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JULY 2022

The Journal of the Metropolitan New York Airport Community

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PUBLISHER'S MESSAGE

Welcome to the July issue of the *Metropolitan Airport News*. Over our years at the airport, we have met many people who have served our country and we have known the families of our dedicated Service Members. It's a sacrifice that we appreciate every day. While we highlight our amazing military throughout the year, it is in our July issue that we partner with our advertisers to make a difference. **Through our Giving Campaigns, we have donated over \$45,000 to local organizations serving our Active Military, Veterans and students of the Aviation Industry.** This year we are honoring Big Apple Honor Flight.

Big Apple Honor Flight has a really important and time sensitive mission to work with our nations Veterans and let them know that their sacrifice on the battle field and beyond is still appreciated to this day. It's a message that many of our Veterans don't receive often enough. The sacrifice to their personal safety, their families and their enduring physical and mental health is something they live with everyday, even if it's from 50 years ago. They pay the price for our freedom and safety at home. It's not just the 4 years they served or the tours they did. They bring all of that trauma home with them. Many choose to remain silent about what they've experienced, that becomes an additional invisible burden of their wounds.

So when Big Apple Honor Flight puts together a trip to Washington D.C. to bring these heroes to visit the monuments erected to honor them, it's a profound experience. Many who participate reminisce about the good times and also reveal the ugly parts as well. For some, the healing begins.

While we enjoy the freedoms that we have, always remember that freedom has a price.

I offer a special thank you to our advertisers who participate in our Giving Campaigns, making a difference at home! I will add that I first learned about Honor Flight by our dearly missed Editor in Chief **Joe Alba**. Joe never missed a Honor Flight that took off in Westchester. He was proud to rally around our heroes and give them the send off they deserve. Joe too was a hero Marine, but he was happier cheering the Honor Flight Veterans on rather than be cheered on.

I hope your summer is off to a wonderful start. There are many things going on to enjoy at the airports, meetings are occurring in person and events are back in full swing. Check out the *Metropolitan Airport News* calendar to see what's going on.

Katie Bliss

Katie Bliss, Publisher



ON THE COVER

Big Apple Honor Flight takes to the skies flying veterans from all five boroughs of New York City to Washington D.C., to honor each and every participating veteran for their enduring service and sacrifice.

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Mark Flug

Senior Airport Operations Manager at Cathay Pacific Airways

Mark Flug has been a KAAMCO Board member for the past three years and is currently the 2022 KAAMCO President. He started his airport career at LaGuardia (LGA) in 1989 with Odgen Allied Services and joined Cathay Pacific Airways in 2004 as duty manager at JFK International. In 2015 he transferred to Newark (EWR) to become the Airport Operations manager before returning in 2015 to JFK as Senior Airport Operations Manager.

1 Tell us about KAAMCO and how it operates at JFK Airport (Who are the members, stakeholders, mission?)

The Kennedy Airport Airlines Management Council (KAAMCO) is an association comprised of scheduled airlines and service providers operating at JFK International Airport. The purpose of KAAMCO is to foster, encourage and stimulate cooperation among the scheduled airlines and service providers who operate at Kennedy International Airport. In addition, KAAMCO works to cooperate with the PANYNJ and any other local, state and federal governmental agencies at JFK Airport to ensure the compliance of regulations in conjunction with the advancement and development of the airlines' interests and air transportation in general.

KAAMCO engages with agencies involved in airport security, re-developments plans, and general airport affairs, in and around the airport, as it may impact the operations of the member airlines and to make recommendations to the respective managements of each member airline. KAAMCO functions to stay informed and resolve issues to ensure all stakeholders can operate efficiently to provide passengers and guests with the best experience while traveling in and out of JFK International Airport.

2 Some airlines are announcing 30-year record high bookings this summer. What are some of the challenges airlines, airports, and federal partners face ramping up to that demand after recovering from COVID volume deficits?

There is a huge demand for travel after COVID restriction limited last year's travel. The infrastructure for airlines suppliers and agencies are struggling to move fast to handle this demand. All airline and service providers are scrambling to fill critical positions to meet the peak season demands.

3 What are some of the technological innovations being used to help increase passenger and staffing satisfaction ratings?

The COVID pandemic forced the airlines to provide safe and secure touchless/contactless technologies at a rapid pace in the airport. Airlines implemented pre-flight check of COVID documents online. Transmitting clearance records on personal devices for passengers to enable airlines to maintain passenger safety and satisfy foreign travel and CDC requirements. Biometric innovation in transforming the ways the airlines and governmental agencies operate. Biometrics is utilized to provide a contactless way to verify a person's identity, shorten lines, and identify fraudulent documents. Select airports continue to test new ways to incorporate Biometrics to make air travel more convenient

and streamlined. The Port Authority now uses Blip Track to manage lines and display wait times at TSA security checkpoint and taxi stands at JFK. Even the cleaning of planes has improved thanks to technology, airlines now use ultraviolet cleaning methods because it is a faster and an effective disinfectant. It is exciting to see how technological innovations will shape the future of the airline industry.

4 Operating an airport through a redevelopment is not an easy proposition. What can we expect as passengers and as employees?

The Port Authority of NY& NJ has resumed meetings regarding the redevelopment program involving two broad working groups: Airside and Landside. The meetings provide updates of the stages of redevelopment, which allow for the exchange of information between all the key stakeholders at the airport.

These meetings and discussions provide an opportunity to address and identify any potential pain points ahead so stakeholders can plan accordingly. Although there are constant adjustments, we are confident the JFK community will rise to the challenge and continue to work together for an end-result we are all proud of and will enjoy.

5 KAAMCO has been an active benefactor to charitable organizations in the airport community. Could you tell us about your annual Golf Outing that will help benefit Angel Flight NE?

We are very excited about the KAAMCO June Golf outing benefitting Angel Flight NE. The response has been overwhelming as the event sold out in record time. Angel Flight NE (AFNE) coordinates free air and ground transportation for children and adults so they can access medical care that is not available in their geographical area. Mission/flight coordination is the heart and soul of Angel Flight NE's operations with AFNE's team available 24x7; 365 days a year. Since its founding in 1996, AFNE has scheduled over 103,000 free missions for patients – children and adults – as well as accompanying family members who have flown more than 15 million miles to 750+ medical facilities throughout the United States.

While volunteer pilots and commercial aviation partners provide the free air transportation, the coordination of a flight with accompanying ground transportation can cost AFNE anywhere between \$300 to \$450 depending on the complexity of the mission. There is never a charge for AFNE's air and ground transportation services and they are provided for as long and as often as a patient and family needs assistance. Funds raised at the 2022 KAAMCO Golf Tournament will enable AFNE to coordinate missions that connect patients and families to medical care so they can focus on what is important – getting well!

Visit www.angelflightne.org or call 1-800-549-9980 to learn more about Angel Flight NE. ■

AIRPORT BRIEFS

TSA Screened More Than 11 Million Travelers During Fourth of July weekend

During the Independence Day holiday, the Transportation Security Administration (TSA) screened more than 11.3 million travelers from June 30 through and including Monday, July 4. The weekend travel volume represents 93% of volume for the same 5-day pre-pandemic holiday period in 2019.

Friday, July 1, was the busiest air travel day of the weekend, with TSA screening 2.49 million individuals, which narrowly surpassed the previous post-pandemic high of 2.46 million travelers screened on Friday, June 26, 2022. Over the course of the long weekend, 95% of TSA Pre-Check passengers waited less than 5 minutes. About 92% of those passengers in standard screening lanes waited less than 15 minutes.

As the volume of airline passengers returning to the skies continues to climb, Transportation Security Officers have already prevented more than 3,000 firearms from entering aircraft passenger cabins this year. **On average, TSA stopped 17 firearms each day at checkpoints** since the beginning of the year. If that pace continues, firearm catches will eclipse the current full year-record of 5,972 firearms intercepted at the nation's checkpoints in 2021.

"This holiday weekend, our highly trained and professional workforce screened and facilitated secure travel for over 11 million people – close to the 2019 passenger volume, before the pandemic. We expect the summer travel season to remain busy, and we encourage passengers to arrive at the airport in plenty of time to park, check-in, check bags, get through the checkpoint with identification in hand and get to their gates in time for boarding," said TSA Administrator **David Pekoske**.

June PANYNJ Board Meeting Highlights

At the June PANYNJ Board meeting held on June 23rd, Chairman **Kevin O'Toole** proceeded – on June 8 the committees on audit and finance met in executive session earlier, and the commissioners also met in executive session to discuss matters related to personnel and personnel procedures, matters involving ongoing negotiations, reviews of contracts/proposals, and matters related to the lease of real property.

The Board recognized four PAPD police officers, **Michael Marietta, Sean Kelly, Robert Cucci and Christopher Johnson** who administered life-saving measures to a customer in distress on May 26 at the Hoboken Terminal. The patient survived his medical event thanks to the quick thinking and coordinated efforts of the PAPD officers.

Commissioner **Robert Menendez** was congratulated on his NJ primary victory, winning 84% of the vote.

Executive Director **Rick Cotton** announced that June has been an active month at the Port Authority.

At LaGuardia: the brand-new Terminal C opened as part of the redevelopment project with a ribbon cutting ceremony attended by Gov. Hochul and Delta CEO Ed Bastian.

At JFK: the agency reached financial closure on a lease agreement with their four private partners, followed by board approval of a lead



investor, Ferrovial, who has joined the private partners consortium. Private partners will invest over \$8 billion in the initial phase of construction which is anticipated to start in the next few months.

At the WTC: June saw substantial completion of the St. Nicholas Greek Orthodox Church and National Shrine.

George Washington Bridge completed work on deployment of advanced 21st Century technology to support all electronic tolling.

PANYNJ Facility Operating Volumes

For week of 6/13 to 19 compared to pre-pandemic week in 2019:

- Airports up 87%
- Bridges & Tunnels at 100%
- PATH is up 53%
- Seaport (for month of May) were 31% above May 2019 levels; representing an extraordinarily high level
- Airports trendline continues a steady march back up to 2019 levels. Major holiday weekends are at, or exceeding 2019 levels. Weeks between these peaks are performing at 85 – 90% of 2019 levels.
- PATH remains at 50% of pre-COVID levels during the week; 75 – 80% of pre-Covid level on most weekends.

COVID 19 continues to have a moderating impact on PANYNJ work force.

New York State: Port Authority has closely followed guidance from States of NY & NJ and Health Depts. As of June 7, New York has suspended mandatory Covid 19 testing of unvaccinated workers at NY facilities, but testing will remain on sites until the end of the month for unvaccinated workers who want to test on a voluntary basis.

New Jersey is continuing its mandatory testing program.

Rick Cotton announced the creation of the new office of the Chief Safety Officer. **Brian Lapp** will serve as Chief Safety officer who will report directly to Exec. Dir. Cotton, and will be charged with fostering a culture of safety throughout the agency.

Members of the public were heard on Port Authority matters during the public comment period regarding contract negotiations, veteran's concerns and the proposed Amazon hub at Newark, NJ. ■



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OBITUARY

Rudy Auslander

A fixture in the transportation business at JFK International Airport for 38 years, Rudolph 'Rudy' Auslander passed away at age 87 on June 14th, 2022.

Rudy was born in Cooks Falls, New York in 1935. After graduating high school in 1953, he served in the U.S. Air Force and attended the University of Alaska at Fairbanks. His career began with IT & T Arctic where he gained his experience in transportation and construction, working as a logistics specialist.

In 1964, he joined American Airlines and worked in Air Freight Services. In 1969, he was instrumental in establishing Japan Airlines cargo operations at JFK and during the next 20 years he held various positions with JAL at JFK International.

In 1989, he was appointed by JAL as president of the newly formed Japan Airlines Management Corp. and was charged with the redevelopment and management of the Bldg. 14 project at JFK. He was the driving force behind the project which involved the construction of the \$115 million cargo terminal for JAL (Bldg. 151), a multi-tenant facility, and construction of the \$51 million consolidated airport headquarters for the Port Authority NY/NJ and General Aviation Terminal.



Rudy was JFK Airport Security Council Chairman in 1984 after which he served as World Air Cargo Professionals (SWAP) Secretary in 1986. As an active member of the JFK Chamber of Commerce he served as its president from 1996-1999, and also as KAAMCO Cargo Operations Committee president in 1980 and 1988. He was a member of the Air Cargo Association, an active member of the JFK Protestant Chapel and later in his career he served as JFK Rotary Club president 2001/2002 and remained an active Rotary member.

For his many outstanding contributions, Rudy was awarded the Bishop Wright Man of the Year Award; the Recognition of

Excellence award from the KAAMCO Cargo Operations; Air Cargo Association's Most Valuable Member Award; the Rotary International Award for 'Service Above Self', and the Black Enterprise Association Award for his efforts to foster effective programs in the employment of minority construction firms.

Mr. Auslander served as president of the Board of Trustees of Mill Neck Manor School for the Deaf in Millneck, NY and was involved with the school for over 50 years. In June 2002 Rudy was honored by the Board of Trustees for his efforts in promoting the construction of a \$12.2 million new two-story, 44,000 square foot Deaf Education Center which became the main educational facility on the campus.

Amongst his many benevolent ventures, he was an avid supporter of NCSPCA and an advocate of the well-being of animals, especially dogs.

If there was ever a leader in the airport community, Rudy was it. He was charitable and dedicated to the well-being of others. He truly knew how to harness the economic power that existed inside the airport community to convey support to those less fortunate. We wish his family, and especially his daughter Lisa, peace during this time. His legacy will certainly live on within all the organizations that he worked so hard to represent. ■

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~Francis Scott Key



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Big Apple Honor Flight

Where all of America's Veterans experience the honor and community of support they deserve

JULIA LAURIA-BLUM
jblum@metroairportnews.com

Seymour Kaplan was 17 years old when he enlisted in the U.S. Army in the 1940s. Born in Brooklyn in September 1926 to Russian-Jewish immigrants, he wanted to get into the action after the bombing of Pearl Harbor because he had heard disturbing rumors about what was happening to Jews in Germany and other parts of Europe. The minimum age for the draft was 18 and because proof of age was not required, like so many other young men at the time, he signed up for the draft and put in for immediate induction. Three weeks later he was wearing the uniform. "I never hurt a person in my life. If I got into a fight and another kid got hurt, I quit. You know, Brooklyn kids were like that...but this was different. I mean, it doesn't take long to change and when you have a gun on your hip, you're a different person," said

Kaplan during a video-recorded interview for Big Apple Honor Flight.

And so it was that Kaplan was called upon to be a Yiddish interpreter for The Allies who liberated the concentration camp at Dachau. In April of 1944, he entered Dachau following the exodus of German troops and the SS guards who oversaw its operation. Kaplan was ordered by his captain to speak to the camp survivors and interpret to him what they were saying. Initially, Kaplan did not know much about what he was being told, but he learned fast as he witnessed the aftermath of the unimaginable human atrocities that had been committed at Dachau prior to the camp's liberation.

Upon Kaplan's return home after war's end, the memories of the carnage he witnessed firsthand forced him to bury his emotions deep inside. For Seymour, it was his family's unwillingness to let him talk about it that drove his emotions back. He would try to speak to his mother and father,

as well as his older brother, but they would stop him and say that they could not listen to the difficult and painful accounts he tried to speak of. "CLICK!" Kaplan said decades later, gesturing with the turn of a key in his hand, "I put it in the safe, locked it up and never spoke about it again...but I felt it...some place, somehow."

For so many veterans, there was little, if any, homecoming with hearts, flowers or flags. They simply tried to move ahead with their lives, their work, or school and never received the welcome home each member of the armed forces deserved after their service and sacrifice.

Korean War soldiers returned home to a population that was mostly disinterested in the war effort. Soldiers returning home to the United States from Vietnam faced a nation torn apart by the debate of an unpopular war, as well as the scorn of an American public that took their anti-war attitudes out on service members.

Big Apple Honor Flight is the New York City hub of the National Honor Flight Network. After the dedication of the National World War II Memorial in Washington D.C. in May of 2004, the Honor Flight Network was co-founded in 2005 by Jeff Miller, the son of a WWII veteran and Ret. U.S. Air-force Captain, Earl Morse, the son of a Korean and Vietnam War veteran. Their vision was to honor our nation's veterans by bringing them on an all-expense paid trip to Washington D.C. for a day to visit the memorial and monuments dedicated to their service and built in their honor. Participation in an Honor Flight gives veterans the chance to share this momentous trip with other veterans, to remember friends and comrades lost, and share their stories and experiences with each other. Today, the 501-c-3 not-for-profit Honor Flight Network consists of over 130 independent hubs throughout the country, working together to provide veterans a day of gratitude; a trip that many of our veterans may not otherwise be able to take. Since its formation, the Honor Flight Network has taken over 245,000 veterans to Washington D.C. and serves some 22,000 veterans each year. As recently as May 3, 2022, Honor Flight celebrated their 250,000th veteran to D.C.

Mark Giordano, the Executive Director of Big Apple Honor Flight recently



recounted the story of a returning WWII veteran who hitchhiked on a milk truck because he didn't have any money to get where he needed to get to. He said, "The thought of that, for us, the next generation who are a little more entitled and who benefitted from his service to country...it didn't ring right. It is often difficult for the rest of us to understand what these vets have experienced; it wouldn't be so hard to give

them a day that they will remember the rest of their lives."

Big Apple Honor Flight (BAHF) was co-founded by Becky and Brian Maher, who also helped found the Hudson Valley Honor Flight hub. BAHF's inaugural flight took place out of JFK International on April 29, 2017 and serves all five boroughs of NYC, flying veterans from New York, Kings, Queens, Bronx and Richmond counties. After its inaugural flight, the BAHF organization went on a hiatus and in 2019 Giordano, a retired rugby player, reached out to the Mahers asking them if they were looking for someone to take over the Big Apple hub. They were, and Giordano took over as executive director in the summer of 2019. He rebuilt the organization and brought in a great group of volunteers, and they were all set to fly in 2020. Then the pandemic hit, grounding them for two years.

Currently, according to the BAHF website, over 430 World War II veterans die every day. Thus, there is an urgency to locate veterans of that generation first, as well as the Korean War and those who are terminally ill on a first-come-first served basis, as the time to express thanks to these brave men and women is running out. To ensure that all flights are full, Honor Flight is now expanding to include Vietnam veterans, and all Vietnam vets are encouraged to

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apply so that their applications are on file for future consideration.

In a May 2022 interview, Mark Giordano explained the logistics of Big Apple Honor Flight operations. Once a veteran, or a family member with a veteran who wishes to take part in a flight is located, they are directed to the BAHF website at <https://big-applehonorflight.org> where they can click on the 'Participation' tab. An application can be filled out online, or if preferred a hard copy can be downloaded and mailed to Big Apple Honor Flight, 909 Third Avenue, #159, NY, NY 10150. There is no cost whatsoever to the veteran to participate.

Once a veteran's application is accepted, they will be contacted by a member of the BAHF committee approximately 2-3 months before the flight. Each veteran will have a guardian to accompany them for the entirety of the trip. Guardians play a significant role on every trip, ensuring that each veteran has a safe and memorable experience. Duties include physically assisting the veterans at the airport, during the flight and at the memorials, as well as ensuring that their veteran is comfortable and enjoying every moment of the trip. Guardians must fill out an application, also found on the 'Participation' tab. In addition to providing their support on flight day, they also must subsidize the cost of their flight by



paying their own way. A meet and greet of the veterans, guardians, safety team, and flight leaders then takes place 2-3 weeks before Flight Day so that all can get acquainted with one another and to shore up details and get a glimpse into what the day will be like.

On the morning of their Honor Flight, veterans are motorcaded from Floyd Bennett Field in Brooklyn to JFK International Airport via police escort, as well as

motorcyclists from the Tri-State area. Upon their arrival to JFK, hundreds of welcoming faces are there to greet them and shake their hands before going to the gate area where they receive a rally of applause, cheers, salutes, a bagpipe reception, well wishes and more. After boarding a chartered flight on American Airlines, the veterans receive a water cannon salute before departure. They are then flown to Washington where their reception is one of applause and welcoming solidarity. Boarding buses, the veterans are brought to the World War II Memorial, the Marine Corp IWO Jima Memorial, the Korean War Memorial, the Vietnam Wall Memorial, and finally a solemn procession to the Tomb of the Unknown Soldier, where the veterans are given the opportunity to reflect and silently meditate. And the silence is deafening.

After their visit to the memorials, the veterans attend a banquet in Washington where they receive a final salute before being shuttled back to Reagan International Airport. On the flight back to JFK, veterans receive 'Mail Call', a packet of letters, notes and congratulations and well wishes from family and friends and community. Upon their arrival, there is a welcome home rally at the JFK American Airlines terminal and the veterans return home with the treasured memories of a 'flight of a lifetime.'

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Part of the reason Mark Giordano became involved in Big Apple Honor Flight is because his grandfather was a Korean War veteran, so he has a special place in his heart for them. Reflecting upon BAHF's Mission #2 flight which took place on May 14, 2022, Giordano said, "American Airlines has been a great partner over the years. They did a phenomenal job this past May at JFK and literally rolled out the red carpet and provided the perfect sendoff, setting the tone for what the day was going to be like, as well as the welcome home. We wouldn't be able to do what we do without their help." He recalled how the veterans were treated like rock stars at the WWII Memorial. "Everybody wanted to come over and shake their hands. To see young people, particularly, to be able to say that they met a veteran there; they are living history and all that it encapsulates!" One of them was WWII veteran, Vincent Wesley, who served under Gen. George Patton from 1942-1945 and who turned 100 years old this past February.

Korean War veteran James Faulkner was 16 years old in 1950 but said that he was 19 when he enlisted in the U.S. Army. Faulkner landed at the Pusan Perimeter, which was the last holdout before the South Korean, U.S. and U.N. forces were swept into the sea in the summer of 1950 after the North Korean invasion. After breaking away from the Perimeter, winter set in and was one of the harshest on record that the U.S. military ever endured. Up by the border, Faulkner heard rumors of a Chinese intervention. Ultimately, China crossed the border, invaded and put several 100 thousand troops in country. Faulkner was captured and spent 30 months in a POW camp before returning home to the States.

"There's something unique about the Vietnam War veteran experience," added Giordano, "the welcome home they received was not a pleasant one, to say the least. But this past May we gave them the welcome home that is long overdue and so rightfully deserved. You could see how emotional they got for the belated thank you and welcome home that they received."

More than 265,000 women served in the military during Vietnam and approximately 11,000 women served in-country



during the conflict. Vietnam veteran Monica Lacassagne of Manhattan was one of the honorees. During the war, she was one of the few females who served in-country in the U.S. Army Medical Corps.

Jamie Carter served in Vietnam and was stationed on the USS Forrestal. The Forrestal was the worst disaster the Navy had since WWII after a F4 Phantom Rocket hit a fuel tank on one of the reconnaissance planes and exploded, killing 134 sailors. At the meet and greet two weeks before the flight, Carter asked if he could visit the Forrestal memorial at Arlington. One of the volunteers took him to the memorial and Carter thanked the organization because he finally found closure. And that is what Honor Flight is all about.

After Seymour Kaplan's Big Apple Honor Flight on April 29, 2017, over 70 years after his service during World War II, he said, "It was a beautiful, beautiful, pleasant experience. It's all these people you don't know and don't see coming out... to let you know

that they were there and are still there for you. It was just wonderful, above and beyond. It was so nice; it was a sweet gesture to cap off a terrible thing and terrible memories. Who would wake up that early to see me get off a bus? But I felt special doing it!

The Big Apple Honor Flight hub is a not-for-profit, all volunteer organization that pays for all veteran costs, including the charter flights, bus transfers, meals and all related expenses. Two major sponsors in New York are GF Real Estate and National Grid. Big Apple Honor Flight could not fulfill their mission without their support. Fundraising efforts are continuous and an ongoing priority throughout the year.

Tax deductible donations can be made at www.bigapplehonorflight.org via the 'Donate' tab.

Corporations and businesses who are interested in supporting the organization may contact **Mark Giordano** at mark@bigapplehonorflight.com, or info@bigapplehonorflight.com ■



Dedicated to the memory of our good friend and colleague, **Joe Alba**, a proud Marine, loving husband, father, and founding Editor in Chief, *Metropolitan Airport News*. Honor Flight was an important organization to Joe, one which he actively supported and held close to his heart.



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PEOPLExpress: Fly Smart

BY ROBERT G. WALDVOGEL
robert077@optimum.net

It was one of the first carriers to be established after passage of the 1978 Airline Deregulation Act (ACA), but its history would be repeated countless times after it. Both its name and service concept were reflected by its advertisement: “PEOPLExpress: Fly Smart!”

Establishment

Brainchild of Don Burr, who served as CEO of Texas International Airlines and was inspired by Sir Freddie Laker’s low-fare, transatlantic, DC-10 “Skytrain” service to London-Gatwick, it became his opportunity to put his own imprint on a deregulation carrier.

“People Express, the innovative airline that served the eastern part of the United States with Boeing 737s, was launched when two men took their idea for a new, low-cost airline to Citicorp Venture Capital (in January of 1980) and asked for a hearing,” according to Alexander T. Wells and John G. Wensveen in *Air Transportation: A Management Perspective* (Wadsworth Publishing Company, 1994, p. 512).

Devoid of aircraft, routes, and FAA and CAB approvals, it was little more than a name, but that name made a greater statement about its purpose than may at first have been apparent: “People Express” stylized as the single-word “PEOPLExpress.” The Germans had created the “people’s car,” or “Volkswagen,” that “every man” could afford, and Burr sought to extend this concept to the sky.

Citicorp was apparently impressed enough with it to invest \$200,000 in it two months later and by November of that year, management was able to raise \$27 million by selling equity in the public market. Now everyone could afford to fly.

“The no-frills concept took flying to the masses, when the main consideration was price,” according to Harry Lawrence in *Aviation and the Role of Government* (Kendall/Hunt Publishing Company, 2004, p. 192). “The effects of deregulation, good and bad, were beginning to be defined.”



Initial Operations

People Express was, above all else, about cost. Its operations were based in Newark International’s dormant, low-rent North Terminal, once the airport’s only facility, and its aircraft, which were subjected to 15-minute turnaround times to increase daily utilization to between 10 and 11 hours, nosed into jetbridge-unequipped positions in its East and West Arcades.

There were no ticket counters. Instead, passengers proceeded to the proper gate, checked any luggage for a \$3.00 fee, and received a plastic, numbered, returnable boarding pass, which subdivided boarding groups into 20. There were no assigned seats and actual ticketing was done after takeoff, with a simplistic, unrestricted fare structure, such as \$23.00 one-way to Buffalo on weekdays and \$35.00 on weekends or \$69.00 and \$99.00, respectively, to Houston. The carrier stressed its fares by advertising, “All these places for People Express prices.”

An extension of its “every man” passenger philosophy was its “everyone” employee one. There was no hierarchy, no presidents, and no secretaries. One worker was almost indistinguishable from another. Pilots and flight attendants wore the same uniform. Extensive cross-training ensured high productivity. But there was another reason for this indistinguishability.

“People Express was founded on the principle that employees should have a financial stake in the company,” according to Encyclopedia.com’s People Express Airlines article. “The logic behind this is that if all workers were owners, this commitment would make them more productive.”

The result, needless to say, were lower labor costs and higher output. But the carrier’s corporate, almost-cult culture was reflected in its employee-passenger interaction.

“Morale was high, and most employees joined in the upbeat, new-age philosophy that infused the company, attending pep rallies in the company auditorium...,” according to Lawrence (op. cit., p. 198).

The carrier also stressed this aspect by advertising, “PEOPLExpress: Where attitude is as important as altitude.”

Like Southwest Airlines, it initially touched down in overpriced, underserved cities where there was little competition, employing a miniscule fleet of three former Lufthansa Boeing 737-100s configured for 118 six-abreast, single-class passengers.

Inaugurating service on April 30, 1981 to Buffalo, Columbus, and Norfolk, it became an instant success, not only attracting passengers from competing carriers, but from rail and bus lines, and by December, it

Continued On Page 20

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offered 42 weekday departures to Baltimore, Boston, Buffalo, Burlington, Columbus, Jacksonville, Norfolk, Sarasota, Syracuse, and West Palm Beach.

Expansion

Once unleashed, People Express's momentum was unarrestable. Additional aircraft acquisitions and route system expansion were attempts to satiate passenger demand.

In the January-February 1982 period, for instance, it carried 288,000 passengers and recorded a 56.3-percent load factor. In the year-later period, these figures had increased to 675,000 and 73.8-percent.

A byproduct was another deregulation-associated reality. Whenever a low-fare carrier inaugurated service at an airport, it attracted passengers, revenues, and often other-airline service, breathing new life into the facility. In 1981, People Express accounted for 16 percent of Newark's traffic. By the following year, it had increased to 24 percent, or almost a quarter of its throughput. In January of that year, it carried its one millionth passenger.

By October of 1983, its mostly East Coast route system encompassed 18 cities. It also touched down in its first southwestern one, Houston, at this time.

"We don't think it's enough to offer low prices to just one city," it stressed.

Its expansion continued. Perhaps fulfilling his long-bred desire, Burr followed his Laker inspiration, leasing a single Braniff International Boeing 747-200B and inaugurating the carrier's first transatlantic service to London-Gatwick on May 26, 1983, relying on its Newark hub for domestic feed.

Another significant aircraft acquisition entailed the March 1983 purchase of 20 higher-capacity, former Braniff 727-200s for \$4.2 million each to supplement its 737-100 and -200 workhorses.

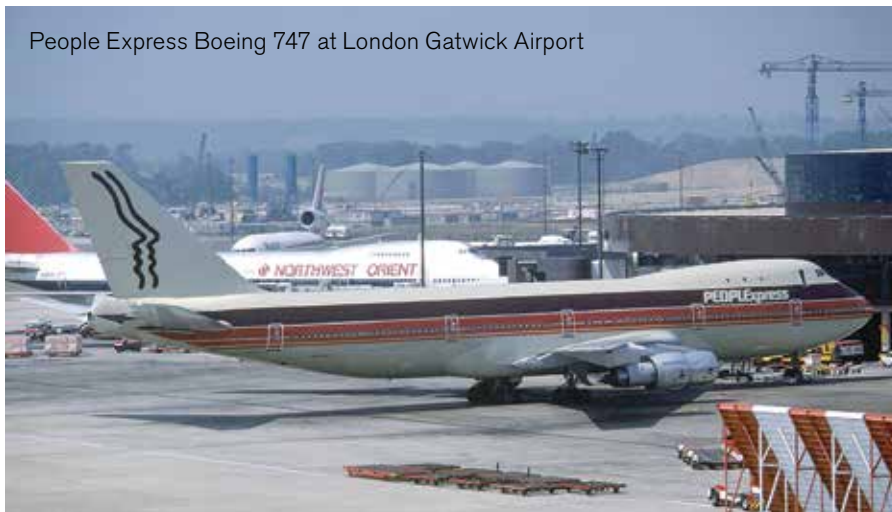
Air Transport World presented it with its tenth annual award for Market Development in 1983, partly stating that People Express had "established itself as the standard for low-cost, low-fare service."

It was clearly flying high. But was it?

Deregulation Descent

As would later play out in deregulation skies, once low-fare carriers began to encroach on majors' territory, as People Express did with its penetration of

People Express Boeing 747 at London Gatwick Airport



other-carrier hubs like Atlanta, Chicago, and Los Angeles, incumbents defensively responded, lowering fares to below-cost levels to retain or, in the same cases, regain market share.

"The major destabilizing element that has affected (labor relations) collective bargaining during deregulation has been intense competition from numerous new-entrant carriers that immediately began to bite into the market share of the major airlines," according to Wells and Wensveen (op. cit., p. 482). People Express was certainly one of the early ones.

After seven consecutively profitable quarters, it posted its first operating loss, of \$14.2 million, in the final 1984 one, as it suffered from overcapacity and the threat of employee unionization. The value of its stock declined by 50 percent.

But, as would be repeatedly demonstrated, deregulation inherently entailed two forces: stimulus-and-response and survival-of-the-fittest.

While upstart carrier's low fares provided the stimulus, incumbent ones provided the response in the form of their own lowered ones. And when upstart carriers could no longer compete on price alone, they themselves responded with traditional, full-service airline elements.

In People Express's case, it introduced ticketing-by-mail, assigned seating, a free baggage allowance, dual-class cabins, complementary on-board snack service, an in-flight magazine, a frequent flier program (Travel Reward), a small package service (People Express Pak), and relocation to Newark's modern Terminal C.

In its quest for growth, it acquired Frontier Airlines in the fourth quarter of 1985 for \$300 million, provisioning it with a 737-200 and MD-80 fleet and a western hub.

People Express grew into New York's second-largest carrier in terms of departures and took its Newark hub with it. Before it established its presence there, the airport handled 11 million annual passengers. By 1986, that total had tripled.

But its appetite could not be satisfied with its pocketbook. Saddled with costs incurred by its need to resemble and therefore compete with major airlines, and serving as the tourniquet to stem the financial hemorrhage of its Frontier Airlines acquisition, it ran out of cash and was forced to file for Chapter 11 bankruptcy protection on August 28, 1986.

Without choice, it had to accept Texas Air's \$125 million takeover offer, leaving it to lose its identity as it folded into Continental on February 1, 1987, the day it ceased to exist.

"Flying smart" initially worked for its passengers, but not ultimately for the airline which flew them, as it over expanded and posed too much of a competitive threat to the established carriers. ■



Robert G. Waldvogel has spent thirty years working at JFK International and La Guardia airports with the likes of Capitol Air, Midway Airlines, Triangle Aviation Services, Royal Jordanian Airlines, Austrian Airlines, and Lufthansa in Ground Operations and Management. He has created and taught aviation programs on both the airline and university level, and is an aviation author.



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First American Woman in Space

Unveiling of Sculpture Honors Dr. Sally Ride

On June 17 a monumental sculpture was publicly unveiled and dedicated to the late astronaut Dr. Sally Ride at the Cradle of Aviation Museum in Garden City, New York. The seven-foot tall bronze statue was created by Colorado-based sculptors, George and Mark Lundeen who worked with artist, Joey Bainer.

As a NASA astronaut, Dr. Ride made history on June 18, 1983 when she became the first American woman to travel into space aboard the Space Shuttle Challenger. This sculpture is unique among public monuments, as less than 8% of statues in the United States depict women.

Dr. Ride is depicted in her space shuttle flight suit and flight jacket and is shown stepping forward with her right arm extended skyward holding up a model of the space shuttle orbiter.

Documentary filmmaker, Steven Barber, who organized the statue's creation and its placement at the museum stated that it was his hope that the unveiling of the Sally Ride statue will open the door to other monuments of high-achieving American women in STEM (Science, Technology, Engineering, Math).



LORI & STEVE BIEGLER - LSB PHOTOGRAPHY

The Cradle of Aviation Museum held an essay contest for middle and high school students focusing on Dr. Ride's life and achievements, as well as her contributions to space exploration. Winners were announced during the dedication ceremony. ■

2022 KAAMCO Golf Outing

The JFK based organization KAAMCO held their Annual Golf Outing. They were proud to be donating to Angel Flight NE. The charity is entering their 26th year of service to those in need of transportation to medical treatments and access to healthcare.

The outing was at the beautiful Garden City Country Club. It's an event that the airport community looks forward to every year, and this year did not disappoint. ■



JFK Chamber of Commerce Luncheon

The JFK Chamber of Commerce held their 2022 luncheon at Russo's on the Bay. Roel Huinink, President & CEO of JFKIAT, was the keynote speaker. JFKIAT is the company that manages Terminal 4. Mr. Huinink leads Terminal 4's management team and is responsible for developing, communicating and executing strategic and tactical plans for T4. ■





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JFK & LGA Job Fair

The Council for Airport Opportunity (CAO) and the Port Authority of NY & NJ held their 2022 JFK/LGA Aviation Job fair in collaboration with Queens Borough President, Donovan Richards.

Visit the CAO website at www.caonynj.com for upcoming job fairs and employment events. ■



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Pan Am's Diversity In Flight

On June 27, the Pan Am Museum Foundation presented, Civil Rights, Race, & Gender Equity: Pan Am's Diversity in Flight at the Cradle of Aviation Museum in Garden City, NY. The Foundation hosted a panel discussion moderated by Dr. Christina Greer, Associate Professor of Political Science at Fordham University.

The panel featured Pan Am veterans, Dr. Sheila Nutt, Captain Perry Jones (via video feed), Bonnie Jones Moon, and Ed Moon. The program explored how racial diversity changed the airline industry through the stories of African American employees and was produced in collaboration with Dr. Sheila Nutt, a diversity, equity and inclusion scholar and founder of The Pan Am Blackbirds.

This humanities event investigated how the Civil Rights Movement and the call for diversity and gender equity impacted the airline industry. After the panel spoke, there was a question and answer session that was interesting and informative. ■

2022 LGA Kiwanis Club Gala

The Kiwanis Club of LaGuardia Airport held their annual Gala. The funds raised at the annual event provide much needed resources used by the club leadership to brighten the days of local children and seniors in the communities that support LGA.

This year they honored **Richard Smyth** from the JFK's New Terminal One. Mr. Smyth may be at JFK now, but he was the Project Executive responsible for oversight of the \$8 billion "A Whole New LGA" redevelopment. His career in aviation real estate and development speaks for itself as his leadership has delivered projects at EWR as well.

LGA Kiwanis was thrilled to raise money for Kamp Kiwanis and for Aviation High School Scholarships. Club President **Cheryl Jones** commented, "The LGA Kiwanis Charity Ball was awesome this year after a two year break. Thank you to our honoree and his family, our supporters and sponsors." ■



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ON DUTY

News of promotions, appointments, and honors involving professionals within the aviation and airport communities.

■ **Lysa Scully** has been appointed to the Board of the **New Terminal One (NTO)** at JFK International Airport. The NTO is a state-of-the-art 2.5 million square foot terminal that will provide a world-class passenger experience for international travelers, while



Lysa Scully

bringing significant opportunity and job to the local community.

“I am looking forward to working with the NTO team as we deliver on the vision.”

Ms. Scully is a leader in the aviation industry, providing valued counsel in all areas of aviation leadership and airport development to airport leaders, investors, airlines, and industry stakeholders. With 36 years of notable experience, she is the former CEO of the 20th largest U.S. airport, LaGuardia, and a proven industry champion of world-class airports and credited as a founding partner in the largest Public Private Partnership in U.S. airport infrastructure history.

■ **PANYNJ** recently appointed **Christina Callahan** as Director of Human Resources. Ms. Callahan brings with her 25 years of experience in the aviation industry as the former Deputy General Manager of LaGuardia Airport and prior to that, the Executive Director of Syracuse Regional Airport Authority. Between 2005 – 2013 she served as the Commissioner of Aviation and as Public Information Officer at Syracuse Hancock International Airport.



Christina Callahan

“The role of Human Resources is more important to an organization than ever before and I am honored to lead the Port Authority’s HR Department.”

Ms. Callahan holds an MBA from SUNY Empire State College and an MPA from Syracuse University -Maxwell School. She is a certified member of the American Association of Airport Executives.

■ **John Arancio** has been named Deputy General Manager at **John F. Kennedy International Airport**. He will fill this critical role in assisting Teresa Rizzuto in her new role as General Manager. John has been an essential asset since he came to fill the JFK Airport Operations Manager position three years ago.



John Arancio

John joined the Port Authority in May 2015 and brings 38 years of career experience in flight operations and airport management. In addition to his tenure at JFK, he has held several key positions at LaGuardia Airport including Manager of Aeronautical Services, Acting Manager of Airport Operations, Acting Manager of Airport Security, and Manager of Airport Certification and Safety.

John’s previous experience includes serving as an Assistant Airport Manager at Republic Airport in Farmingdale, as well as his military service as an Air Force pilot and commercial pilot with both TWA and Northwest Airlines. John holds an Accredited Airport Executive (AAE) credential from the American Association of Airport Executives (AAAE) and a Project Management Professional Certification (PMP) from the Project Management Institute (PMI).

■ **American Airlines Cargo** has appointed **Emma Oliver** to the role of Director, Cargo Sales Europe, Africa & Middle East (EMEA), and Asia Pacific (APAC). Emma returns to cargo as regional sales key



Emma Oliver

leader following two years of supporting the passenger business, most recently leading the Strategy & Projects team providing analytical support across the EMEA region and working on joint business and partnership opportunities. As a seasoned cargo professional, Oliver is well-known in the industry from when she previously served as Global and Key Account Manager for EMEA. Her new role as Sales Director will also encompass the Asia Pacific.

“Emma has a proven track record of hard work, dedication, and success. We are thrilled to have her back on the team to lead Cargo Sales for the EMEA and APAC regions with her collaborative spirit and positive energy,” says Lisa Oxentine, Managing Director of Global Sales for American Airlines Cargo.

Oliver will be based at London Heathrow. She has a degree in Business Administration and General Management from the University of Bath in the UK.

■ **Christoph Mueller** Chairman of the Board of Directors of **Swissport International AG**, has informed the Board that he intends to step down after 18 months in executive and non-executive functions. He will remain a shareholder and continues to be available as an independent advisor. David Siegel, an aviation industry veteran and member of Swissport’s Board of Directors since December 2020, will serve as interim Chairman of the Board until a permanent successor for Christoph Mueller has been appointed.



Christoph Mueller

Christoph Mueller joined the Board of Directors of Swissport in December 2020. At the peak of the COVID-19 related crisis in global aviation – as the company was completing a comprehensive financial restructuring – the designated Chairman of the Board initially served as interim CEO and as interim CFO at the request of the new shareholders of Swissport – large U.S. and UK investment funds. He set the strategic direction for Swissport and was instrumental in building a new, high-caliber management team around the globe. ■



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One Day In Madrid, Spain



My husband and I have had the opportunity to visit Madrid, Spain many times in the past. Recently, we had the opportunity to visit this city on a Sunday. Usually our past visits were only on weekdays. The day we were there, the weather was beautiful. The temperature was in the seventies and the sky was perfectly clear. The city was bustling and it seemed like pre-pandemic times.

We usually stay at the Marriott at the Madrid Airport, and we did this time as well. This particular Marriott Hotel is the largest Marriott in Europe. It has an indoor/outdoor pool and a massive buffet breakfast. In past stays we would take taxis

and Ubers to the downtown. This time we decided to test the mass transit system from the hotel. The bus to the subway is very efficient, along with the Metro itself. The Metro makes a stop at the famous Puerto Del Sol, which is in the center of the city. Everyone on the buses and subways were wearing masks. In addition, it is possible to walk from the Puerto del Sol Station to the many highlights of the city.

The Mercado San Miguel is very worthwhile to see. It has various Spanish specialties, including a wide selection of wines, beers, tapas, cheeses, meats, fruits and vegetables, all beautifully presented. On Sunday, it was very crowded. Near the Puerto

del Sol there is the equally famous Plaza Mayor. All these locations have excellent outdoor cafes and great atmospheres.

Since this was an excellent weather day, we walked to the Parque del Buen Retiro. This park is very similar to Central Park in New York. There is beautiful foliage, historic statues, and a lake where there are rowboat rentals. There are many outdoor cafes that offer food and beverages. The Museo del Prado is very close to this park. It is worthwhile visiting, and we have visited it a number of times on our past trips.

Another worthwhile place to visit for fashion enthusiasts is the Desigual Department Store. This is the flagship store and the fashion there is very unique and different.

There are several noteworthy day trips via the train from Madrid. Segovia is only 28 minutes via a high speed train and a beautiful city to visit. Toledo, a beautiful medieval city, may also be visited via a high speed train and the travel time is 30 minutes. Toledo is a UNESCO World Heritage Site. San Lorenzo De El Escorial is another very worthwhile day trip and is about one hour by train. This city features the Real Monasterio De San Lorenzo De El Escorial and it is a highlight of this village.

Once again, we had to comply with the Covid testing requirement to travel back to the United States. After we checked into the hotel, we proceeded with our CDC authorized Zoom tests. With our negative tests in hand, we had a wonderful day in Madrid. Since we took this trip, negative Covid tests are no longer required in order to return to the USA, but a landing card for Spain may still be required for entry into Spain. Please remember that health requirements are changing every day. **MAUREEN KATZ**



UPCOMING EVENTS

The most comprehensive listing of New York & New Jersey airport and aviation events found anywhere online. www.metroairportnews.com/airport-events

July 6 – 10:00am

LAAMCO Monthly Meeting
LaGuardia Airport, Terminal B,
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www.laamco.com

July 13 – 10:00am

KAAMCO Members Meeting
John F. Kennedy International Airport
Building 14
Main Conference Room 2nd floor
Jamaica, New York 11430
www.kaamco.org

July 14 – 12:00pm

LGA Kiwanis Club Monthly Meeting
LaGuardia Airport Marriott Hotel
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www.lgakiwanis.org

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Skyline Cruises, 1 World's Fair Marina
Flushing, New York 11368
www.queenschamber.org

July 19 – 9:00am

EWB Airport Food Service Recruitment Event
New Jersey Career Center
17 Academy Street 5th Floor
Newark, NJ 07102
www.caonynj.com

July 19

YMCA Greater NY Job Fair
The Harvest Room
90-40 160th Street
Jamaica, New York 11432
www.queenschamber.org

July 25 – 9:00am

LGA Airport Hiring Event
LaGuardia Career Center
East Elmhurst, New York 11369
www.caonynj.com

June 25 – 7:00pm

Civil Air Patrol Falcon Squadron Meeting
JFK Airport, Building 14, Jamaica
Jamaica, New York 11430
www.falconsquadron.cap.gov

July 26

Building Green Transportation Companies: Challenges and Best Practices
Elmhurst Hospital
Elmhurst, NY 11373
www.queenschamber.org

July 27

JFK Rotary Club Dinner Meeting
Vetro Restaurant & Lounge
164-49 Cross Bay Blvd
Howard Beach, New York 11414
www.jfkr Rotaryclub.org

July 27 – 9:00am

JFK Airport Security Hiring Event
John F. Kennedy International Airport
Jamaica, New York 11430
www.caonynj.com

July 28 – 12:00pm

LGA Kiwanis Club Monthly Meeting
LaGuardia Airport Marriott Hotel
102-05 Ditmars Blvd.
East Elmhurst, New York 11369
www.lgakiwanis.org

July 29 – 9:00am

EWB Airport Aircraft & Building Cleaner Recruitment Event
Downtown Newark Career Center
Newark, New Jersey 07102
www.caonynj.com

August 1

JFK Rotary Club Golf Outing
Brookville Country Club
Glen Head, NY 11545
www.jfkr Rotaryclub.org

August 1

2022 LIA Golf Classic
Glen Cove, New York 11542
www.longislandassociation.org

August 3 – 10:00am

LAAMCO Monthly Meeting
LaGuardia Airport, Terminal B,
Queens, NY 11371
www.laamco.com

August 4 – 7:00am

KAAMCO Cargo Annual Fishing Trip
Captain Pete Fishing Charters
Freeport, New York 11520
www.kaamco.org

August 8 – 7:00pm

Civil Air Patrol Falcon Squadron Meeting
JFK Airport, Building 14, Jamaica
Jamaica, New York 11430
www.falconsquadron.cap.gov

August 18

The Semantics Golf Outing
Harbor Links Golf Course
Port Washington, NY 11050
www.thesemantics.org

September 10

LGA Kiwanis Club Kids Day at LaGuardia Airport
LaGuardia Airport
East Elmhurst, New York 11369
www.lgakiwanis.org

September 12

JFK Chamber of Commerce Golf Outing
Brookville Country Club
Glen Head, NY
www.jfkccoc.org

September 12

2022 NYAMA Fall Conference
Woodcliff Resort & Spa
Fairport, New York 14450
www.nyama.aero

October 13

Our Lady of the Skies 2022 Annual Luncheon
Crest Hollow Country Club
Woodbury, New York 11797
www.christfortheworldchapel.org

October 28 – 6:30pm

The Wings Club Annual Awards Gala
New York Hilton Midtown
New York, New York 10019
www.wingsclub.org

November 12 – 6:30pm

2022 Fundraising Gala of the Pan Am Museum Foundation
Cradle of Aviation Museum
Garden City, New York 11530
www.thepanamuseum.org

Email info@metroairportnews.com to have your event included in our print and online calendars.



Rotary



JFK International Airport Club

2022 LADIES GOLF OUTING & SPA DAY OUT AT THE CLUB

\$270

BREAKFAST/LUNCH/DINNER
INCLUDED WITH
ALL LADIES PROGRAM

\$150

DINNER/
COCKTAILS
GUEST ONLY

MONDAY, AUGUST 1ST, 2022 AT 9:00 AM REGISTRATION/BREAKFAST

Golf/Spa Day, Pool Open, Golf Pro, Poolside Entertainment And More!



| JFKIAT |

SUSANA DESA

2022 HONOREE

Susana Desa oversees day-to-day airside, landside and terminal activities at Terminal 4, ensuring efficient operations, and optimal customer service. She manages T4's relationships with airlines, government agencies and other T4 stakeholders.

She is a seasoned aviation industry Executive with over 32 years' experience. Prior to joining JFKIAT she was Station Manager for Varig Brazilian Airlines.

Susana serves on the Advisory Board of York College and the JFK Rotary Club, the Board of Directors of the JFK Chamber of Commerce, and JFK Catholic Guild, and is a member of the ACI NA Facilitation Committee.

Event proceeds will benefit
our Honoree's chosen
Charity - **Leukemia
Lymphoma Society**



**BROOKVILLE COUNTRY CLUB,
210 CHICKEN VALLEY RD, OLD BROOKVILLE, NY**

**FOR MORE INFORMATION CONTACT:
GOLF@JFKROTARYCLUB.ORG**

**Tickets & Sponsorships are available at the
link below: [https://events.eventgroove.com/
event/Jfk-Airport-Rotary-Club-Ladies-Golf-And-
Day-Out-49966](https://events.eventgroove.com/event/Jfk-Airport-Rotary-Club-Ladies-Golf-And-Day-Out-49966)**





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- ▶ From the Jackson Heights-Roosevelt Avenue subway station, the LaGuardia Airport Link bus (Q70-SBS) provides non-stop service to LaGuardia Airport. Connections are available from the E, F, M, R trains or the 7 at 74th St-Broadway subway station.
- ▶ From Long Island, take the LIRR train to Queens and connect to the LaGuardia Link Q70-SBS from the LIRR Woodside station.
- ▶ From upper Manhattan, Westchester and Connecticut, take the M60 bus, which stops at Harlem 125th Metro-North Station, making multiple stops along both 125th Street and Broadway.



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TO LAGUARDIA ON PUBLIC TRANSIT.**

