at a *Crain’s* breakfast forum

IATA’s Peter Cerdá On The Future Of The Americas

With the North American market expected to grow 2.3 percent annually over the next two decades and Latin American markets to grow 4.2 percent, how is the region performing compared to other markets around the world? What do you think the future holds for the region?

Demand for air travel and passenger growth in Latin America is solid and we expect this strength to continue. More and more people are joining the middle class in the region, increasing the number of air travellers. Airlines have also made significant efforts to reduce ticket prices making the cost of air travel competitively priced in many markets with much slower forms of travel like bus travel.

However, with some exceptions such as Panama, many of the region’s governments are not taking seriously their role in ensuring aviation has room to grow and a regulatory environment that promotes the development of air travel and all of the benefits that come with robust air connectivity. In the Caribbean, extremely high-ticket taxes have made it nearly impossible for airlines to build the much needed intra-island connectivity the local economies need.

In other places infrastructure is a blocker. The airport in Lima, Peru is operating at capacity and airlines are not able to add the additional air service they’d like, something that if they were able to, would transform Lima into a major regional air hub. The region has world-class airlines, strong passenger demand and a geography that necessitates air travel on many routes- essentially all of the elements that drive passenger growth.

But it is up the governments of the region and how they treat aviation going forward. International Air Transport Association (IATA) stands ready to assist the authorities to ensure the unique economic and social benefits robust air connectivity generates are felt throughout the region.

Latin America has all the necessary elements to become an aviation success story, but are the region’s infrastructure constraints being addressed? Which countries are leading the way when it comes to aviation investment?

Panama is a prime example of what can be achieved when governments look at aviation as a tool for economic growth and enrichment for its people. The authorities work with the airlines as partners and the result is some of the best air connectivity in the region and air travel in the country is contributing significantly to the country’s economic well-being.

The result is that air transport supports a massive 14.8 percent of Panama’s GDP. Air transport adds \$7.3bn to the country’s GDP and supports 260,000 jobs. Panama has done this in part by ensuring that airlines have the right regulatory environment, room to expand air service and a cost structure that facilitates efficient and cost-effective operations, allowing them to build hubs and add routes.

IATA is optimistic about the outlook in Argentina. Argentina has all of the components to become a regional aviation powerhouse. To start, its geography is vast, making internal air links vital. And the country has tremendous tourism potential with vibrant cities and cultural attractions, beautiful national parks and a growing economy.

Mexico’s decision to build a world-class international airport is also a reason for optimism. Mexico City has all of the elements needed to be a major air hub but it needs a larger and more modern airport for this to happen. The new airport is essential for the future of aviation in the country and IATA is working closely with the authorities to ensure it is the best facility possible.

We have not observed an increase in the level of discussion around airport privatisation in the US, but it is being discussed at the ministerial level within Canada. We have not seen examples of successful privatisations around the world and in Latin America they have not generated successful business models. Airports should focus on enabling economic vibrancy in the communities they serve, a mission that experience has shown does not align well with privatisation.

Air transport is an extremely competitive business with some 600 major airlines worldwide. The expansion of low-cost carriers in our view is positive as it means that there are more options for passengers in the region. It also is a sign that there is appetite to travel from a wide variety of travellers. With the demand for air travel growing and more and more people looking to airplanes as their preferred mode of transport we don’t see the emergence of low cost carriers as one model taking over another.

We believe these new carriers will complement the existing ones and again allow travellers to select the service that best suits them for their particular trip. This is what has happened around the world and we expect this to be the case in the region as well. It is also worth mentioning that the airlines in Latin America are already extremely efficient and have top-rate management teams guiding them. ■



Peter Cerdá is IATA's regional vice president for the Americas.

Port Authority Board Approves Design-Build Team for Development of Newark Liberty's New Terminal One

Plans for a new Terminal One at Newark Liberty International Airport advanced with the Port Authority's Board of Commissioner's approval of Tutor Perini/Parsons, a fully integrated joint venture between Tutor Perini Corporation and Parsons Transportation Group Inc., for the design and construction of the new 21st century facility, which will provide passengers with a world-class customer experience, create jobs and boost the region's economy.

The new, approximately one-million square foot, 33-gate common use domestic terminal will be an open, modern terminal that will vastly improve passengers' experience and the efficiency of their travel, with the flexibility in design to grow and change with the increasing demands and the evolving requirements of air travel. The Terminal One Redevelopment program also will provide a more efficient roadway network and create parking for about 3,000 vehicles.

"There has been a continuous surge in the number of passengers at Newark Liberty, which last year welcomed more than 40 million of them," said Port Authority Chairman Kevin

O'Toole." This board action advances our commitment to address the growing needs of our travelers, which cannot be adequately met by the current Terminal A."

The board authorized \$1.85 billion in construction and other expenditures, including \$1.41 billion for the Tutor Perini/Parsons design-build agreement for the new terminal building and landside construction work.

Using a design-build format allows a single design and construction contract, which streamlines and expedites construction. The authorizations include an additional \$360 million needed as a result of an increase since the original estimates in costs associated with labor, construction materials and staff resources. Combined with prior authorizations, the total project cost is now \$2.7 billion.

Overall, the redevelopment program is expected to generate more than \$4.6 billion in regional economic activity, create 23,120 jobs and provide more than \$1.9 billion in wages.

Scheduled for a partial opening in 2021 and full operation in 2022, the terminal's phased-in approach is designed to minimize customer



Overhead view of Newark Airport design plan

inconvenience, while providing for the implementation of new technology, superior dining, retail and amenities that Port Authority customers expect and deserve.

The Terminal One project also passed another major milestone with the award of an operations, maintenance, and concession (OMC) advisory services agreement to Munich Airport

International GmbH (MAI), a wholly-owned subsidiary of Flughafen München GmbH (FMG), the operator company of award-winning Munich Airport. Under this innovative advisory model, MAI will provide design and terminal operations advisory services to the Port Authority during the design stages for the new Terminal. ■

New Terminal B Parking Garage at LaGuardia Airport Phased Opening

In February, the LGA redevelopment team reached a major milestone with the commercial opening of the new Terminal B Parking garage, taking another step forward in the construction of the new LaGuardia Airport. The Port Authority announced the opening of the new seven-story Terminal B parking garage, with phased-in operations that began on Saturday, February 10, for customers to use Levels 3 through 6. Temporary walkway provides LGA customers with direct access from old Terminal B; permanent walkway will open when new terminal is complete. The new garage contains 3,100 spaces on seven floors, providing expanded on-airport parking for travelers and eventually for-hire vehicles.

"Opening the new Terminal B Garage is an initial step in the complete redevelopment and modernization of LaGuardia Airport," said Port Authority Executive Director Rick Cotton. "Under Governor Cuomo's leadership, LaGuardia will be the first entirely new airport built in the U.S. in more than 20 years."

Garage customers can use various payment options. E-ZPass Plus lanes and Apple Pay will be available in the coming weeks. Currently, there are Pay-on-Foot stations located on levels 1, 2, & 4 to accept payment or payment can be made by booking a reservation on the LaGuardia Airport website. ■



Pictured here inside the future Concourse B is Congress-member Crowley (left), Willie Cruz site logistics lead (center), and Mike Attardo site civil lead and deputy project officer (right).



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JOIN OUR TEAM!

Port Authority Women's Council Hosts Powerhouse Panel

The Board Room was standing-room-only on January 31, as more than 100 staffers convened to gain career advice from four Port Authority women leaders who overcame gender bias in male-dominated fields, mastered work-life balance, and became powerhouses everyone can look up to.

The hour-long "Conversation with the Chiefs" was hosted by the Port Authority Women's Council and featured Chief of Human Capital Mary Lee Hannell, Chief Financial Officer.

Libby McCarthy, Chief Procurement Officer Lillian Valenti, and the agency's first Chief Ethics & Compliance Officer Debra Torres. Together, these leaders shared the lessons they picked up in their career, which equipped them with the tools to shatter the glass ceiling.

For those who were unable to attend the PAWC panel, here are some excerpts from the Chiefs' remarks:

■ **Mary Lee Hannell on the importance of sponsors:** "No one really reaches any success alone, whether it's the sponsors you have in the organization or the sponsors you have at home. Go find somebody, but don't go find somebody who's gonna tell you what you want to hear. Go find someone who's gonna tell you the truth, because that will help you more than anything else."

■ **Libby McCarthy on how to adapt to overcome unconscious bias and gender stereotypes:** "Embrace what you are being told, change what you want to change, be confident in yourself, know the goal you are going for and decide if that's what you want to do. But yes, there is a natural bias you're gonna have to work against. Just be cognizant of it, think about it. When you are in the room, be confident, show your strength. Don't play by the rules."

■ **Debra Torres on the keys to work-life balance:** "The first thing is get yourself a role you really enjoy and that you are really committed to. The second thing is as you develop a partnership with someone, and then perhaps start a family, is to recognize that you are not going to be perfect at everything. The other thing is to select your partner really, really well."

■ **Lillian Valenti on taking charge on a work assignment:** "Be comfortable in asserting yourself. It's not about being liked. It's about being respected, and it's about speaking with forthrightness and integrity, and with respect to someone else."

These lessons, and too many others to fit in one newsletter, resulted in a highly enriching and engaging session, one that was well received by attendees, who included men and women from across the agency.

If you would like to join PAWC for its next event or become a member, email pawomen@panynj.gov. Also stay tuned to the monthly Employee Resource Group Bulletins. ■



Truck Orders Highest In 11 Years

In January, orders for heavy-duty trucks rose to their highest monthly levels since March 2006, DC Velocity reported. *The Fleet Truck Report* (FTR), which tracks commercial fleet activity, reported net new orders grew to 47,200 units in January, a 28% increase from December, and 116% higher than in January 2017. American Central Transport (ACT), another industry tracker, reported gains of 41% since December and roughly 107% YoY.

The higher than usual order activity is attributed to a growing supply versus demand imbalance, as tight capacity, intensified by the industry's reaction to the Electronic Logging Device (ELD) mandate, as well as more stringent federal food transport compliance standards, is driving away owner-operators who formerly hauled food. The convergence of capacity shortages with new laws is having a serious impact on the trucking industry.

Industry pundits have warned of a coming capacity crisis for months, affecting not only 3PLs, but manufacturers who were already generating greater output even before the new tax laws came into play. Ripples are appearing all throughout the industry; increased truck orders are a symptom, experts say. "Capacity utilization is near 100%, so carriers see the opportunity to acquire additional business by expanding their fleets," Avery Vise, vice president of trucking research at FTR, told Supply Chain Dive.

"Even with fleet growth, capacity will remain fairly tight because of strong freight demand," Vise said. "However, the commitment to buy additional trucks will also place even greater stress on the very tight supply of drivers."

We expect driver wages and incentives to continue to grow through the year. Fortunately, the recent tax reform package provides some resources for carriers to do that." ■



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Plumbers Can't Fix Toilet On Airplane



A Norwegian Air flight from Oslo to Munich, Germany, had to turn around early into its journey because of a problem with the toilets. Seems like a standard problem that would happen on a plane, right? Well, the reason why this particular incident is making the rounds is because of who was onboard: about 85 plumbers on their way to a trade event.

Rorkjop chief executive Frank Olsen, who was on the plane with about 70 of his company's plumbers, told the Washington Post that "sel-

dom has there been more laughter in an airplane ... when the reason given is 'toilet problems.'"

There was nothing to be done in mid-air, as the issue required repair from outside the plane.

It's just like Alanis Morissette sang: "It's like rain on your wedding day" "It's a plane full of plumbers way-laid by toilet problems." ■

U.S. Reps Support Proposed ELD Exemption for Small Business Truckers

The Owner-Operator Independent Drivers Association had requested the exemption from the electronic logging device mandate for small trucking businesses with “exemplary” safety records back in November.

Twenty-five members of the U.S. House of Representatives sent a letter to the Federal Motor Carrier Safety Administration (FMCSA) in support of an exemption from the electronic logging device (ELD) mandate for small trucking businesses with “exemplary” safety records.

The exemption request had been submitted by the Owner-Operator Independent Drivers Association (OOIDA) on Nov. 21, 2017. In its request, OOIDA called for at least a five-year exemption for motor carriers that are classified as small businesses by the Small Business Administration and have a proven safety history with no attributable at-fault crashes, as well as no “unsatisfactory” carrier safety rating.

The Congress members said, “By sustaining impeccable safety records, the motor carriers that would qualify have already demonstrated the use of an ELD will do nothing to improve their operations.

“Furthermore, OOIDA’s request would prevent small trucking businesses, who operate on the slimmest of margins, from maintaining costly fleet management devices that provide them no economic or productivity benefits,” the letter added. ■



UPS To Increase Investments Thanks to U.S. Tax Reform

UPS has announced an additional \$12 billion in investments in its Smart Logistics Network and pension funding as a result of the recent passing of the U.S. Tax and Jobs Acts.

UPS has become the latest company to pledge increased investment as a result of the recent passing of the U.S. Tax and Jobs Acts, which cut the effective federal tax rate for corporations from 35 percent to 21 percent.

The Atlanta-based parcel giant and third-party logistics provider said in a statement it will use more than \$12 billion in additional investments to expand UPS’s Smart Logistics Network, significantly increase pension funding, and position the company to further enhance shareowner value.

In addition, UPS said it plans to raise future capital spending above its previously committed range of between 6 percent and 7 percent of annual revenue.

The company said it will invest an additional \$7 billion over three years for the construction and renovation of facilities, to acquire new aircraft and ground fleet vehicles, and to enhance the information technology platforms required to support the network, manage the business and power new customer solutions.



Pension Plan Contributions

The company also recently made a \$5 billion tax-qualified contribution to its three UPS-sponsored U.S. pension plans, representing roughly \$13,000 per participant. UPS said the voluntary contribution raised the funding level to above 90-percent, “securing retirement benefits on behalf of union-represented and union-free employees eligible for UPS-funded pensions.”

“This \$12 billion investment program is an outgrowth of the opportunity for tax savings created by the Tax and Jobs Act,” said David Abney, UPS Chairman and Chief Executive Officer. Tax reform is a tremendous catalyst,” he added. “We will continue to evaluate additional actions that benefit customers, employees and shareowners as we progress further in the year.” ■

How To Make Your Airport Stand Out

Speaking at Routes Americas 2018 in Quito, Metropolitan Washington Airports Authority's interim vice president of airline business development Carl Schultz said in marketing the region's airports they had to change travelers' minds. He added originally many passengers thought Washington DC was an expensive destination with little to attract anyone lacking an interest in politics.

Instead, he said the airport is working to promote the city's affordability while focusing on the many attractions available that lie beyond the political sphere.

Schultz said: “We are really trying to change that. The museums we have (in Washington DC) are not your typical museums.” He added this could be anything from the Smithsonian with its horde of treasures to his own personal favorite, the International Spy Museum.

Meanwhile, Schultz argued one of the best ways of ensuring partner airlines get the best service possible was by centralizing his own support team. This means whatever support the airline needs, from sales to marketing, they are able to quickly find the right contact.

Schultz also said airports should not be afraid of borrowing ideas from others in the market should they think they will work for their own facility.

He added Munich Airport had caught his team's eye thanks to the number of awards it has won while Las Vegas McCarran International Airport has impressed by the strength of its team.

Schultz also saved a special mention for Vancouver International Airport, adding: “They’ve done a fantastic in growing that airport, they do a great job in marketing and leveraging that community.”

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Meet and Eat: JetBlue & Coca Cola's New Restaurant

Travelers passing through John F. Kennedy International Airport got to meet – and eat with – new people at JetBlue and Coca Cola's Shared Plate pop-up restaurant. While the campaign lasted just one day, celebrity chef JJ Johnson created memorable fusion dishes inspired by the strangers' cultures, like banger chili dogs with everything bagel potato chips for a British woman and a man from New York.



According to JetBlue, only 16% of travelers "make it a point to connect with someone new at the airport." To be honest, we were surprised the figure was that high as airports seem to be 'mind your own business' kind of places, where you look at your phone or newspaper and don't make eye contact with strangers, let alone talk to them.

Nevertheless, whether the true figure is 16% or 1.6%, JetBlue used this insight to create a one-day campaign at New York's JFK Airport, in association with Coca Cola. The airline and soft drink giant created a pop-up restaurant called "Shared Plate" where passengers could get a meal before their flight. There were only two catches.

First of all, as the name implies, upon entering the restaurant guests were seated with a complete stranger. Cameras were then in attendance to film the at first awkward conversations and to show how diners warmed up as the meal progressed.

Secondly, the pop-up restaurant had no menu. Instead, celebrity chef "Chef JJ Johnson" was brought on board to create dishes customized for every table. In particular, he took ingredients that blended together the culture of the people sharing the food. ■

Americans for Tax Reform Continue Fight In Opposition to Increase Of Passenger Tax

In letters to Senate Majority Leader Mitch McConnell and House Speaker Paul Ryan, Americans for Tax Reform wrote in opposition to an increase in the Passenger Facility Charge (PFC). Said the group; "While many airports have claimed that a PFC increase is necessary to continue infrastructure projects, this is simply not the case."

They add that airports already enjoy strong cash flow and revenue, and government taxes and fees already overburden airline passengers. Lawmakers should oppose a PFC increase whether it is considered as standalone legislation or part of a larger government funding bill. A PFC increase is not needed to finance airport investment, would fall squarely on travelers, and goes against regular order.

The PFC is currently capped at \$4.50 per ticket, with revenue going to fund airport improvement projects. While many airports have advocated for increasing the PFC in order to continue infrastructure projects.

In 2016, PFC revenue totaled \$3.2 billion, a relatively small portion of the \$29 billion in revenue collected by airports. U.S. airports ended 2016 with \$14.2 billion in unrestricted cash, and revenue has grown 49 percent on a per passenger basis between 2000 and 2016. Additionally, the Airport and Airway Trust Fund (AATF) is at its highest level since 2001, with an uncommitted balance of \$6 billion.

Do airports need an increase of the PFC? They appear to already enjoy strong cash flow and revenue. In addition, airports have investment-grade credit rating from Standard and Poor's, so have no problem attracting other financing without a PFC increase.

Government taxes and fees make up over 20 percent of an average domestic flight. The PFC is also hidden within the cost of a ticket, so passengers often believe it is a fare increase. Even though it is not immediately visible, a PFC increase falls squarely on passengers.

Unfortunately, the Senate Appropriations Committee proposed doubling the PFC from \$4.50 to \$8.50 in S. 1655, the Transportation, Housing and Urban Development, and Related Agencies Appropriations Act of 2018. ■



Surveys Say: Significant MRO Market Growth

The global MRO market is set to grow in 2018, providers report.

Earnings season is well underway, and early returns show that the commercial aftermarket headed into 2018 with significant momentum. Pratt & Whitney posted double-digit aftermarket growth, while Honeywell reported "stronger than anticipated" services revenues, driven primarily by air transport. The good news for MRO providers: there is plenty more good news to come—at least according to two analyst surveys conducted in mid-January.

"We estimate civil deliveries grow at a 6% pace from 2017 through 2020 with the aftermarket appearing to grow at a somewhat faster pace (6-7.5%)," Jefferies analysts write in their latest aftermarket activity survey. "Following 7.7% growth in 2017, we forecast 6.5% aftermarket growth in 2018, followed by 6.4% in 2019."

Canaccord Genuity, which surveys MRO providers quarterly, says its latest responses show the strongest six-month outlook in four years. "MROs forecast a ~7% sales increase through [June], with the growth led by the European and U.S. markets," Canaccord analyst Ken Herbert writes. "We view this as a very positive sign."

Herbert added, however, that parts-purchase outlook shows only a 5% uptick, resulting in a 2% gap compared to MRO activity—the largest we have seen it since we started this survey in 2009." Why such a measurable disconnect? Used serviceable material explains part of it. Used parts represent 15% of all parts purchased these days, Canaccord's data shows.

Another major reason—airlines are simply getting smarter. "MROs see airline inventory management programs as the most increased headwind since our Q3/17 survey," Herbert writes.

Headwinds notwithstanding, the MRO market is growing. "Buoyed by the continued strong fundamentals," Herbert writes, "we believe the outlook for the commercial aftermarket remains very robust." ■

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Fedex Launches Program to Fight Human Trafficking

FedEx announced that the shipping giant is working to combat human trafficking through a new training initiative.

FedEx is launching an education training program on “Truckers Against Trafficking.” This is specifically for team members at FedEx Freight, its less-than-truckload unit.

Truckers Against Trafficking is a non-profit that educates, equips, empowers and mobilizes members of the trucking and travel plaza industry to combat human trafficking.

“As a company with team members out on our nation’s highways every day, FedEx is proud to support Truckers Against Trafficking in its quest to call attention to, and fight, this serious crime that is impacting lives across the U.S.,” said FedEx Freight President and CEO Mike Ducker. “By educating our team members on what to watch for and empowering them to take a stand, we are committed to making a difference on this issue and look forward to working with Truckers Against Trafficking.”

“The American trucking industry has proven time and again that they are working alongside law enforcement to disrupt trafficking networks and aid in the recovery of victims,” said Kendis Paris, executive director, Truckers Against Trafficking.

“The partnership between TAT and FedEx will significantly increase the trained ‘eyes and ears’ along our nation’s roadways, and we are thrilled to be working with such an industry leader.”

KENDALL MORRIS



DHS S&T Partners With James Madison University

JMU Hacking 4 Defense Class Working With Apex Screening at Speed Program

Students from James Madison University (JMU) will be tackling air travel security issues for the Department of Homeland Security (DHS) Science and Technology Directorate (S&T) as part of their spring semester of the Hacking 4 Defense™ (H4D) class.

“Recent worldwide terrorist attacks have demonstrated that the ticketing/check-in areas and security checkpoints of airports are targets of interest for our adversaries,” said William N. Bryan, DHS Senior Official Performing the Duties of Under Secretary for Science and Technology. “This is a critical issue and we are trying to tackle it several different ways. Focusing the bright minds of students on the problem may lead to fresh new approaches.”

The H4D team will look for innovative approaches that will enable the Transportation Security Administration (TSA) to be able to associate passengers with their personal belongings. This can be beneficial in several ways, such as supporting TSA’s principles of risk-based screening, reducing false alarm rates to help passenger lines move faster, and reducing theft and lost items at checkpoints.

“We have access to some of the nation’s top students who are passionate about solving real-world problems,” said Dr. John Fortune, program manager for S&T’s Apex Screening at Speed Program, who will work directly with JMU. “Students have come up with novel solutions working through the H4D program and we’re excited to see what they accomplish.”

The H4D class will engage with stakeholders throughout the aviation security industry and will develop a website to publish their research and facilitate student research networks across different institutions. Throughout the semester, the students will be telling the story about their project and will capitalize on the Lean LaunchPad Methodology, which is based on querying and learning from customers, to rapidly iterate and ultimately deliver a concept to S&T that meets TSA requirements. At the end of the program, S&T will evaluate the students’ concept and identify opportunities for further refinement and possible transition into an operational capability to enhance the traveler’s experience.

“This could make the screening process more integrated, efficient, and secure, resulting in fewer false alarms, pat-downs, and bag searches for passengers,” said Dr. Fortune. “The ultimate goal is to improve detection of explosives and prohibited items at the airport checkpoint. We are looking forward to the opportunity to engage with JMU’s H4D class to help achieve these goals.”

The Apex Screening at Speed Program is pursuing transformative research and development activities that support a future vision for increasing security effectiveness from curb to gate while dramatically reducing wait times and improving the passenger experience.

Hacking 4 Defense™ is an education initiative that has a very good track record for delivering innovative solutions for complex problems to defense, intelligence and security communities by applying design thinking and the Lean Startup model (an agile model that aims to shorten the product development process). These communities compete to be selected by submitting problem statements to be solved by H4D student teams across the country.

James Madison University, located in Harrisonburg, Virginia, is one of a select group of universities in the United States participating in H4D. ■

Hamster Flushed On Spirit Flight

A Texas State University student flying home last fall to have a benign — but painful — growth removed from her neck brought some emotional support along with her: a dwarf hamster named Pebbles.

When 21-year-old Belen Aldecosea made her reservation, a Spirit Airlines employee told her Pebbles could fly in the cabin with her. But when she got to Baltimore’s airport, she was told otherwise, the Miami Herald reports.

A Spirit employee, Aldecosea claims, told her that her hamster would either need to be set free outside or flushed down an airport toilet if she planned to fly to Miami that day. After hours trying to figure out an alternative, Aldecosea ran out of options. Pebbles’ life ended in a bathroom stall. “She was scared. I was scared. It was horrifying trying to put her in the toilet,” Aldecosea told the Herald. “I was emotional. I was crying. I sat there for a good 10 minutes crying.”

Spirit admits an employee incorrectly told Aldecosea that a hamster could travel along with her. But the airline vehemently denies that one of its workers told her to kill her tiny companion.

“After researching this incident, we can say confidently that at no point did any of our agents suggest this Guest ... should flush or otherwise injure an animal,” Spirit spokesman Derek Dombrowski told The Washington Post in an email. “It is incredibly disheartening to hear this Guest reportedly decided to end her own pet’s life.”

Aldecosea says she came forward after the recent case of an emotional-support peacock being denied boarding on a United Airlines flight in New Jersey, and she’s considering suing Spirit over the emotional decision she claims the company forced her to make about Pebbles — who had been certified as a support animal by her doctor.

Indeed, the federal Transportation Security Administration allows small pets through its checkpoints. It’s up to individual airlines to determine which animals are allowed on their flights.

“We would be happy to screen a hamster,” TSA spokeswoman Lisa Farbstein told the Post. “A hamster does not pose a security risk, and TSA is focused on security risks.” Spirit’s pet policy says dogs, cats and household birds are allowed on its aircraft, noting that rodents “will not be accepted.”

Airlines including Delta and United have tightened their service-animal policies in recent months as passengers have increasingly arrived at airports with a wide variety of support critters — including a pig, a duck and a kangaroo. Fort Worth-based American Airlines, which recently settled a lawsuit with a veteran who said she’d been blocked from boarding a flight with her service dog, says it is reviewing its pet policy. ■



Code.org Brings Computer Education to Air Travel

Code.org has partnered with Alaska Airlines to offer free educational videos on how computers and the Internet work, Code.org CEO Hadi Partovi wrote in a blog post. The video series, which stars Microsoft founder Bill Gates and other industry leaders, will be available beginning in April on Alaska Airlines flights.

“Whether you use a PC, a smartphone, a wearable device, a connected home appliance, or a self-driving car, the same principles explain how all these computing devices function,” says Bill Gates. “In the 21st century, these computer science ideas are part of digital literacy that every student and adult can benefit from.”

The series entails short lessons on binary and data, circuits and logic, CPU, memory, input and output, and hardware and software. The series is designed to be easy for everyone to understand, Partovi wrote.

In addition to making them available on airlines, Code.org will integrate the videos into its middle and high school curriculum. They will also be available on Khan Academy, a startup that offers computer science education, and tools for parents and teachers.

“With hubs up and down the ‘Tech Coast’, we’re both witnessing and leveraging the innovations that we see occurring every day in our own backyard,” says David Scotland, Manager of Inflight Entertainment & Connectivity at Alaska Airlines. “Code.org’s new series is an entertaining and approachable way for us all to gain a basic awareness of how computers work. We’re pleased to offer over 40 million guests the opportunity to view Code.org’s new video series inflight through our partnership.” ■



LATAM and Azul Eager for Open Skies Agreement With U.S.

Azul and LATAM Airlines Brazil are eagerly awaiting US-Brazil open-skies in order to move ahead with anticipated joint ventures, even as the jury is still out on when the long-anticipated accord would finally be implemented.

“Open skies will inevitably get approved. We want to work closely with United [Airlines] for a joint venture,” Azul chief executive John Rodgers tells FlightGlobal in an interview.

Both airlines are codeshare partners, and also offer reciprocal frequent flyer benefits. United invested \$100 million in Azul in 2015, and has expressed intentions to deepen its relationship with the Brazilian carrier.

US-Brazil open-skies was initially planned for implementation in October 2015, but lack of approval in Brazil’s congress has held up the process. In late 2017, the pact cleared the lower house of Brazil’s legislature but now requires approval by the senate before going to the country’s president for a signature.

Given the long wait for open skies, Brazil’s airline executives are reluctant to pin down an exact date for when they think the deal could finally go into effect.

Rodgers does not rule out open skies being implemented in 2019, especially if full approvals are obtained only in late 2018.

LATAM Airlines Group is awaiting open-skies approval to move ahead with its planned joint venture with American Airlines that will cover Brazil and most of LATAM’s Spanish-speaking affiliates. The joint venture has received clearance from Brazil’s anti-trust regulator and is awaiting approval by a similar authority in Chile.

LATAM Brazil chief executive Jerome Cadier says it is difficult to predict when Brazil’s senate will clear the open-skies pact, but points out that legislation typically moves quicker through the senate than in the lower house. ■

Wine Flies Free When Traveling Via Alaska Airlines

Let’s say you come across a little-known winery on a trip and sample the best pinot noir or zin you’ve ever tasted. You’d love to haul a bunch back home, but how do you get it on the plane, and at what cost?

Alaska Airlines has a program called “Wine Flies Free” that has been available at a handful of western U.S. airports—but as of this week, it’s available at a lot more airports in California. This also applies to Virgin America flights.

And now, Alaska Airlines has added 18 West Coast airports to its Wine Flies Free program. The program allows Mileage Plan members of all statuses to check a case of wine for free on domestic flights from selected markets.

Newly added to the program are the California airports Burbank, Fresno, Los Angeles, Monterey, Oakland, Ontario, Orange County, Palm Springs, Sacramento, San Diego, San Francisco, San Jose and Santa Barbara, as well as Washington airports Bellingham, Seattle, Pullman, Spokane and Wenatchee.

Those locales join the 11 other airports in California, Washington, Oregon and Idaho from which Alaska was already operating the Wine Flies Free program. Highlighting those 11 markets are Santa Rosa, which serves the wine-rich Sonoma area; leading Washington wine destinations Yakima and Walla Walla; and Portland and Eugene airports, which provide easy access to the famed pinot noir wineries of the Willamette Valley. **JOSEPH ALBA**



Port Authority to Commemorated 25th Anniversary of 1993 WTC Bombing

Milestone anniversary commemorated with annual Mass at St. Peter’s Church

The Port Authority commemorated the 25th anniversary of the 1993 World Trade Center bombing on Monday, February 26, with a solemn tribute to the six victims and an unborn child who lost their lives during the attack.

As has been the tradition every year since the attack, a Catholic Mass was celebrated at St. Peter’s Roman Catholic Church in Lower Manhattan at 10:30 a.m. in memory of those killed. Following the Mass, a brief ceremony and moment of silence will be held at 12:18 p.m. near the North Pool on the 9/11 Memorial Plaza, followed by a reading of the names of the victims.

In addition to those who died, more than 1,000 suffered injuries when a truck bomb detonated below the North Tower of the World Trade Center, requiring a mass evacuation of both skyscrapers. Four men were convicted in March 1994 of carrying out the bombing, and two others, including the mastermind behind the attack, Ramzi Yousef, were convicted in November 1997.

Four Port Authority employees and an unborn child died in the attack including 61-year-old senior structural maintenance supervisor **Robert Kirkpatrick**; 48-year-old chief maintenance supervisor **Stephen Knapp**;

47-year-old assistant chief mechanical supervisor **Bill Macko**; and 35-year-old **Monica Smith**, a pregnant secretary who was scheduled to begin maternity leave the next day. Also killed in the attack were 45-year-old **John DiGiovanni**, a dental products salesperson who had parked in the underground parking garage, and 37-year-old **Wilfredo Mercado**, a receiving agent for the Windows on the World Restaurant. ■



JFK Airport's T4 Awarded LEED Gold Certification

Terminal 4 at JFK International Airport announced that it is the first air terminal in the U.S. to be awarded Leadership in Energy and Environmental Design (LEED) for Existing Buildings: Operations & Maintenance Gold certification by the U.S. Green Building Council (USGBC).

Terminal 4 has been recognized as one of the top performers in the world in energy management, water efficiency, air quality, waste management and green cleaning methods. Under the leadership of President and CEO Gert-Jan daGraaff, JFKIAT with their partners, Royal Waste Services, Code-Green Solutions, SSP, ISS and ABM managed an amazing feat of executing sustainability and conservation in an existing building.

"Receiving LEED Gold certification is an incredible accomplishment for T4," said Gert-Jan de Graaff, President and CEO of JFKIAT,



the company which operates Terminal 4. "This certification is the culmination of hundreds of hours of hard work and recognizes our efforts to lead the way in environmental protection and energy savings, and our dedication to improving environmental quality for our employees, airlines, partners and more than 21 million annual passengers. We are thankful for our environmental consultant and partner, CodeGreen Solutions, for working alongside us through this process for more than a year."

The process took 2 years of hard work implementing initiatives that save 5 million gallons of water a year, diverts 5 million pounds of recyclables from the trash, saves 50 tons of paper waste from bathroom towels, ensures high levels of air filtration throughout the terminal and uses green cleaning methods keeping the passengers and employees safe.



(L-R) Micheal Reali, Royal Waste Services; Gert-Jan de Graaff, President and CEO JFKIAT; Joe Morra, Royal Waste Services; Sharon Murray, Facilities Manager JFKIAT.

Gert-Jan de Graaff noted that all the vendors, partners and employees were receiving this accomplishment together and showing "T4 at it's best". "The LEED gold Plaque, which commemorates the award will hang in this

building for many years to come to inspire us and to remind us to keep on working on reducing our environmental footprint and to build out our 4GOOD corporate social responsibility program" ■

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Steve Forte Appointed As New Vice President of JetBlue University

JetBlue Airways announced the appointment of Steve Forte as the carrier's new Vice President, JetBlue University. Forte joins JetBlue to oversee the company's award-winning training programs and facilities. He will be based in Orlando, Fla. and report to Rachel McCarthy, JetBlue's Senior Vice President, Talent & Learning.



From locations in Orlando, New York and Salt Lake City, JetBlue University offers new hire and recurrent training for JetBlue's airports, customer support (reservations), flight operations, inflight, system operations, and technical operations crewmembers, as well as pilot training services for a variety of other airlines around the world.

Forte most recently served as Chief Operating Officer and Director of Operations for Virgin America, responsible for day-to-day operations across the carrier's growing network including airports, flight operations, technical operations, guest services, operations control center, regulatory affairs, and safety.

Prior to Virgin America, Forte served as General Manager of GE PBN Services, a division of GE Aviation, and as President, CEO and COO of its predecessor, Naverus Corporation, a pioneer in performance-based navigation technologies for air traffic management.

A veteran of the commercial airline industry, Forte began his career at United Airlines where he served nearly three decades beginning as a line pilot and culminating in the role of Senior Vice President of Flight Operations and Director of Operations. He is a graduate of the University of Arizona, where he earned both his undergraduate and MBA degrees.

"We are excited to welcome Steve to JetBlue and to the team at JetBlue University," said McCarthy. "His extensive experience in aviation operations and training makes him a terrific addition to our leadership team at JetBlue."

Forte added: "I am thrilled to be joining the team at JetBlue. I look forward to working with my colleagues at JetBlue University to ensure we are doing everything we can to set up our new hires and operations teams for success. JBU is recognized throughout our industry for innovation and excellence in training and I am excited to support them in keeping that tradition alive as the airline continues to expand and evolve." ■

Pre-Security Changes Coming In Future Airports

For three weeks in late 2017, passengers flying from Amsterdam Airport Schiphol (AMS) to one of several European markets during designated times could take part in the Personal Security Pass pilot project, through which they could sign up to reserve a time slot for going through security.

Sign-ups could be reserved anywhere from four days to 75 minutes before departure, either on the airport’s website or through its Schiphol app. Those who did sign up passed through an entry gate designed specifically for the purpose of individualized security screenings.

Jackie Coburn, an associate principal in the Toronto office of Arup, says if it catches on and comes to the United States, it could streamline security staffing and improve the customer experience by removing the variable amount of time it takes to clear security.

Carry that forward, Coburn says, and one could see a day where scheduling a time with an agent would allow for not just dealing with security clearance but the checking of bags and any immigration needs.

Streamlined Process Would Change Design

With technology enhancements, security requirements and other yet-to-be-determined factors affecting their work, airport designers, architects and consultants are well into planning what future airports might look like.

Matt Needham, vice president and regional leader in HOK’s aviation and transportation division, says check-in and ticketing are going to change. For the last quarter century, he says, centralization has been the trend. Large security checkpoints in even larger mega-terminals have dominated the landscape. But while some of these facilities are magnificent, he says they have a tendency to lose any sense of human scale.

In recent years he’s noted that passengers may want fewer centralized solutions and more choices. Look at ticketing: “We’ve got myriad ways people can use ticketing functions and not just how but where,” he says. Same with security. The Transportation Security Administration, he says, has been testing walk-through portals that would eliminate the need for passengers to place carry-on bags on a belt and then reclaim them.

Tom Rossbach, national aviation architecture leader with infrastructure firm HNTB Corp., agrees the pre-security experience will likely continue shifting. There already are more unmonitored stations offering self-service bag tags, fewer ticket counters and more self-service options.

With respect to the physical infrastructure of an airport, Needham said, “airports must figure out how to integrate emerging technologies while being flexible enough to realize that nothing is static.”

“The present-day airport is about waiting,” the report concludes. “Wait to park. Wait to check in. Wait to be screened. Wait to board. The near-future airport will be about moving. Passengers will experience a personalized journey through the airport, with increasingly seamless transitions and blurred lines between terminal spaces as security becomes ‘invisible’ and services become tech-enabled and individualized.” ■



The Worm Turns: Capacity Constraints Make Airlines King

What happens when airlines cargo holds are booked weeks in advance during high season, and finding space to ship your client’s goods in a timely fashion becomes a problem?

This is what is going on today as capacity constraints have tilted the balance of power in favor of the airlines, with shippers no longer able to pick up and drop carriers on a whim. Heightened demand, caused in large part because of e-commerce business volumes have put forwarders in a tough position; especially forwarders dealing in perishable items. They have to decide between signing block-space agreements or risking losing space.

And any hopes of carriers increasing available capacity are very unlikely, said one forwarder, who told one industry observer that airlines would “choose to increase capacity at minimal levels to enforce yields”. Another forwarder, managing director of Morgan Cargo Herman Bosman, said exporters now needed to work with airlines during the low seasons to ensure they get capacity in the peak periods. Bosman said his company would “definitely” be signing block space agreements.

“It used to be the case that exporters could pick and choose their airlines, but the worm has turned as the old saying goes, and they now need to work more collectively in the low season to get the space in the high season.”

For the perishables sector, the problem has become more pressing, with carriers having to decide between space for lower-paying perishables or other higher-paying commodities. One forwarder said it would not be unreasonable for a carrier “to punt for the commodity that brings in more money”.

Mr. Bosman said: “If you look at the big e-commerce companies, the volumes are huge and will only continue to rise, putting more strain on available capacity. “If an airline can get more from another sector over perishables, this presents further hurdles, which is why we are entering into these block-space agreements.” **JOSEPH ALBA**



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United Airline Captain Saves Day for Passenger Who Lost Wedding Ring

Captain Jim Moorey, who flew Brit Morin’s wedding ring back to her, is pictured with EWR Customer Service Managing Director Cathy Innocenti, who called Morin when the ring was found.

As reported in *USA TODAY*, an airline went the extra mile to make sure a passenger’s lost wedding ring safely arrived back to her.

Brit Morin lost her engagement and wedding rings traveling somewhere between New York and Jackson Hole, Wyoming, she said on Twitter.

A United Airlines agent found the rings, which are welded together, Feb. 8 at a departure gate at Newark (New Jersey) Liberty International Airport. Morin’s family told the airline she believes her wedding and engagement rings fell out of the bag they were in before boarding her United flight.

The rings were then handed to Captain Jim Moorey, who kept them with him while piloting a flight from Newark to San Francisco International Airport, where they were picked up Feb. 15, United told *USA TODAY*. The flight distance between the two airports is 2,565 miles.

A United gate agent found it, put it in a safe, and then gave it to a pilot to hand deliver it back to me in SF,” Morin said on Twitter. “I have a newfound faith in humanity and airlines.” She said she took the rings off while filming a TV segment earlier in the day. She’s a regular guest on *Good Morning America*.

“So happy I was able to return this ring to you,” Moorey said in a handwritten note that was attached to the ring.

“This is great to see our employees being recognized for their care for our customers,” United Airlines said in a statement. ■



Southwest Airlines Is Pets Best Friend

Southwest Airlines lent a helping paw to dozens of cats and dogs in hurricane-stricken Puerto Rico with a special aid flight to transport the rescue animals to the Washington D.C. area where they’ll be put up for adoption.

The special humanitarian flight landed in San Juan, Puerto Rico to drop off more than 14,000 pounds of supplies to be distributed on the island that’s still recovering from the devastating effects of September’s Hurricane Maria.

On its return, the Boeing 737 was filled with 62 cats and dogs heading back to the United States, operated by a Southwest crew that had volunteered their time for the trip. A veterinarian, a medical doctor and several volunteers from Virginia-based Lucky Dog Animal Rescue were also on the flight.

That group’s executive director, Mirah Horowitz, said the trip got its start after she sent an unsolicited email to Southwest’s CEO Gary Kelly, leading to several months of planning ahead of the flight. ■



Delta Shares Profits With Employees

Delta has paid employees more than \$1 billion in profit sharing for the fourth consecutive year

The airline has paid more than \$5 billion in profit sharing in last five years; 2018 payout is nearly double that of the other U.S.-based global carriers combined. They will pay out more than \$1 billion in profit sharing for the fourth year in a row and celebrate the outstanding accomplishments made possible by its more than 80,000 employees around the world.

Delta employees earned the \$1.1 billion payout for their role in delivering record-breaking operational and customer satisfaction performance as well as strong financial performance.

“This is the fourth year in a row that Delta’s profit sharing has topped \$1 billion — a milestone no company in history has ever achieved,” said Delta’s Chief Executive Officer Ed Bastian. “Delta people are the reason for our success and Valentine’s Day is our favorite day each year as we celebrate the incredible results our people have delivered.”

This compensation approach has resulted in an 80 percent increase in total annual compensation since 2008. ■



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Delta Wants U.S.-Made C-Series Jets As Soon As Possible

Delta Airlines said it will take as many deliveries of its Bombardier CS100 order as possible from the new assembly line at Airbus's Alabama factory as soon as it is up and running.

The Atlanta-based airline said it has contractual commitments to begin taking CS100 deliveries later this year and the recent US International Trade Commission decision "clears the way for Delta to accept deliveries in Canada as well." The USITC in January determined that the US aviation industry will not be harmed by the importation of 100- to 150-seat large civil aircraft from Canada, a sector that specifically includes Bombardier's C-Series commercial aircraft.

The ruling was made after the US Department of Commerce imposed import duties of almost 300 percent on the C-Series over a Boeing allegation that the Canadian company had sold 75 CS100s to Delta at a cost that amounted to dumping. Delta said the ITC decision "makes clear that imports of the innovative CS100 will not harm Boeing because Boeing has no aircraft to offer in this size range."

Delta said it is looking forward to adding the CS100 to its fleet and is evaluating how best to match Bombardier's production capacities with its fleet needs. It said that while it is pleased that imports from Canada can now be part of the near-term solution, it is looking forward to taking US manufactured aircraft from Mobile. ■



New Loading System Improves 737 Cargo Capabilities

The 737's prospects as a cargo aircraft could be improved following Telair International's certification for its new loading system; and in a year of tight capacity, the innovation could prove pivotal.

The Flexible Loading System (FLS) is compatible with both 737 freighters and with passenger aircraft, allowing operators to carry containerized cargo in their lower hold.

Chief executive Anders Helmner said the system was "an industry game-changer". The company plans to start working with customers on installing the system in the second quarter of this year. Launch customer lessor Gecas said it would offer FLS on all 737-800 freighter conversions entering service over the next 12 months.

The new year has seen something of a renaissance for the 737 as a freighter, driven in part by the growth in ecommerce volumes. Last year, Gecas committed to converting 30 737-800s to freighters, with Ethiopian Cargo this year announcing it had signed an agreement for two of the aircraft.

The FLS includes three components: an onboard conveyer system for loading and unloading bulk cargo some 40% lighter than existing variants; new containers for use with the conveyer on the 737; and a powered doorway ball mat for transferring the containers on and off the aircraft, and to and from standard ground-handling equipment.

Manager for cargo aircraft at Gecas Richard Greener said the system not only improved efficiency, but added "flexibility", especially for combination, express and e-commerce operators. ■

Airport Lounges Entering a New Phase

Airport real estate is in higher demand than ever before, writes Errol McGlothan. Retail remains a key priority and is highly profitable; spending in airports reached a global total of \$38 billion in 2016 and is expected to grow by 27% to reach \$49 billion by 2021 – it's no wonder it's hotly contested.

Many airports are now expanding the number of retail outlets they have, while brands, in particular luxury stores and restaurants, have become increasingly bullish to claim them.

Some brands are even building pop up experiences, spanning from food and fashion, to wellness and children's toys, to capitalize on passengers' time at the airport.

We're also seeing a huge growth in demand for lounge space in airports thanks to the rise of premium lounge programs and as leading products, such as Priority Pass, are bundled with high-tier credit cards.

As more travelers look for access to airport lounges, smaller airport operators are recognizing that there is a demand which needs to be met if they are to be first choice for frequent flyers.

Airlines are beginning to re-evaluate the "ground experience" and are subsequently investing in high quality, exclusive lounges for top-tier passengers.

With little room for maneuver in the in-flight experience, airside real estate offers a valuable opportunity to differentiate their offering and ensure travelers' demands for luxury are met on the ground in advance of a flight. Combined, these trends mean airport lounge space is a highly valued commodity, but one that needs to be used efficiently, or face pressure from profitable competitors in retail or food and beverage.

Lounges have some natural advantages in this fight for space: they are more easily located on mezzanine levels, for example, unlike stores. But any lounge needs to make sure it is being used to its maximum potential – no operator wants a negative asset on its books.

Big global airline operators are beginning to take steps to ensure lounges are being used efficiently. Alliances such as SkyTeam or STAR, enable multiple airlines to invest in lounge spaces. But such a model won't work for every operator.

For those airlines with only one or two flights departing an airport a day, it's not particularly efficient to invest in lounge space, even if they want to provide a premium experience for passengers.

These airlines might instead choose to work with a lounge operator to develop a shared-use, jointly-owned lounge. The lounge is available to the airline's passengers, while also being opened-up to broader customer bases, such as members of Priority Pass.

Each new, non-airline guest is additional revenue; economies of scale mean costs for catering and management are reduced, and there are no long periods of time where the lounge is empty. ■



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Air Freight Capacity Shortage Triggers Price Increases and Warning Signs for Future

Airports are running out of space and cargo facilities woefully inadequate

It's not quite a St Valentine's Day Massacre, but shortage of air freight capacity saw the price of importing roses soar in the run-up to today's romantic festival. It's one of the busiest times of year for air cargo and has put additional pressure on an already tight market.

The surge in traffic during the peak season overwhelmed airports, including some of the large gateways, exposing inadequate cargo capacity. As demand is forecast to remain strong, the pressure will only increase in the near future.

"A lot of markets are near capacity," remarked Mike Duffy, CEO for the Americas at Worldwide Flight Services.

Ray Brimble, CEO of aviation facility developer Lynxs, has heard from a number of North American airports that they are running out of space for cargo. Several have issued RFPs for cargo facility development or signaled interest in such undertakings, he added.

The slump caused by the global economic downturn largely put a halt to cargo facility

development in recent years, which led to consolidation and some exodus on the developer scene. Prologis, the largest player, walked away from air cargo facilities altogether. Lynxs is still managing cargo buildings at five US locations, but it largely shifted its focus to other aviation projects like maintenance hangars in recent years.

This was especially noticeable with Valentines' day flower shipments.

The US Wall St Journal reports that flower producers and importers have struggled to secure capacity, and logistics giant Panalpina was forced to charter more than 20 freighter flights. WSJ adds that the price for shipping a kg of roses into Europe and the United States doubled to \$2.90, while routes into Australia cost as much as \$6.

And it's not just airline capacity that has struggled. Flower-centric Schiphol announced that January freight volumes fell 1.6%, while the number of cargo flights fell 7.2% year-on-year.

Nevertheless, hub carrier Air France-KLM Cargo, which has maintained its slots at the airport, shipped some 3,000 ton of flowers in the past two weeks. Importing from Nairobi, Quito and Bogota, the carrier said the flowers were primarily for European, Russian and Asian markets.

American Airlines, meanwhile, added chocolate to the list of seasonal gifts it moved, claiming its perishable product worked well for the sweet treats. It said the first half of February was especially busy – in 2017, it carried roughly 25 tons a day.

AA adds that the most popular flowers for Valentine's Day tend to be "carnations, mini-carnations, roses and tropical flowers, like calla lilies".

UPS said it expects to transport more than 8 million pounds of flowers – and a total of 88 million blossoms – to destinations in the United States, which the integrator said was equivalent to 64 filled 767 aircraft.

Frank Diaz, the global marketing manager



for the UPS Americas region, said the carrier has expanded its temperature-controlled floral operations in recent days "to move more than 514,000 boxes of flowers."

The warning signs relative to cargo capacity for airport's around the globe are apparent; and it is not a problem solvable by a tweak here and there. It will take major facility upgrades, and in some cases, acquisition of additional land.

Still, outdated infrastructure is a headache. In January WFS signed a 15-year lease for a new 346,000 sq. ft. cargo terminal that is planned to come on stream in 2020 at JFK airport. This will allow the handler to consolidate operations that are now spread over a number of buildings around the airport. ■



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Miniature Airport A Big Hit In Hamburg

Kuffington Airport was not on United's route plans for 2018; and why not because it is a miniature airport with a miniaturized model of a United aircraft ready for take-off.

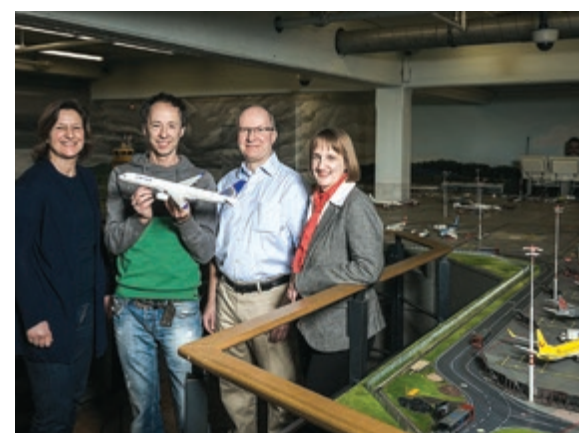
Hamburg is where an attraction called Miniature Wonderland is located. It's a nearly 11,000-square-foot, exquisitely-detailed miniature recreation of the city of Hamburg, including an airport called Knuffingen and a train station where 1,500 model trains arrive daily. And that miniature reproduction of Hamburg is where history happened, as a miniature United Airlines Boeing 757-200 aircraft was introduced into the fleet of some 40 planes that are seen taking off and landing.

United's full-sized planes have been serving Hamburg nonstop from New York City since 2005. And now, United's arrival at the Knuffingen airport in Miniature Wonderland aims to reflect that direct bond United has established with Hamburg over the course of the past 13 years.

Said United's Germany sales manager Wolfgang Manner: "We are delighted that a United Boeing 757 is now operating from Miniature Wonderland. Since we first introduced our Hamburg-New York service, we've carried over 1 million customers on over 7,000 flights. Now we can bring the pleasure of flying United to even more customers if only in miniature."

Added Gerrit Braun, a founder of Miniature Wonderland: "At last our miniature airport Knuffingen can offer a trans-Atlantic service to our little Wunderlanders," as the miniature residents in the exhibit are known. (There are 50,000 of them spread about the miniature exhibit.)

Though United won't be generating any direct revenue from all those take-offs and landings in Miniature Wonderland, the move to introduce a United airplane into the exhibit is a marketing gambit that will put the United brand in front of millions and millions of people over time. ■



The Future Warehouse

Smarter warehouses and new strategic alliances will transform how airports handle cargo in the future, writes Unisys Corporation's Venkatesh Pazhyanur.

The Internet of Things and voice AI enabled smart devices and systems, warehouse drones and strategic alliances will be key to the air-freight industry capitalizing on the e-commerce market.

Indeed, the cargo industry needs to embrace disruptive technologies from the consumer world, including the IoT, digital assistants and drones, to increase efficiency and meet customer expectation for greater transparency throughout the supply chain.

This is particularly true for the Asia-Pacific region, where the air cargo industry is experiencing growth and transformation driven by rapidly increasing capacity supply on passenger flights, and the shift to business-to-consumer small parcel shipments as a result of e-commerce.

Looking forward, growing passenger demand will increase the number of passenger flights and add to cargo capacity supply.

Simultaneously, the popularity of e-commerce is changing the nature of cargo shipments, incrementally increasing the number of small parcels – which is predicted to grow 5% annually in mature markets and by 17% annually in China.

Unisys predicts these market pressures will bring innovation in three areas in the cargo supply chain – smart warehouses will become even smarter, drones will finally take off in the cargo supply chain – but inside the warehouse – and new alliances between airlines and global distributors will enable longer-term capacity management.

Much of the underlying technologies are already being used in other sectors, including the consumer world. But now, more than ever, cargo operators will be forced to embrace such innovation to be more efficient, nimble and proactive in an increasingly competitive and price conscious market.

Unisys cargo experts believe the following predictions will become reality within the next five years or less.

Smart Warehouses Will Become a Reality

To meet the growing demand for small parcel deliveries, warehouses will transform from storage locations to dynamic facilities that utilize IoT and voice artificial intelligence (voice AI) to ensure the faster processing of more shipments, and generate a higher return on the real-estate investment.

Just as connected wearable devices such as Smartwatches are becoming mainstream in the consumer world, IoT-based technology will create the 'smart warehouse' of the future.

Recent innovations such as smart glasses that display information triggered by a barcode or QR code on a container will be taken to a new level by incorporating scanners to automatically capture and input information into the warehouse system, and integrating voice AI to initiate actions.

Similar technology is already used in digital assistants such as Siri, Cortana or Amazon Echo. Unisys expects cargo operators to invest in converting machine commands to voice within the next three years, and drones will be used inside the warehouse.

While drones have become a familiar way to provide TV sports aerial footage, the much-anticipated mainstream rollout of drones to

deliver parcels to the customer's doorstep is hampered by flight space restrictions, government approvals and privacy considerations.

We predict that the more immediate application of drones in the cargo supply chain will be within the confined space of warehouses to conduct inventory checks more often and more accurately, replacing the largely manual process.

Beyond locating lost or misplaced items, the drones will use sensors to monitor environmental information such as light or temperature for perishable food, pharmaceuticals or livestock, and raise alerts to unusual noise or movement that may indicate animals are in distress. Unisys predicts this within the next 12 months.

New Alliances Between Airlines and Global Distributors

With cargo capacity potentially increasing faster than cargo demand due to extra passenger flights and larger aircraft, cargo capacity management has become the number one challenge for airlines.

In this environment of unconstrained capacity, the traditional approach to yield management will not work as airlines may dump cargo space onto the market, creating a price war.

Unisys predicts a fundamental move to



longer-term revenue optimization based on strategic alliances between airlines and organizations with large ongoing delivery requirements, such as postal authorities, major online retailers, global distributors and supply chain management companies.

This will require airlines to provide their alliance partners with transparent real-time access to available capacity and predictive analytics to determine best routes based on speed, reliability and cost.

This expectation for visibility will also extend to the 'last mile' of the business-to-consumer cargo supply chain, leading to the development of mobile apps to allow the final recipient to be able to track the approach of their delivery – similar to how consumers currently track an approaching taxi or Uber. ■

Westfield Celebrates Chinese Lunar New Year at EWR

The Westfield team handed out Dunkin' Donut giftcards to passengers in Terminals A & B. Each performance lasted 20 minutes and was a special surprise for those travelers lucky enough to catch the action!



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Pennsylvania Man Arrested at Newark Airport With Loaded Firearm

A Carbon County, Pennsylvania, man was arrested at Newark Liberty International Airport after a Transportation Security Administration (TSA) officer detected a loaded pistol in the traveler's jacket.

A TSA officer who was staffing the checkpoint x-ray monitor detected the .38 caliber handgun inside a pocket of the man's jacket as it entered the x-ray machine. The gun was loaded with five bullets.

TSA officers immediately contacted the Port Authority Police Department, which responded to the checkpoint, confiscated the gun and arrested the man, a resident of Palmerton, Pennsylvania, on state weapons charges. The Lehigh Valley area resident was traveling with family members at the time of his arrest.

It is important to note that firearm owners with concealed carry permits are still not allowed to carry their guns onto airplanes or past airport checkpoints.

Individuals who bring weapons to a checkpoint are subject to federal civil penalties of up to \$13,000. A typical first offense for carrying a handgun into a checkpoint is \$3,900. The complete list of penalties is posted online here: www.tsa.gov/travel/civil-enforcement ■



This loaded .38 caliber handgun was stopped by TSA officers at a Newark Liberty International Airport checkpoint. (Photo courtesy of TSA.)

UPS Orders 18 Additional Boeing Freighters

UPS has placed an additional order with Boeing for 14 more 747-8 and four 767 freighters, in response to increasing customer demand for air cargo capacity, the company said.

All of the new aircraft will be added to the existing fleet, with no existing aircraft to be replaced, as the aircraft will be delivered on an expedited schedule, building on the company's 2016 order of 14 Boeing 747-8 freighters. All 32 planes will be delivered by the end of 2022, adding more than 9 million pounds of cargo capacity.

UPS's global airline network includes more than 500 owned and leased planes. UPS received three new 747-8 freighters in 2017 alone.

"Our intra-U.S. next-day and deferred air shipments are expanding to record levels, and UPS's International segment has produced four consecutive quarters of double-digit export shipment growth," said David Abney, UPS chairman and CEO, in a statement. "To support this strong customer demand, we continue to invest in additional air capacity, providing the critical link our customers need to markets around the world."

UPS further cited the recent passage of the U.S. tax reform legislation for allowing it to use the tax savings to increase capital investments. ■



QCP's An Evening of Fine Food

Queens Centers for Progress (QCP), an agency that provides person-centered services and support to children and adults with developmental disabilities, held its 24th annual "Evening of Fine Food" on Tuesday, February 27, at Terrance on the Park in Flushing Meadows-Corona Park. Funds from this event will benefit more than 2,200 individuals the agency serves.

This year's honorees, "Chefs of the Year" were two individuals who had an impact and made a difference in the community, Scott Molina, President Resorts World Casino New York City and Maria Odysseos, VP/ District Manager Investors Bank. In addition Hugue Dufour, chef of M.Wells Steakhouse was honored Guest Chef, and Lisa Mateo, PIX-11 News anchor and host of Celebrity Taste Makers, appeared as MC for the evening along with Wendy Pfaff, Director of Development QCP.

The gourmet event featured over 50 local restaurants, serving their signature dishes, fine wines, craft beer, new spirits and an abundance of desserts and sweets. Queens has an incredible culinary diversity and guests sampled the globe with Italian, Greek, Indian, Caribbean, Malaysian, French, Spanish, Mexican, Irish, German, Japanese and American delights.

A live auction, silent auction, gaming tables and extraordinary view added to the festive atmosphere and made the evening an unqualified success, for a good cause. To learn more about the Queens Center for Progress see www.queenscpg.org **ROBERTA DUNN**



(L-R) Wendy Pfaff, QCP Director of Development; Scott Molina, Pres Resorts World Casino NYC; Maria Odysseos, VP/ District Mgr, Investors Bank; Michael Macaluso, QCP Board President



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Environmental Consortium to Focus On Conservation In Caribbean

A new environmental consortium will make recommendations to help ensure Cuba's natural habitat is protected for future generations.

JetBlue has announced the development of a Caribbean consortium with the New York Botanical Garden.

Aligned with other like-minded partners across multiple disciplines, this effort will address conservation and commerce in the Caribbean. The consortium will start with a "Spotlight on Cuba" and will focus on other Caribbean destinations in the future.

In 2016, JetBlue became the first U.S. airline to bring affordable and convenient commercial air travel to Cuba after more than 50 years.

During year one, this group will make recommendations on development and environmental issues, to help ensure that Cuba's natural habitat is protected for future generations. With support from members including JetBlue, the New York Botanical Garden will build upon past findings regarding Cuba and the Caribbean at large through four key components of conservation action—capacity-building, influencing public policy,

knowledge-sharing and increasing access to resources.

"One-third of our network is in the Caribbean and Latin America. Conserving the natural resources of Cuba, one of the most ecologically diverse islands, is important to maintaining its unique ecosystem," said Sophia Mendelsohn, JetBlue's head of sustainability. "JetBlue wants to protect the region's natural beauty, which in turn protects progress and our business. This is particularly relevant as development in Cuba continues to grow."

Under the direction of Dr. Brian Boom, vice president for conservation strategy, who leads NYBG's Cuba initiative, the NYBG Caribbean Consortium will bring together a cross-section of key stakeholders from business, academia, and NGOs.

The partnership will also include opportunities for JetBlue customers and crewmembers, New York-area residents, and visitors to The New York Botanical Garden to learn more about the Caribbean including Cuba and its biodiversity. It is an extension of JetBlue's conservation efforts in the Caribbean outlined in

EcoEarnings: A Shore Thing, a report that highlights the connection between ecosystems and revenue.

Travel to the Caribbean is a key pillar of JetBlue's business model. Large-scale environmental degradation in the Caribbean is a risk to demand for air travel to the area, impacting airlines and tourism companies like JetBlue.

This study starts to link the importance of clean, intact, and healthy beaches and shorelines to tourism's profitability in the Caribbean, with a focus on JetBlue and industry revenue per available seat mile (RASM).

The New York Botanical Garden's Scientific Research in Cuba

NYBG has a long history of research and scientific/conservation capacity-building in Cuba, dating back to 1903.

Since then, in partnership with Cuban institutions, NYBG scientists have conducted more than two dozen expeditions to Cuba, resulting in the collection of more than 45,000 plant and fungal specimens from the island. Over the past two decades, NYBG has maintained a wide-ranging exchange program with Cuban



scientific institutions, through which more than two dozen Cuban scientists have visited NYBG for training and to use its scientific resources.

NYBG scientists, along with their Cuban counterparts, have been charting Cuba's most vulnerable plant species for the past decade. Data gleaned from field expeditions, databases, and laboratory analyses are revealing the probable level of endangerment of plant species on the island presently and further into the 21st century.

Preliminary results, based on Geographic Information Systems (GIS) analyses of approximately 1,800 plant species, have confirmed that the flora of the Caribbean's largest and most diverse island is indeed threatened by a changing climate in the long term and destruction of natural habitats and other threats in the shorter term. ■

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If Pigs Could Fly FAA Says They Can

A 330 lb. pig flew first class from Philadelphia to Seattle in October, the Federal Aviation Administration has discovered.

Maria Tirota Andrews, the pig's owner, brought the Vietnamese pot-bellied pig named Charlotte onto the Boeing 757 on Oct. 17, saying it was a therapeutic companion pet.

"USAirways and its personnel acted in a reasonable and thoughtful manner, based on a legitimate request to transport a qualified individual with a disability and her service animal," said FAA spokesman Jim Peters. Andrews said she has a heart condition so severe that she needs the companionship of her pig to relieve stress.

"I have said all along Charlotte was a service animal, allowed to travel with me," said Andrews, who recently moved to Everett, Wash., from New Jersey.

The FAA found USAirways "acted in a reasonable manner. It was a legitimate request from a passenger with a disability. We consider the matter closed," Peters said. Under federal regulations, airlines must permit a service animal to accompany passengers to their seats.

Did Charlotte Really Go Hog Wild? The airline filed a report with the FAA that said the pig acted up when the plane landed, tried to enter the cockpit and refused to leave the galley until a passenger tossed food at her. Andrews denies that her pig behaved badly.

"My pig did not run around the plane's aisles. My pig did not run around anywhere," Andrews said.

Andrews told the airline ahead of time that she would have the pig on the plane, but said it only weighed 13 pounds.

"When they saw it in Philadelphia, they said it was OK to load it on the airplane," Andrews said.

The airline allowed the pig into first class for free. **JOSEPH ALBA**



Open Cockpit Weekends Return to The Aviation Hall of Fame and Museum of NJ

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Price of \$12 for Adults and \$9 for Children and Seniors includes admission to the museum where you will find more aircraft, hands-on interactive exhibits, and thousands of aerospace artifacts.

Other Open Cockpit Weekends in 2018 will include: April 14-15, May 19-20, June 16-17 (Father's Day Weekend), August 18-19, October 6-7, November 10-11 (Veteran's Day Weekend)

Aviation Hall of Fame and Museum of NJ is located at 400 Fred Wehran Drive Teterboro, NJ 07608. Hours: 10 AM-4PM. For more information go to: www.njahof.org

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THE PORT AUTHORITY OF NY & NJ

SWF Gets New Name

It's official. As part of a \$37million upgrade and modernization project, the Port Authority of New York and New Jersey recently announced that Stewart International Airport, located in Newburgh, New York, will be renamed New York Stewart International Airport. And along with the name change are expansion plans that include a new 20,000 square-foot U.S. Customs Inspection area to better handle and process the increased volume of international passengers, since Norwegian Air began regularly scheduled flights to five European destinations last year.



New York Stewart International Airport is not only expected to increase its visibility with residents and domestic travelers, but with customers from abroad. Market Research has indicated that incorporating "New York" into the name will make it easier to identify the airport's location.

Port Authority Executive Director Rick Cotton concurs: "Studies have shown rebranding this airport with 'New York' in its name raises the geographical profile of the airport and its visibility, particularly with foreign travelers. While preserving the airport's history, the goal is to bring more flights and tourism dollars to New York, and ultimately more jobs to the region."

The new name also honors the family legacy of Thomas "Archie" Stewart, who in 1930, together with his uncle Samuel Lachlan Stewart, donated 220 acres of land to the City of Newburgh to be used as an airport.

The Port Authority of New York and New Jersey, which manages the metropolitan area's other main airports John F. Kennedy International, LaGuardia and Newark Liberty International, took over the lease for Stewart in 2007 with plans to upgrade and expand it in order to alleviate some of the air traffic at New York's busy airports.

Plus the modernization and expansion is expected to have both immediate and long-term financial advantages with the creation of several on-site, direct and indirect jobs, in addition to providing increased regional economic activity.

In 2017, passenger traffic at Stewart increased by more than 60% and nearly 450,000 commercial airline passengers used the airport; including 141,000 international fliers – that's up from approximately 275,000 total passengers in 2016.

The expansion project at New York Stewart International Airport is scheduled to be completed in 2020. ■

PA Board Approves New U.S. Customs Facility and Expansion at SWF

The Port Authority's Board of Commissioners have approved a major expansion project at Stewart International Airport which also includes a new \$30-million permanent U.S. Customs and Border Protection facility to accommodate the airport's significant rise in international traffic last year.

At present, Stewart lacks a dedicated area to process arriving and departing international passengers and has to make do with the use of temporary partitions to wall off a part of the main terminal, something which creates an inconvenience for domestic travelers using the terminal at the same time.



Last year alone almost 450,000 commercial airline passengers used Stewart International Airport, including 141,000 international fliers, that's up from approximately 275,000 total passengers in 2016.

The expansion will add nearly 20,000 square-feet of space to the existing terminal, while improving travelers' experience by permitting concurrent domestic and international flight arrivals; and the construction of a dedicated Federal Inspection Service facility will provide the capacity to screen up to 400 international passengers an hour.

Another aspect of the airport's expansion plans includes a 45-spot carport with solar roof paneling which will help offset energy costs of the new terminal, as well as keeping in line with the agency's sustainability initiatives.

The Board also authorized the Port Authority to proceed with its rebranding efforts to better market Stewart as an attractive travel option to the greater New York metropolitan area.

Following a breakout 2017, where passenger volume at the Hudson Valley airport rose 62%, the PA Commissioners have the goal of making Stewart more recognizable to foreign travelers, while planning ways to increase private flight activity by as much as 20%.

According to Board Chairman Kevin O'Toole: "Economic development is one of the Port Authority's fundamental missions and expanding Stewart International Airport to handle more international customers does exactly that."

The expansion project is expected to have both immediate and lasting regional economic impact with the projected creation of 140 on-site jobs, \$10.6million in wages and a total regional impact of 230 total and indirect jobs, plus \$17.5-million in wages and \$45million in regional economic activity. ■

New Terminal B Parking Garage Opens at LGA

Another phase of the LaGuardia Airport Redevelopment Project has just been completed with the recent opening of the new seven-story Terminal B parking garage.

As part of a complex \$8-billion multi-phase construction plan designed to keep the busy airport open while it is being totally rebuilt, the opening of the new garage not only marks a significant milestone, but it will also allow other parking lots to be taken out of service in order to support construction going on elsewhere around the airport.

All customers are asked to use the 94th Street exit off the GCP (Grand Central Parkway) and follow directional signage to access the garage. A temporary covered walkway will directly connect the garage to the Terminal B Departures Level, but once the Terminal is completed, it will be replaced by two fully enclosed walkways; one located on Level 2 and the other on Level 4, allowing direct access to the new arrival hall.

The new garage offers over 2,400 parking spots including some with easy access for persons with disabilities, and after the

complimentary first hour, the garage's drive-up rate is only \$5.00 per half-hour, with a promotional maximum daily rate of \$39.00.



For less expensive daily rates, or to pre-book parking, get directions to the airport, and other customer service questions; please go to www.laguardiaairport.com

There are also convenient payment options available. Currently there are pay-on-foot stations located on Levels 1, 2, & 4, or one can make a payment by booking a parking reservation on the LaGuardia Airport website.

E-Z Pass Plus lanes and Apple Pay will be available in the coming weeks.

As part of the comprehensive development plan for LaGuardia Airport unveiled by Governor Cuomo in 2015, this multi-billion dollar project is funded 80% through private financing and existing parking fees.

According to Port Authority Executive Director Rick Cotton: "Opening the new Terminal B Garage is an initial step in the redevelopment and modernization of LaGuardia Airport."

When all work is finished, it will be the first entirely new airport built in the U.S. in more than 20 years. ■

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