



# BOARDING PASS



THE OFFICIAL NEWSLETTER OF LEHIGH VALLEY INTERNATIONAL AIRPORT (ABE)



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## FLY SAFE WITH ABE!

Pack away the uncertainty of air travel at your neighborhood airport this fall season.

You can **Fly Safe with ABE and Abe, the Pilot!**

During a press conference at Lehigh Valley International Airport (ABE) on June 11th, Lehigh-Northampton Airport Authority (LNAA) Executive Director, Thomas R. Stoudt, unveiled the Airport's new passenger health and safety initiative Fly Safe with ABE - primarily focused on COVID-19 prevention measures - while also introducing the aviator in charge of navigating passengers through the terminal - Abe, the Pilot!

"From the start of the search for a new normal at ABE, our vision was helping to restore an enjoyable and convenient travel experience by producing the healthiest environment for family, friends, and travel companions," said Thomas R. Stoudt, Executive Director, LNAA.

Stoudt expressed confidence in the commitment of Airport staff and stakeholders responsible for implementing these measures which further strengthens the foundation of ABE's greatest responsibility: Your Safety First!

"We've spent countless hours and resources adapting the Airport's terminal complex with the necessary tools for passengers or customers to see a noticeable change to their travel routine," said Stoudt.



This **new** travel routine includes:

- All passengers must wear a mask or face covering in the terminal complex
- Approximately (775) new signs and markings regarding best practices for COVID-19 prevention which include: social distancing throughout the terminal - especially in seating and queuing areas - mask requirements, hand washing, etc.
- Additional hand sanitizing stations
- Personal Protective Equipment (PPE) at ticket counters and concession areas
- Increased disinfection / cleaning procedures by custodial staff
- Installation of NanoSeptic antimicrobial self-cleaning films to numerous surfaces
- Public Service Announcements

"Thank you to everyone that contributed across our airfield in creating, implementing, and launching this initiative. It took a team effort by Airport personnel. Now, it's time to start our flight of resilience," said Stoudt.



**Nonstop to:**

- Chicago (MDW) - seasonal
- Fort Lauderdale (FLL)
- Myrtle Beach (MYR) - seasonal
- Nashville (BNA)
- Orlando Sanford (SFB)
- Punta Gorda (PGD)
- Sarasota (SRQ)
- Savannah (SAV)
- St. Petersburg (PIE)



**Nonstop to:**

- Charlotte (CLT)
- Chicago (ORD)



**Nonstop to:**

- Atlanta (ATL)
- Detroit (DTW)



**Nonstop to:**

- Chicago (ORD)
- Newark (EWR)
- Washington, D.C. (IAD) Beg. 12/17



**FLYER FEEDBACK - "I LOVE MY HOMETOWN AIRPORT!!! TRY TO FLY FROM IT EVERY TIME I GO AWAY!" - MARY LOU K.M.**



# WELCOME ABOARD ABE, THE PILOT!



## FLY SAFE WITH ABE

Fly Safe with ABE needed a recognizable face to ensure all the critical communication provided regarding safe and healthy travel encouraged passengers to stop and read during their non-stop flight through the terminal complex.

“Abe should serve as an important reminder to adhere to best practices recommended by the Centers for Disease Control and Prevention (CDC), Pennsylvania Department of Health (PDOH), and World Health Organization (WHO) for preventing transmission of COVID-19 (coronavirus),” said Stoudt.

Abe, the Pilot was created by Joy Kulp – graduate of the Charter Arts School in Bethlehem. Learn more about Abe by visiting his profile page on our website: <https://www.flyabe.com/abe-the-pilot/>

## THANK YOU FOR TRUSTING US!

We want to express our appreciation for adhering to new safety guidelines and trusting the staff at Lehigh Valley International Airport (ABE) during the summer travel season.

COVID-19 eradicated passenger traffic over a typically busy three months (June to August) – with only 78,851 people using your neighborhood airport compared to nearly 275,00 during the same time period in 2019.

	2020	2019
June	26,123	89,609
July	27,612	94,298
August	25,116	90,524

“While certainly disappointing, we are keeping everything in perspective. Airport staff remain focused on serving the region proudly and maintaining our highest priority which is keeping passengers safe when using your neighborhood airport,” said Thomas R. Stoudt, Executive Director, LNAA.

## HOSTING A PRESIDENT

Any time the President of the United States lands at Lehigh Valley International Airport (ABE), the eyes of the nation are on you.

Lehigh-Northampton Airport Authority (LNAA) Police Chief Tim Koder and Sergeant Steve Gensits have successfully coordinated for six presidential visits including: George W. Bush (twice), Barack Obama, and Donald J. Trump (twice), plus Vice President Joe Biden.

“It’s a whirlwind assignment because the notice is short, and the logistical set-up is constantly moving,” said Chief Koder.

On May 14<sup>th</sup>, President Trump arrived shortly after 1:30 p.m. and departed just after 4:00 p.m. A 2 ½ hour stop in the region needed supreme teamwork from approximately 50 airport employees over multiple departments: Police, Operations Center, Operations Officers, Maintenance, Aviation Services, ARFF, Properties, Public and Government Relations along with additional cooperation from stakeholders.

“Failure is not an option. I spent 74 hours over 4 days not just talking with airport staff but also the Air Force, Marines, White House Press Office, and the United States Secret Service which dispersed an advance team for set-up,” said Sgt. Gensits.

While ABE has the ability to accommodate large aircraft such as the 747 or 757, maneuverability around the airfield is critical for the operation.

“Making turns on taxiways, measuring the exact height of signs along the runway, etc. Everything is evaluated for every situation, and there are always back-up plans to the initial goal,” Gensits said.

Whether its wheels down or wheels up involving the President, the success of this mission never changes.

“We’re guarding a world leader and his safe arrival and departure is paramount.” Gensits said.





# JET STREAM MUSIC FESTIVAL

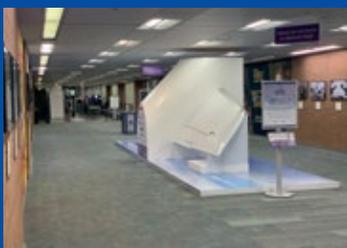
On August 19th, Austin-Bergstrom International Airport held their Jet Stream Summer Fest. It was 2 hours full of live local music from airports across the country. The Lehigh Valley International Airport (ABE) participated for the second time with the help of Kendal Conrad, a local artist from the Lehigh Valley. It was a great way to bring people together without actually being together!



## MILLER-KEYSTONE BLOOD DRIVE

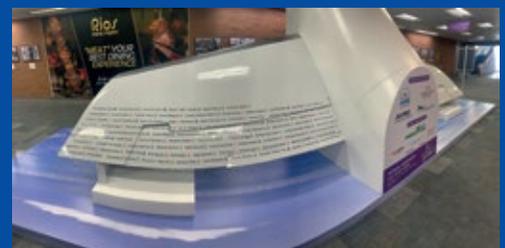
In partnership with the Miller-Keystone Blood Center, ABE held 2 successful blood drives in March and July collecting a total of 17 units. Miller-Keystone Blood Center keeps blood donations in our region to help our local community blood supply by serving 29 hospitals throughout Pennsylvania and New Jersey with life-saving blood products.

One pint of blood can save three lives, which is why blood donations are so important in our community. Blood donations are needed for premature babies, cancer patients, especially those with daily transfusion needs, trauma victims, surgical patients and more. **Donating blood makes you a Superhero – Unveil your super power!**



## SNEAK PREVIEW!

ABE has spread its wings in the fight against cancer. In the next issue of Boarding Pass, we'll hear from the Airport staff that engineered the takeoff of this amazing program which helps the Cancer Support Community of the Greater Lehigh Valley. Stay tuned!



## ADVERTISING PROGRAM

It's no secret that we have an awesome advertising family at Lehigh Valley International Airport (ABE). From ticket counter to takeoff, they create an exciting environment for our passengers and deliver a true "hometown" feeling at your neighborhood airport. We love featuring businesses and industries from across the region that tell our story including: news, healthcare and canine care, manufacturing, local restaurants, local sports and leisure activities, legal services and education, hotel and transportation, cable and internet providers, advertising agencies and air charters. One way or another, all of our advertisers at ABE are feeling the significant impact of COVID-19. That's why we've made additional efforts to recognize them and encourage everyone to support them during this difficult time. We've added a "partner efforts" page on flyabe.com where advertisers are able to provide copy for something they want to promote, we launched a video to highlight each individual advertiser and we started a new "advertiser spotlight" once a week on our social media channels.

At ABE, our advertisers are part of our family.





## EMPLOYEE SPOTLIGHT



**Michelle Appleman** – Allegiant Air

Michelle recently celebrated her one-year anniversary working at the Allegiant ticket counter. In March 2020, she received a PROPS award for outstanding customer service. She tries to stay positive and happy and motivates her co-workers to do the same. Her favorite part of her job is dealing with the older passengers because they usually have a funny story or anecdote to share. Outside of work she's been married to her husband Tom for 22 years. They have 2 daughters Adrianah and Katie. They also have Homer, a retired Greyhound.



**Carol Kelly-Smith** – Allegiant Air

Carol started her second career at Lehigh Valley International Airport in 2000 after retiring from AT&T / Lucent with 43 years of service. She was looking to do something part-time to keep busy. She always enjoyed the excitement of being around airports so when the opportunity arose she thought she would try it. Needless to say, she loved it and twenty years later, here she is. Over these years she has met many wonderful people including co-workers, passengers and crew members. It has been an exciting ride and her only regret is that she doesn't have enough years left to do another twenty.

## VOLUNTEER CORNER



**Evelyn Kondash and Rustle** – C.O.P.E. Volunteers

Evelyn started volunteering at the Airport with her Collie, Theo, when the Canines Offering Passengers Encouragement (C.O.P.E.) Program first started in 2015.

Rustle, who is 5 years old, started volunteering at the Airport in October 2016 and is her current partner. Rustle's full name is Glenshire Master & Commander, CGC, ACT1, TKN, SN-C, TKI, CD-C, RL1, CD, RN, RL2 and is an AKC Achiever Dog. The letters after his name indicate titles Rustle and Evelyn earned in obedience, rally, agility, and therapy work. Rustle lives with 3 other Collies who are also therapy dogs. Evelyn and Rustle also visit Good Shepherd, Sacred Heart Assisted Living, and St. Luke's Hospital. Rustle was also involved in a reading program with children at a local school. Evelyn loves working with dogs, training them and showing them in competitions. Collies are her favorite breed, and she has owned 12 of them. Along with spending time with canine activities, she also enjoys being outside, reading dog mysteries, and of course, volunteering with her Collies. Meeting people and sharing her Collies are her foremost loves. Evelyn is a native of Allentown, residing in Bethlehem with her husband, George for 37 years.



**Sharon Karonias** – Navigator Volunteer

Sharon began her association with ABE Airport in 1973 when she was hired by Altair Airlines. In 1975, when the new airport terminal complex opened, she continued to work for Altair and added employment at United Airlines. Later, she worked for Eastern Airlines until its demise. Her tenure with the airlines lasted from 1973 – 1991. She also did some short stints with the Airport Screening and Parking Booth and started an affiliation with a local retail travel agency. During that same time frame, she designed and implemented two Associate Degree Programs in Travel & Tourism at Allentown Business School and Northampton Community College. As a graduation component of the Travel & Tourism Degree at Northampton, students were required to complete an internship. The Airport already offered opportunities for those students wanting to pursue an airline or airport career. An additional internship option occurred in 1998 when the Customer Care Volunteer Program was created at ABE. In order to offer her students some insight into what this program entailed, along with familiarizing students with ancillary services available to the traveling public, she decided that the Customer Care Program might offer such opportunities, so she became a volunteer. Sharon disseminated information to outgoing and incoming passengers, assisted passengers with special needs, lead tours and worked at the Airport kiosk making reservations for some of the lower-cost air carriers and assisted with a variety of community events sponsored by the Airport. This program has since evolved into the Navigators Program. Although the Travel & Tourism Program at Northampton closed in 2003 due to declining enrollment after 9-11, she is proud to say that she has continued to be a Navigator volunteer and celebrated her 20th Anniversary in 2019.



**ABE'S TRAVEL TIP:** TRAVELERS SHOULD PLACE PERSONAL ITEMS SUCH AS WALLETS, KEYS, LIP BALM, TISSUES AND CELL PHONES IN THEIR CARRY-ON BAGS TO BE SCREENED. THIS PREVENTS POTENTIAL CONTAMINATION OF PERSONAL ITEMS BY NOT PLACING THEM DIRECTLY IN A TSA SCREENING BIN.