

Dear Customers and Meridian Team Members,

Spring 2014 brings the promise of opportunity, growth, and new life. We are inspired by our customers who are asking the right questions, doing things the smarter way, and producing great products. It's an honor to work with you and for you, your colleagues, and your families.

This issue of *The Extra Mile* focuses on our commitment to the San Francisco Bay area. We believe that a full-service facility in Hayward, CA, will generate opportunities to serve that area with the same combination of FBO, Charter, Maintenance, and Aircraft Management that we have in the New York City area. We look forward to building relationships and being an integral part of the California private aviation community.



Our Plane Folk interview with Rosa Quinones gives some insight into her philosophy and how she runs such an outstanding security team. Working with Rosa and our entire team make coming to work an enjoyable and meaningful experience. We work every day to "do it right" and to be "the line by which all others are measured."

Ken Forester

Meridian Continues West Coast Expansion

We are very excited to share with our customers the news of our continued expansion on the West Coast! On January 1, 2014, Meridian signed a 50 year lease with Hayward Executive Airport (HWD) and later this year, we will begin breaking ground to build a full-service FBO at the airport. "We have been gradually increasing our presence in California and the western U.S. since 2012," said Ken Forester, CEO of Meridian. "We have developed a solid customer base in the region, and we see a great deal of potential for growth. Opening a second Meridian FBO facility is the right next step for us and further underscores our commitment to growing our business in the western part of the United States."

Meridian began its western expansion in September 2012, with the opening of a charter sales office at the San Jose International Airport (SJC) in San Jose, California. A second sales office, located at the Sonoma County Airport (STS), opened in November of that year. In early 2013, we based our first West Coast aircraft available for charter at Hayward. The mid-size Citation XLS features seating for nine passengers in a well-appointed cabin and has proven to be very popular



A view of the Air Traffic Control (ATC) tower at Hayward Executive Airport (HWD) in Hayward, CA.

with charter customers. A third western charter sales office opened in July in the Denver area at Centennial Airport (APA) in Englewood, Colorado. APA is also the home base for a Falcon 900EX EASy charter aircraft.

"While Meridian encompasses the full range of aviation services with our Charter Sales, Aircraft Management, Maintenance and FBO business units, Teterboro has been our only FBO location since the company's inception," said Steve Chandoha, Meridian Teterboro President. "As our business activities have grown, so has the diver-

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Gulfstream G550 (N474D)
Left: Exterior
Above: Cabin, Divan



Hawker 900XP (N571KG)
Left: Exterior
Above: Cabin, Wi-Fi Connectivity



Cessna Citation VII (N832CB)
Left: Exterior
Above: Cabin, Lavatory

Managed Aircraft Fleet **Continues to Expand**

Meridian's fleet of managed aircraft continues to grow. We recently added three business jets to our certificate, all of which are now available for charter. The aircraft, a Gulfstream G550, a Hawker 900XP and a Cessna Citation VII, are welcome additions to our expanding fleet and offer the amenities that our clients have come to expect.

The Gulfstream G550 (N474D) is a fully-refurbished and repainted heavy jet loaded with features that both the business and leisure traveler will love, whether flying domestically or internationally. The luxurious cabin was designed by well-respected interior designer Thierry W. Despont. The 14 passenger jet includes berthable seats for up to six as well as an FAA-certified crew rest area, making long hauls easy and comfortable. On-board connectivity is available with Aircell®

Axxess Sat Phone, Gogo® domestic Wi-Fi and Inmarsat international Wi-Fi. The aircraft is based at Meridian's Teterboro (TEB) facility and features a full galley with sink, microwave and convection ovens, and even an espresso machine. Entertainment amenities, including Blu-Ray Disc Players, are also installed on the aircraft.

The Hawker 900XP (N571KG) is a 2011 model that seats up to eight passengers and features high-speed Wi-Fi connectivity. It is based at MHT in Manchester, NH. The Citation VII (N832CB) has been completely refurbished and repainted and is based at TEB. It also seats up to eight passengers and offers internet access.

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Meridian Exhibits at NBAA and Around the World

Meridian has participated in several aviation industry events over the last few months, and we enjoyed seeing old friends and new customers. As always, we had a large booth at the annual National Business Aviation Association (NBAA) convention in October 2013. Held in Las Vegas, NV, Meridian was well-represented as we proudly showcased the various business units of the company to over 25,000 attendees from around the world. Of special note this year was an honor bestowed on Meridian employee Anthony Banome by *Airport Business* magazine. You can read more about Anthony's award in the accompanying side bar below.

2014 has already been busy for the Meridian team. In January, we were on hand at the annual NBAA Schedulers & Dispatchers Conference in New Orleans, LA. Meridian was well-represented by eight associates from various departments, including Charter Operations, Charter Sales, Aircraft Management, FBO Fuel Sales, and Marketing. This year marked the 25th anniversary of the conference, which broke attendance records in terms of both registrants and exhibitors. The conference is business aviation's premier event for schedulers, dispatchers and their suppliers and it gave Meridian the opportunity to meet valued customers and reach potential new ones. The event has grown from a small gathering of schedulers and dispatchers to one of the best-attended annual NBAA events. An interesting side note is that Meridian's own Bob Platten, Aviation Sales Executive, was among the handful of people who attended the inaugural event 25 years ago and says, "I can't believe how much things have changed since then. 25 years ago, there were about 60 of us standing in a room and asking ourselves, 'What do we want this thing to be?' Now we look around the convention hall and see over 2,600 people networking and conducting business. It's great to see how far this has come."

Adding to the significance of the event, Jamie Labocki, a Meridian Air Charter dispatcher, was among an elite group of 12 recipients to receive the 2014 Schedulers & Dispatchers Training Scholarship Award during the show. The awards promote the career development of current and aspiring schedulers and dispatchers, and offers opportunities for scholarship recipients to gain access to hands-on teaching initiatives.

In February, Meridian proudly participated with an exhibit booth at the inaugural International FBO Expo, sponsored by Executive & VIP Aviation International (EVA). Held February 17-18 at the Hilton Hotel located at Heathrow Airport in London, England, the Expo featured FBO exhibitors from around the world. The show was held in conjunction with EVA's other big event, Future of Business Aviation Conference 2014. Anthony Banome, FBO

Team Meridian at the 2014 NBAA Schedulers & Dispatchers Conference in New Orleans, LA.



Fuel Sales and Customer Service, represented Meridian Teterboro, and said of the event, "The FBO Expo definitely exceeded my expectations. It was a great venue for us, as it provided an excellent networking opportunity with European-based operators, as well as giving us good exposure to FBOs in growing markets. It was a very productive event."

Meridian also exhibited at the first NBAA Regional Forum of the year, held at the Boca Raton Airport (BCT), in Boca Raton, FL, on Thursday, January 30. The company sent a small delegation to represent Meridian in this strategically important region. Our Marketing Manager, Kirk Stephen, attended the event and said, "South Florida is a big market for both our FBO and Charter businesses, so it's important for us to be represented here and to be in front of our customers." The show featured 89 exhibitors with booths inside the hangar and 19 aircraft on static display, while the various speakers discussed the legislative and regulatory issues facing our industry in the year ahead. More than 1,400 people attended the forum. Meridian will be exhibiting at both of NBAA's next Business Aviation Regional Forums set for June 26 in Van Nuys, CA, and Dallas, TX on September 18.

Before we head west to Van Nuys, we will be again exhibiting at the European Business Aviation Convention & Exhibition (EBACE) in Geneva, Switzerland, May 20-22. This three-day event is always a great experience for Meridian, and if you will be attending, we invite you to stop by and visit us in Booth #5237.

Top 40 Under Forty

At the 2013 NBAA Convention, *Airport Business* magazine announced the winners of its second annual *Top 40 Under Forty* contest, and we are proud to say that our own Anthony Banome was among them. Anthony joined our FBO, Meridian Teterboro, as a Customer Service Representative in 2007. Over the years, while still retaining his responsibilities in Customer Service, Anthony's role expanded to include FBO Fuel Sales, a newly-created position to develop and grow Meridian's market share of fuel sales at Teterboro Airport. The position, which is well-suited to Anthony's friendly, out-going personality, has given him the opportunity to travel to industry events to develop the business both nationally and internationally. Anthony says he has enjoyed the opportunity to meet with people in all facets of the business aviation industry and is proud to be an integral part of the Meridian team.

Congratulations to Anthony on this well-deserved recognition!



Anthony Banome (center) receives his first copy of *Airport Business* magazine featuring the 2013 Top 40 Under Forty winners with Missy Zingsheim (right) and Larry Greenberger (left) of Cygnus Business Media.



Far left: Betsy Wines stands ready to welcome visitors passing through the Meridian lobby on the way to the Super Bowl.

Near left: An onsite member of the Air Boss team is available to help facilitate the orderly departure of aircraft leaving Teterboro Airport (TEB) after the Big Game.

SUPER BOWL SPOTLIGHT

Teterboro Airport has long been known as one of the busiest private aviation airports in the country. And the Super Bowl, like many high-profile events, is also no stranger to huge numbers of visitors arriving by private aircraft. But this year, with the game being played in the New York area for the first time in the event's 48-year history, the two converged and put Teterboro squarely in the spotlight. And we are proud to say that the airport, and Meridian, shone!

"As the closest airport to MetLife Stadium, we expected to see a significant increase in traffic, and we were definitely prepared," said Betsy Wines, Meridian's Vice President of Customer Service. "Although we saw some fluctuation in the number of planned flights as the game approached, we were very busy, especially the Monday morning after the game."

Meridian is one of five FBOs at Teterboro, and all were impacted by the requirements and security precautions put in place for Super Bowl XLVIII by the FAA and the Port Authority of New York and New Jersey. During a six-day period that ran from the Wednesday before the game until 6:00 am the Tuesday after, all aircraft arriving and departing from Teterboro were required to have a prior reservation, a first for the airport. Any aircraft that did not comply with the Prior Permission Required (PPR) rule was diverted to another airport.

In addition, the FAA also issued a Temporary Flight Restriction (TFR), making the airspace over East Rutherford and the stadium a no-fly zone from 5:00 pm until about midnight on game day. This also

meant no flights could arrive or depart Teterboro during that time.

"We had prepared for a big party at the FBO on Sunday during and after the game with refreshments and big screen televisions," added Wines. "When it turned out the majority of our customers decided to depart on Monday, we scaled that back. With typical Meridian adaptability, we shifted the focus to Monday and had Baristas and food available. With people eating and talking and using our free Wi-Fi, it was like being in a comfortable coffee house."

Another first for the airport was the hiring of an 'Air Boss' to help manage the flow of post-game traffic. Working in conjunction with the tower and the FBOs, well-known aviation professional Wayne Boggs and his team made sure that aircraft orderly entered the flow of traffic from their respective ramps. We were especially proud of the coordination between our staff and the Air Boss team, ensuring minimal delays for our customers during what was a snow event weather-wise.

The Super Bowl is considered one of the largest annual events for private jet travel and thanks to the extensive planning and preparations by all involved, it was a super success for Meridian and Teterboro Airport.

Meridian Calendar of Events 2014

| Date(s) | Name of Event | Location |
|------------|--|---|
| Jan 14-17 | NBAA - Schedulers & Dispatchers | New Orleans, LA |
| Jan 30 | NBAA Regional Forum - Boca Raton | Boca Raton, FL |
| Feb 17-18 | FBO Expo | London, UK |
| Mar 4-5 | Air Charter Safety Symposium | Dulles, VA |
| May 20-22 | EBACE | Geneva, Switzerland |
| June 14-15 | Wings & Wheels Expo | Teterboro Airport (TEB), Teterboro, NJ |
| June 17-18 | NATA Air Charter Summit | Dulles, VA |
| June 23 | Flight Safety Golf Tournament | Centennial Golf Club - Carmel, NY |
| June 26 | NBAA Regional Forum - Van Nuys | Van Nuys, CA |
| July 19 | 17th Annual Teterboro Airport 5K | Teterboro Airport (TEB), Teterboro, NJ |
| July 26-30 | GBTA Convention | Los Angeles, CA |
| Aug 2 | Giant Steps Charity Classic | Sonoma Horse Park - Petaluma, CA |
| Sept | Teterboro Airport Scholarship Golf Classic | TBA |
| Sept 18 | NBAA Regional Forum - Dallas | Dallas, TX |
| Sept 24 | Teterboro PAMA Golf Outing | Crystal Springs Golf Resort - Hamburg, NJ |
| Oct 7 | NJ Aviation Hall of Fame Inductee Dinner | Fiesta, Wood-Ridge, NJ |
| Oct 21-23 | NBAA Annual Meeting & Convention | Orlando, FL |



INFLIGHT FEATURES

Meridian Teterboro

Teterboro Airport (TEB) is one of the busiest general aviation airports in the country and as a fixed-base operator (FBO) at this popular airport, we are proud to say that Meridian Teterboro continually ranks among the top FBOs in the nation. When flying into the greater New York Metropolitan area, Meridian Teterboro is the perfect alternative and is welcoming to passengers and crew alike.

Our spacious 30,000 square foot Executive Terminal includes many amenities and our attentive staff is always ready to welcome and assist you with any need. Our team of fourteen professional Customer Service Representatives (CSR) is led by Betsy Wines, Vice President of Customer Service. Betsy has been ranked as the #1 Best CSR in the US according to *Professional Pilot* magazine, where she has held the spot for 14 years. Victor Seda, Customer Service Manager, has also ranked among the top CSRs for the past 7 years in the *Professional Pilot* survey.

Passengers will enjoy our comfortable lobby and executive lounge areas which offer wireless internet access, complimentary coffee and tea, newspapers, full concierge services and private conference rooms for on-site meetings. Rental cars and limousine services are readily available and we also have complimentary crew cars and courtesy van service.

Pilots and crew will appreciate our pilot lounge, large-screen movie theatre, sleep and rest areas, and a gym complete with locker rooms and private showers. Meridian Teterboro also offers full

The Meridian Teterboro executive lobby.

work stations and a state-of-the-art flight planning area which features two WSI Pilot Vectors.

Customer satisfaction is the number one priority of every member of the Meridian team. Our Line Service staff are eager to please, and they have been especially accommodating this winter season. Says Steve Chandoha, Meridian Teterboro President, "I am proud of the service we provide all year long, but I really want to commend the team for the outstanding job they did this winter keeping our ramps plowed and clear and coordinating with the tower to maximize the effect of our de-icing procedures. This saved our customers both time and money, and certainly contributed to efficient operations at the FBO as well as the airport."

In addition to aircraft de-icing, Meridian Teterboro offers quick turn service on both Jet A and Avgas, hangar and ramp parking availability, and our line technicians are certified through the National Air Transportation Association Safety First curriculum. We are also an FAA-certified 145 repair station.

There is a U.S. Customs facility on site at Teterboro, and with new expedited arrival and customs procedures in place, passengers arriving from international destinations will find the process easy and efficient. Meridian Teterboro is also approved by the FAA as a point-of-departure FBO for flights to Reagan Washington National Airport (DCA), a feature that many of our customers value. Our security staff works closely with the TSA to make the screening process quick, discreet and seamless.

"We are committed to providing world class service in every aspect of our business," adds Betsy Wines. "Whether it's a quick fuel stop, maintenance needs or arrangements for ground transportation and other services, we know that customers have other choices when flying into Teterboro or the New York area. We want Meridian Teterboro to be their first choice."

We look forward to serving you soon!



PLANE FOLK

Rosa Quinones

Security Supervisor, Meridian Teterboro

If you fly in and out of Meridian's FBO, you probably have seen or met Rosa Quinones. As our Security Supervisor, Rosa will be found at the front gate, at the podium inside the FBO, or on the ramp greeting passengers and assisting with their luggage. Rosa, who has been with Meridian for 11 years, says one of the rewarding aspects of her job is the different hats she wears on any given day.

Security is a 24 hour/7 days a week operation at Meridian. Rosa and her full-time security staff of six are responsible for maintaining a secure facility and perimeter, controlling ramp access, validating the authenticity of everyone seeking facility access, and securely tracking all vehicle and pedestrian entries/exits of the facility. The Security Division is also in charge of all internal employee security and providing the appropriate access cards for personnel.

"My staff works as a team," says Rosa. "Everyone really likes their job and each one is a really great worker." Turnover in the department is very low, and more than half of the Security Team has been with Meridian for eight years or longer.

Prior to joining Meridian, Rosa worked in loss prevention in the retail industry. Although she liked the type of work, it started to become relatively dangerous and she was ready for a change. She was hired at Meridian as a



Left: Meridian team coordinators, Shelter Our Sisters representatives, and Airport Operations members are shown with the generous donations from the local community to help support the annual SOS toy drive.

Giving Back

Meridian has a proud history of supporting local humanitarian organizations, as well as charitable giving to worthy causes and those in need. In November 2013, a devastating super typhoon named Haiyan made landfall in the Philippines. The losses were enormous and, as recovery efforts began, medical supplies and basic necessities were in short supply.

With strong ties to the Philippines, the Meridian Accounting Department leapt into action,

and sought Management approval to take up a collection. Our Meridian community responded to this need with generous donations from employees which were then matched by the company, bringing the amount raised to \$2,500. The money was sent to ABS CBN Foundation International, an organization whose mission is to alleviate poverty and provide a better life for Filipino children and their families

Haiyan was the most intense tropical cyclone to make landfall in recorded history. According to NOAA's Hurricane Research Division, there have been only three Atlantic hurricanes since 1944 that spent more time as a Category 5 storm than Haiyan. The rebuilding efforts are still continuing, and donations are still welcome. More information is available at www.abscbnfoundation.org.

Meridian employees have always been generous with both their time and money. We have supported a variety of organizations including Table to Table, Giant Steps, the United Way, Community Blood Services Bloodmobile, and Shelter our Sisters (SOS), an organization that works to better the lives of

security staff member and within three years, was promoted to Security Supervisor.

Rosa says everyday at Meridian is interesting, and occasionally something unusually interesting happens. "I remember when the Dali Lama landed on our ramp and everyone who was there was trying to get a glimpse of him. The Secret Service was present, and we were asked to assist with crowd control."

Rosa is also in charge of the ground coordination for all DCA-bound flights. This involves passenger screening and other special security precautions that need to be done 24 hours in advance. Meridian is one of a handful of FBOs that are authorized to clear charter flights for departure to DCA.

Rosa said that when she was first out of school, she wanted to be a flight attendant, but ended up going into the retail industry instead. It seems fitting that she is now working in the aviation industry, and from all accounts she plans to stay. "Working at Meridian is great. Everyone is really nice and you can tell that they all enjoy working here too. I hope to be here until I retire."



Left: Relief efforts were underway to help victims in the Philippines following the wake of Super Typhoon Haiyan.

women and children in Bergen County, NJ, who are victims of domestic violence. This past holiday season, Meridian again participated in the annual Teterboro Airport Holiday Toy Drive to benefit SOS. This is the 20th year that Teterboro Operations has sponsored the drive, which brings together the companies located at TEB to support this worthy cause.

Our employees showed their holiday spirit and generosity by donating toys, games and clothing items to help make the season a little merrier for the women and children that are in the SOS program. In 2012, SOS was able to help 300 families, including 500 children, and it is estimated at least that many benefited from the drive in 2013. Meridian was again pleased to offer its facility as a central drop-off location for donations from other participating companies.

"This is such a worthy cause and I am so proud of how the Meridian team continues to share with those less fortunate, both during the holidays and all year long," said Susan Forester, SOS Coordinator for Meridian.

Meridian Continues West Coast Expansion

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sity and location of our client base. Northern California is a great location for our second FBO as it will help us better serve customers as they travel to the West Coast, as well as allow us to take advantage of the growth opportunities the region offers."

Hayward is on the southeast side of the San Francisco Bay. It is centrally-located between San Francisco, San Jose and Oakland. The airport, which can accommodate most large-cabin aircraft, has no curfew and provides convenient access to a wide variety of popular destinations. Once fully operational, Meridian Hayward will offer fuel, maintenance services, well-appointed passenger and crew facilities, charter sales and other amenities. Construction is slated to begin this fall, with completion expected in 2015. Meridian is planning to add additional managed aircraft to its fleet which will be based at HWD and available for charter.

"We are committed to offering the same fine level of quality and service our customers have come to expect from the name Meridian," added Chandoha. "We are very excited about this addition to our company and look forward to welcoming customers to our new facility."

Meridian Aircraft Fleet Continues to Expand

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"With the addition of these aircraft to our charter fleet, we are now in a great position to offer our clients either a new or newly refurbished heavy or midsize aircraft that is modern, comfortable, and efficient," said Dennis O'Connell, President of Meridian Air Charter. "And the incremental lift gives us the flexibility we need to meet our clients' growing needs."

At Meridian, we understand charter. Our professional staff is available 24 hours/7 days a week and has the expertise to accommodate your needs as well as help you select the aircraft that best meets your trip requirements. Our fleet of managed aircraft, which is also available for charter, is comprised of a wide range of aircraft types including: Global 5000, Gulfstream G550, Gulfstream GIV/IVSP, Challenger 601-3A, Challenger 601-3R, Falcon 900EX EASy, Falcon 2000, Gulfstream G200, Hawker 900XP, Hawker 800XP/800SP, Citation XLS, Citation VII, and Citation Mustang. Other aircraft types can also be obtained through Meridian's extensive network of qualified brokers.

Meridian is an ARGUS Platinum Rated operator and has received IS-BAO Stage 2 approval and Wyvern Wingman status.

485 Industrial Avenue
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Meridian MILE MARKERS: New York, The Big Apple



A view of the Empire State Building and the New York City skyline at sunset.

This edition of Mile Marker is dedicated to none other than nearby New York City. Always a popular destination for tourists and business travelers alike, the city known as 'The Big Apple' welcomed scores of visitors during Super Bowl weekend.

New York City is composed of five boroughs: the Bronx, Brooklyn, Queens, Staten Island, and of course Manhattan. Its many districts, landmarks and cultural offerings are world renown. 55 million visitors annually take in the sights and stroll through its iconic neighborhoods and parks. One of the best-known parks in the world is beautiful Central Park, which was the first urban public space in the U.S.

Times Square, known as 'The Crossroads of the World' and home of the famous New Year's Eve Ball Drop, is perhaps the busiest pedestrian mall in Manhattan. Other popular attractions include the Broadway Theatre District, Rockefeller Center, the Empire State Building and Chinatown, which actually incorporates the highest concentration of Chinese in the Western Hemisphere.

Of course, we can't forget the Statue of Liberty, the universal symbol of freedom and democracy. Proudly standing between New York and New Jersey in New York Harbor, the Statue can be reached by ferry from Battery Park in Lower Manhattan and Liberty State Park in Jersey City.

Meridian Celebrates

15 Years

- Melvin Alcantara
- Nicholas Taddei
- Michelle Mandzy
- Gogi Grewal
- Guillermo Escobar
- Per Karlsson
- Victor Seda

10 Years

- Eric Kimler
- Stalin Fernandez

- Nick Thompson
- Don Paynton
- Barney Lowery
- John Frangipani

5 Years

- Joe Corrado
- Scott Craft
- Claude Grazioli
- Keith Sutherland
- Brian Swift

1 Year

- Stephen Cordrey
- Jonathan Cabral
- Christian Fernandez
- Kenneth Freschi
- Bruno Bonaldi
- Haakon Aurdal
- Vincent Stefano
- Nick Chieco
- Shane Furst
- Todd Schieck
- Janel Fernandez

- Emil Iannone
- Oscar Rodriguez
- De'Anna Curci
- Susan Strasser
- Alexis Barahona

New Comers

- Sean Jones
- Stephany Cabrera
- Lydia Glaser
- Daniel LaFrance
- Kevin Ortega

- Michael Stothfang
- Jonathan Franco
- Pawel Skomro
- Joel Pedroso
- Geoffrey Couture
- Brian Godlewski
- Michael Biersmith
- Eugene Mastaj
- William Chase
- Mariela Kaneva
- Freddie Nieto

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www.meridian.aero

PROUD SUPPORTERS OF:

Table to Table, a community based food rescue program that delivers excess fresh food from restaurants and supermarkets to soup kitchens and shelters. www.tabletotable.org

