



# GANDER

## The Gander International Airport newsletter



WINTER 2008

### A GOOD YEAR FOR CYQX

The Gander International Airport Authority experienced a solid 2007, according to President and CEO Gary Vey.

Mr. Vey said international traffic has been strong in some segments and domestic travel out of Gander is going through a "period of revitalization."

"Our traditional international technical stop business has been fairly good. Cargo movements were up 35% over 2006 and military aircraft patronage posted a 17% growth. Corporate jet activity, a cornerstone of our operation, has been steady as well," he said.

Domestic passenger movements grew 13% in 2007 and will continue to expand, Mr. Vey noted. Passenger movements at Gander in January of 2008 were up some 73%.

"The introduction of Air Canada's twice daily jet service to Halifax has really invigorated the Central Newfoundland travel market. The passenger

response to Air Canada's service at Gander has been very strong."

Gander International Airport showed the second largest year-over-year gain in total aircraft movements in Canada, with a 44.7% increase. Local flight movements, driven by greater pilot training activity, were up 109% over 2006.



"Our **growth** places us on a **better footing** going **forward**."

This growth places the airport on a better footing going forward, Mr. Vey stated.

"A decade ago, we developed a 10-year Business Plan to place the airport in a sustainable position. That plan is on track—we have recorded positive cash flows each of the last five years,

with 2007 representing our best financial performance to date.

"If we can maintain our current performance, exploit new opportunities and manage our operational costs, we can generate the kind of revenues required to support our medium-term capital program. We'll do that by matching our strengths and resources with realistic growth opportunities, cutting the garment according to the cloth."

### SUNWING THRICE AS NICE THIS SUMMER

Sunwing Airlines will offer three flights per week between Gander and Toronto for the peak summer season.

Sunwing will offer Tuesday, Thursday and Friday departures on its Boeing Next Generation 737-800 jet. The Gander flights are part of the company's coast-to-coast domestic program.

"We are pleased Sunwing will offer service to our primary market of Toronto for the summer peak," said Gary Vey, President and CEO of the Gander International Airport Authority. "This is Sunwing's third year of service at Gander and passenger response has been excellent. The flights begin June 5 and run right through until Halloween. Sunwing's service provides great connectivity for passengers and Central Newfoundland tourism operators."



Sunwing flies to Toronto three times weekly for the peak summer season.

Bob Sime, Sunwing's Director Canada, states: "Providing affordable, convenient flights between markets in Atlantic Canada and Ontario is a core part of our business plan. We have enjoyed good success at Gander and are pleased to return this summer."

Sunwing Airlines and Sunwing Vacations are also offering departures from Gander to Punta Cana, Dominican Republic and Varadero, Cuba this winter (See page 4.)

Sunwing Airlines prides itself on offering travellers a host of inclusions most other airlines now charge for, such as a choice of hot meal with wine and inflight entertainment.

Sunwing's domestic flights are now ready for booking. For more information, visit [www.flysunwing.ca](http://www.flysunwing.ca) or call your local travel agent.



More often than not, and despite my best efforts in the interview, the end article will try and paint a portrait of airport that has experienced a meteoric fall from a flourishing transatlantic fueling point to a museum with dwindling purpose, a relic of the past, a dinosaur that refuses to succumb to the tar pit. I take great exception to this view, however compelling journalistic fodder it makes. Undoubtedly, the airport landscape has changed significantly from the heyday of international flights in the 60s, 70s and 80s. How could it remain constant? Aviation evolves, generally at a pace about five times that of other technologies. Planes are bigger, faster, longer-range and this trend will continue. This is the certainty of technology and innovation—it seldom goes backward. No sane economist would forecast a sudden surge in sales of VHS players.

Newfoundland's fishery has gone through the same sort of forced evolution as has faced our airport. Gone are the days of an ocean teeming with cod. The fishery has been forced to reinvent itself, to carve out new opportunities, and, most importantly, do more—and make more—with less. This has been the plan we have been executing at CYQX for the last two decades—creating the future, rather than awaiting it.

Just over 70 years ago, the first aircraft landed at Gander. This year we commemorate Gander's 50th anniversary and the official birth of Gander International Airport.

Gander may no longer welcome the scores of aircraft it saw during its heyday as Crossroads of the World, but its importance to international aviation remains strong and our future bright.

I often think of the men and women who built this airport, who carved a functional airfield out of a deep stand of unspoiled boreal forest. In fact, my grandfather, Elias Blundon, was one of the men who worked on the original site preparation. These people fathered an airport that would create its own legacy. Consider: Gander was once the world's largest airport. When aviation pioneers like Howard Hughes dreamed of launching intercontinental service, Gander was at the forefront. In its 70 years, Gander Airport has hosted millions of aircraft and passengers. This might seem a pedestrian achievement when compared to activity at continental hub airports like JFK or London Heathrow, but consider our situation: a remotely located airport in Canada's most easterly province, located in a community that barely makes a strained chin-up to a population of 10,000. Have you ever seen an official map, globe or atlas in which Gander is not identified?

**Gander's anniversary is really a celebration of aviation in the community.**

70 years in aviation is like a millennium in other industries, change has swept through the industry, and one can only imagine what the next quarter century holds. To take a closer look at the most significant events in Gander Airport's history, I invite you to read Frank Tibbo's excellent article on Page 5.

In the 1940s, the airport was vital in getting thousands of aircraft to the European Theatre during the Second World II. In the 50s, Gander enabled carriers like Trans-Canada Airlines (later Air Canada), British Overseas Airways Corporation (later British Airways) and Pan-Am to introduce transatlantic service.

Gander's anniversary is really a celebration of aviation in the community. The fact the airport is 20 years senior to the town demonstrates that Gander was built on the sky, founded on aviation. If you look around the community today you can see aviation in our iconography—in our museums and street signs, in our art and music, in where we work ... there's even a CYQX Quilters Guild and CYQX Senior Ladies Volleyball Team! It's a proud tradition for Gander. While we celebrate the past, we are all working together on tomorrow. As they say, think fondly on the achievements of yesterday, address the needs of the day and create the opportunities of tomorrow.

On Nov. 30, we'll be throwing a birthday party to commemorate our rich and storied 70 years. We certainly hope you can join us.

It seems like every year I will get a phone call from a foreign journalist who wants to do a feature on Gander Airport today versus its illustrious past.

Comments? [veyg@giaa.nf.ca](mailto:veyg@giaa.nf.ca)



**flyGander**

Our new website puts the world of travel at your fingertips.  
Visit us online at [flygander.ca](http://flygander.ca)



*If Bill Hunter were a baseball player, he'd be what you'd call a utility man—someone who can play every position on the field. On the airfield at Gander International Airport, the Supervisor of Structural Maintenance serves a similar role. When there are facility problems, regardless of how big or small, Bill often gets the call.*

*Bill is originally from St. Chad's, Bonavista Bay. He began work at the airport in 1983, working at Hangar 13 as a carpenter. He became a supervisor in 1991. Most recently, he completed the six-week Aircraft Firefighting Training Certification as part of the airport's cross-training initiative.*

*He and wife Barb have been married for 33 years. They have two daughters, Sarah, who works in Gander at the airport with Allied Aviation, and Lenore, who calls Fort McMurray home and provided two grandsons, Jake and Sean.*

*Like so many of the airport's operational staff, Bill has a very traditional approach to work; he's a fellow who is happiest when he's busy and goes about it with a smile on his face. A good thing, too, because he's pretty busy, but not too busy to answer a few of our questions.*

**So what's your responsibility at the airport?**

I'm the supervisor of structural and mobile equipment at the airport.

**What does a typical day involve for you?**

It could be anything. Often, it's structural work—repairing overhead doors, locks, windows, seating, ceiling tiles. When need be, I'm flexed out to groundside and sometimes airside for snow clearing. I am also responsible for supervising the mechanics and trades helpers.

**Any part of the job you particularly enjoy?**

I enjoy the different types of projects I get in the run of a day—it's always something new with a facility that's 50 years old. We like to keep busy.

**What's your favourite vacation spot?**

During the winter, it would be at my cabin on Third Pond. I like the relaxation, the outdoor activity, the snowmobiling, having a boil up in the woods ... I'm happiest outdoors.

**You live in Davidsville. How do you find the commute to work?**

I carpool. It takes about 45 minutes. For the most part, it's not too bad. The winter can be trying, but after 25 years of commuting, driving to work seems as easy as getting in the car and driving to the mall.

**What advice would you give to people who are new to a supervisory role?**

You need to be a people person and know how to motivate yourself and your team.

**What's in your CD player right now?**

A mix of old and new country.

**What's the last good movie you saw?**

3:10 to Yuma was pretty good. It's a new take on a traditional Western.



**What's the best advice you've received?**

"If you're going to do a job, do it well."

**What's your most prized possession?**

My family.

**Where's your dream vacation?**

My wife has always wanted to go to Nashville and visit the Grand Ol' Opry.

**What's the future of Newfoundland's rural communities?**

Towns like Davidsville and most all Newfoundland's outports have been struggling. The death rate in the province is exceeding the birthrate, and we need a way to reduce outmigration and bring back young workers. Hopefully, some of the big industrial projects, like our oil and gas industry, will create new work opportunities for young people.

**What do you do in your spare time?**

I like to relax at the cabin, cut firewood, snowmobile, moose hunt, and go cod fishing during the food fishery.

**Do you have any culinary skills?**

I make a decent meal of seal flippers. They key is to make sure the fat is completely removed and they are nice and clean, stick them in the oven and bake. In recent years, I've been chief cook for the Christmas dinner at the Maintenance Garage.

**So what's your plan for the long-term?**

Enjoy my job, retire at a decent age and enjoy a long, full life with plenty of free time to pursue the things that make me happy.



In the summer, thousands of humpback whales teem to Newfoundland's food-rich northeast coast to enjoy a break. In the winter, they migrate to the Caribbean to breed. You have to give the humpbacks credit—their seasonal travel patterns make a lot of sense.

For those blubbering about Central Newfoundland's sometimes unforgiving winter, the Dominican Republic—a primary stomping ground of humpbacks—provides a perfect escape.



Visitors go loco for the Dominican's Coconut Coast.

"People looking for a sun holiday usually have a simple shopping list," explains Bob Sime, Sunwing's Director Atlantic Canada. "They want an all-inclusive resort at a great value. Preferably, in a place where the weather is exceptionally good and there's a world class beach on their doorstep. It's little wonder the Dominican Republic's Punta Cana is regarded as a 'can't miss' Caribbean holiday. It offers the perfect meld of culture, music, sun and relaxation."

Punta Cana beach is often referred to as the Coconut Coast due to its hundreds of swaying coconut palms scattered along 50 kilometres of soft white beach kissed by the turquoise waters of the Caribbean. This resort area is the DR's most popular vacation destination, with a huge selection of all-inclusive resorts, although the sheer size of the beach ensures it's seldom crowded.

The Coconut Coast is more accessible than ever, thanks to Sunwing direct flights from Gander to Punta Cana, with Thursday departures beginning March 20.

## Punta Cana Coconut Coast Primer



**Moolah.** The Dominican peso is the official currency. The U.S. dollar is accepted at most tourist establishments and is often preferred . . . . Average **daily temperature** (March-May): 29 C . . . **Drinking Age:** 18 . . . **Electricity:** Same as in Canada . . . **Language:** Spanish. Most tourism employees speak good English . . . **National dance:** The **meringue**, a frenetic high-tempo number guaranteed to speed the heart rate . . . **Legendary drink:** The **bahamama**. Includes rum, bananas, coconut and other "tropical goodness" . . . **Famous resident:** Suave crooner **Julio Iglesias** has a home there . . . **Sports Superstar:** Baseball player **Sammy Sosa**.

Suzanne Jacobs, Manager of Legrow's Travel in Lewisporte, has holidayed in Punta Cana and has sent thousands of clients there. She paints a pretty picture of the Coconut Coast.

"There's an amazing offshore reef, lots of rustling palms and lush, unspoiled countryside," she said. "The Punta Cana area is made up almost exclusively of lovely all-inclusive resorts geared toward couples and families. Some resorts in the area cater to sports-minded visitors. The area boasts several championship golf courses, including one designed by Jack Nicklaus which just opened in the Cap Cana area. Some resorts are couples only, but most focus on family entertainment. Everything you need is on-site in your resort community."

For those who want to do more than work on their tans, there are plenty of sports, tours, magnificent national parks and an effervescent nightlife, she adds.

"Punta Cana offers a lot more than lazing on the beach - it has dazzling landscapes, exotic cuisine, plenty of entertainment, intriguing history, premium cigars, and even world-class baseball. The Dominican Republic is a surprising place that will delight even the most experienced traveler."

Ms. Jacobs said Punta Cana makes for an idealistic escape from the Newfoundland winter.

"I always say, 'You can build snow forts or sand castles'," she laughs. "The choice is yours."

To book, contact your local travel agent.

You aren't going to find **medicine** or toiletry any cheaper in the Dominican. Stock up on items like sunscreen (at least SPF 15 or higher) before you go.

Getting an **overall tan** in a sunbed before you go isn't a bad idea, it'll help you adjust to the Dominican heat (plus get rid of that lovely mayonnaise-colored winter skin tone.) In Punta Cana, seek shade between 12-3 pm, the hottest time of the day.

If you enjoy **snorkeling**, but a banana or piece of bread in a Ziploc bag. When you dive down to the reef release the food - you'll attract a flourish of tropical fish.

While the drinking **water** in Punta Cana is potable, most visitors drink bottled water. And make sure you have plenty of it—at least 10 glasses a day to offset the Caribbean's sizzling sun.

Bring an **insulated mug** or thermos. Not only does it make a positive contribution to the environment, but you will maintain cold Pina Colodas while lazing on the beach.



Try all the **foolish activities** available at the resort. Water polo, yoga, snorkeling, dancing lessons, sailing, what have you.

**Tip.** As in all cultures, it's an investment in superb service. That goes for housekeeping staff, bartenders and other servers.

**Great excursion:** Sanoa Island catamaran day trip is the most rum-soaked fun since pirates prowled the Caribbean. Not for those prone to seasickness. The bus ride to the departure is quite long, but it's an excellent way to see the country.

Do your **homework!** Ask pertinent questions of your travel agent and peers who have visited before. Review sites like Debbie's Dominican Republic ([debbiedominicantravel.com](http://debbiedominicantravel.com)) and Trip Advisor ([tripadvisor.com](http://tripadvisor.com)) that provide detailed reviews on properties, excursions and restaurants from vacationers who have been there before.

Have the **right attitude.** You are in a different culture—they have different values, lifestyles and language. You came to experience that. You won't accomplish anything comparing everything to home.

# A FAMILY AFFAIR

THE RICHES ARE THE LATEST IN A PROUD TRADITION FOR RAFLO GANDER

The Royal Air Force has had a presence at Gander Airport since the beginning of the Ferry Command during World War II. Today, the Royal Air Force Liaison Office (RAFLO), located on the international side of the airport, is staffed by its first husband-wife team, FS Karl Riches and Cpl Michelle Riches.

The RAFLO at Gander serves as a vital link in supporting Royal Air Force operations. It provides aircraft dispatching, engineering and other supporting functions, from arranging overnight accommodations to filing flight plans. RAFLO Gander is responsible for all aircraft in the region from Winnipeg east, an Area of Responsibility the same size as England, France, Switzerland and Germany combined.

The Riches have filled their passports under the RAF flag through the years. Both undertook tours in war-torn Sierra Leone, while Karl has been posted in Iraq, Bosnia, Kuwait and Belize. Michelle, a Jill Of All Trades who has done work in just about every aspect of the military, from recruiter to cargo exporter, has also spent time in Norway and Cyprus. Gander has been a change for them, but if there's one thing the Riches welcome, it's a new experience in a new country.

"When you come somewhere new, you have to become part the local community. We embrace the culture and live the same type of lifestyle as the residents," FS Riches explains.

"It's been quite easy moving to Gander," Cpl Riches adds. "When we lived in the UK, one of us seemed to be deployed at all times so we were apart a great deal, which makes it hard to be together as a family. Living in Gander has made it so much better for us."

The Riches have adopted cross-country skiing, snowmobiling, fishing and canoeing among their pursuits during off-duty hours, of which there is precious little.

"In my first six months at Gander, I had four days off," FS Riches laughs. "We're responsible for upwards of 400 aircraft annually, so it's not unusual for us to be at the airport at 4 am in the morning to handle a flight. You learn to be very flexible in your schedule; flexibility is key."

The right attitude toward your job and attention to detail is critical, Cpl Riches adds.

"This job requires good people skills, a lot of patience and, as Karl mentioned, a lot of flexibility ... it's very difficult to plan anything because you don't know when the phone will ring."



*FS Karl Riches and Cpl Michelle Riches manage the operational nerve center at RAFLO Gander. They are the first husband-wife team to do so.*

Gander is a strategic home for the RAFLO, FS Riches adds.

"Gander's location between the UK, western Canada and the US is very strategic. The suppliers and vendors at Gander provide excellent service. The airport has good infrastructure and provides the flexibility to accommodate our operations. Right now, about 90% of our military and Ministry of Defense-commissioned aircraft route through Gander—it has become a hub of sorts."

RAF activity at Gander makes a significant contribution to the local economy, infusing some \$1.5 million of new money into the service sector annually. When you include other services procured airside, that value doubles.

In 2007, the RAFLO at Gander accommodated over 10,000 passengers and crew, booked 4,400 rooms at local hotels and handled 1,300 metric tonnes of cargo. RAF aircraft welcomed at Gander

include the VC10, C130, Tri-Star, C17, BAE 146, Typhoon, Tornado and Harrier.

The RAFLO has also been active in adopting local charities, including the Heart and Stroke Foundation and the Gander Female Flyers Hockey team. When troops who have spent the night in Gander leave to fly home, they generously donate their Canadian change, which quickly adds up, Cpl Riches notes.

Through the years, the RAF and Gander have become incredibly interwoven. Many former RAFLO workers now work in civilian positions, or have retired here. The result is Gander has enjoyed a tinge of British flavor in its workforce and culture through the years.

Fred Moffitt is a prime example. Mr. Moffitt served as Detachment Commander in the RAFLO from 1986-1989. After retirement, he went back to the UK to fly the Hercules for one year, then retired to Gander and started a successful business. He now lends his expertise as a director with the airport authority. For Mr. Moffitt, the decision to return to Gander upon retirement was simple.

"I met a lovely lady here in Gander and that made my decision very easy," laughs Mr. Moffitt, who was born in Newcastle. "Beyond that, Gander has always held a nostalgic touch for me. I've always had a soft spot for the community."

"Gander has always been a strategic jumping off point for the RAF. It's perfectly located stop for aircraft en route to joint training exercises or to facilitate defense agreements held with various countries. I believe the RAF has made a real contribution to the community, both financially and culturally."

Gander is a long way from Karl and Michelle's respective places of birth, Yorkshire and Stoke-On-Trent. However, like everywhere they've been posted, they have brought with them the most important travel item—the right attitude.

# Five most significant events in airport history

By Frank Tibbo



To commemorate the airport's 70th Birthday, we asked aviation historian Frank Tibbo to name the five most significant events in Gander Airport's proud history. Mr. Tibbo is a retired Air Traffic Control manager and charter member of the now defunct Gander Flying Club. For the last 15 years, he has penned a weekly aviation column for *The Beacon* and authored *Charlie Baker George, a Newfoundland bestseller*, and "Best of Aviation." Breakwater Books will be publishing Mr. Tibbo's "The Streets of Gander" this anniversary year.

## 1. Decision made to Construct Airport

The most significant event in the history of the airport occurred in the summer of 1935 when the area was a boreal forest. There were a lot of ganders, and they all had feathers. A meeting was held in Ottawa concerning a North Atlantic Civil Aviation agreement between Canada, United Kingdom, Ireland and Newfoundland. Several individuals and/or groups had explored various areas of Newfoundland – areas as close as possible to the Great Circle Route between New York and London. It was decided to establish Botwood as a flying boat base and "Hattie's Camp" (Gander) for land-based aircraft. Great Britain agreed to provide 82 per cent of the capital and lend Newfoundland the remainder. In June, 1936, 40 workers arrived at the selected site to begin construction.



## 2. First Aircraft Landing

Jan. 11, 1938 marked the first aircraft landing in Gander's history, a Fox Moth piloted by Captain Douglas Fraser and engineer George Lace. Fraser said years later during an interview: "I can remember it quite well, I think it was five people who met me. It was a day like today, blue sky and not a cloud in the sky. I had been commissioned to take a doctor to Lethbridge - that wasn't the name then - and on my way back I touched in at Gander, why I don't know, but I just put down for a few minutes." Fraser's name is on one of the oldest streets in Gander and in 1987 he was inaugurated into the Canadian Aviation Hall Of Fame.

## 3. The Day We Began

Nov. 30, 1938 is the date most consider to be the airport's operational beginning. On this day, staff that operated the facility at Botwood were transferred to Gander. New facilities had been built in Gander in preparation for the transfer and the government appointed H.A.L. Pattison as the first Aerodrome Control Officer, a position later referred to as "airport manager."



## 4. Gander's Role in World War II

November 9, 1940 witnessed the first military aircraft ferried across the North Atlantic, a precursor of thousands that followed. Historians indicate Gander's role in this capacity, combined with the air cover for convoys and anti-submarine patrols, effectively shortened the war. On April 1, 1941 Newfoundland transferred operational responsibility of the airport to Canada for the duration of the war. That decision brought a bomber and fighter squadron along with a strong army contingent to protect what now was a vital Allied military base. The United States Army Air Force stationed a major contingent of several thousand troops, airmen and aircraft here bringing the military population to approximately 10,000.

## 5. April 1, 1949

April 1, 1949 marked Confederation with Canada and the Department of Transport took control of the airport. At the conclusion of World War II it became evident that the advancement of military transport aircraft during the war would spawn a transatlantic air trade. The first evidence of this was on Oct. 23, 1945 when the first commercial landplane, an American Overseas Airline DC-4, landed at Gander en route to Europe. Newfoundland did not have the finances necessary to double the infrastructure required to move the airport to a world-class civilian facility. Britain, who financed the original construction, was almost bankrupt because of World War II. The Canadian Department of Transport invested tens of millions of dollars into making an international airport with two major runways, taxiways and a first-class terminal building, which opened in 1958 to accommodate the thousands of airliners that would require a fuel stop. The first flight was a Pan American 70.

# Gander International Airport Through the Years

1940

1950

1960

1970

1980

1990

2000



1939

First flight touches down at Gander Airport

1951

Oceanic Control (ATC) is transferred from Moncton to Gander

1953

Eastern Provincial Airways moves its head office to Gander



1960s

Transatlantic flights grow Gander into one of the world's busiest airports



1974

The British and French governments use Gander to test its new supersonic aircraft, the Concorde



1979

Aircraft scramble to land at Gander as a piece of Skylab has fallen into the atmosphere

1996

Airport is transferred from the federal government to the community

2001

The largest terrorist attack on US Soil diverts 37 aircraft and 7,000 passengers to Central Newfoundland

# Greening Gander Airport: cutting carbons at CYQX

When amphibious minstrel Kermit the Frog waxed poetic that “it ain’t easy being green” 20 years ago, his words would prove prophetic.

Like all businesses, Gander International Airport creates carbon emissions that contribute to global warming. The airport authority’s Vice President and resident Green Champion, Darren Dalton, is hoping to change that.

“We recognize that our operation contributes its share, however small, to environmental degradation. People can endlessly debate global warming as man-made or natural cyclical phenomenon. This much is known: we all have an impact on the planet and the onus is on us to address it.”

As chair of the Greening Gander Airport Committee, Mr. Dalton has planted the seeds of a plan that would see Gander Airport to reduce its carbon footprint with hopes of eventually becoming a carbon-neutral operation.

The airport has engaged an external consultant to undertake a full-cost accounting of the airport’s annual carbon emissions. This includes carbon emissions from heating fuels, employees traveling to and from work, recycling programs and more. Once the audit is completed, the airport will



finalize a plan in which to reduce or offset these emissions.

“We have a number of concepts on the table, all of which will receive due consideration. We will be looking at such things as an anti-idling policy, greener forms of energy, organic property care practices, a green procurement policy, lighting retrofits, renewing our fleet with more energy efficient vehicles, a comprehensive recycling program and more. Once we get the results of our carbon audit, we’ll have a better sense of where to invest our money and energies.”

Mr. Dalton said becoming carbon neutral is unlikely to come “cheap or easy”, adding that it will require employees to embrace a green culture and commit to meeting objectives.

“The airport does not have a choice. We have to be proactive because there is a high probability that carbon reductions will become government regulatory policy. Furthermore, the aviation industry is very environmentally conscious. Airlines want the confidence of knowing they are doing business with a vendor who shares their green values,” he said. “The airport authority has to be a good steward for the environment ... we all do.”

## Top 10 Ways to Ensure a Miserable Travel Experience (for you and your fellow passengers)

1. Fly without drinking water. Worse yet, fly with a hangover.
2. Don’t comply with the latest regulations for carry on and luggage.
3. Travel with overstuffed, overweight baggage and get penalized for it.
4. Book connecting flights with extremely tight connection times that create massive anxiety.
5. Forget your passport, photo ID or travel documents.



6. Arrive at the airport with insufficient time to check in and clear security.
7. Wear tight, binding clothes.
8. Make jokes about terrorists or hijackers.
9. Wear enough perfume or cologne to give other passengers a nosebleed.
10. Fly with children who have eaten a great deal of sweets or sugared soft drinks.



### You wanted to know ....Where does the pee go?

There’s a lingering assumption that when you flush the toilet while on a plane, the pee is jettisoned out of the aircraft. If this were true, we’d all be wielding umbrellas on the sunniest of days. To get the right answer, we went to **Dion Faulkner**, General Manager of **Allied Aviation**, one of the world’s largest ground handling companies, which offers, among its many services, “lavatory servicing and disposal” i.e. getting rid of the pee.

“Most airlines now have a vacuum-based toilet which uses potable water with a chemical deodorant which breaks down the solids and sucks the waste into a common holding tank,” Mr. Faulkner explains. “Once the aircraft lands, we hook up a coupler and hose, drain it into our lavatory service truck and it is disposed of into the sewer system. We then recharge the lav system with fresh water and chemical deodorants.”



Things weren’t always this clinical. In the early days of flight, toilets were buckets. Information on disposal methods is sketchy, but cabins in those days were not pressurized, and it was easy to open doors or windows. Best not to think about it, we reckon. We should also note that Gander has hosted, on occasion, transatlantic airlines who were forced into “emergency diversions” because the toilets were, erm, over capacity.

Have a silly aviation question? Ask away ... e-mail [wright@giaa.nf.ca](mailto:wright@giaa.nf.ca)



# TAILWINDS: NEWS IN BRIEF

## NEW WEBSITE

The Gander International Airport Authority has launched a new website, devoted to travelers, [flygander.ca](http://flygander.ca)



"It provides clutter-free information essential to planning a trip to or from Gander," explains airport CEO Gary Vey. "We hope our new site is responsive and convenient for travelers."

Among its features, the new website has current arrivals and departures flight information.

"Our users told us quite clearly they wanted an online source of information on arrivals and departures," Mr. Vey said.

## CUSTOMER SATISFACTION

Gander International Airport earned a score of 4.38 out of 5 for passenger satisfaction in its most recent benchmarking study, which found 46% of passengers using Gander Airport are very satisfied and 47% satisfied. This rating was the same as the score Gander obtained in its last survey in 2004.

The survey assesses such things as value for money with concessions, availability of taxis, rental cars and parking; staff courtesy, availability of services, safety/security and speed of baggage delivery or check-in.

"We maintain an ongoing program to monitor customer satisfaction at the airport," explains Director of Marketing Reg Wright. "This is another means

of inviting feedback, be it good or bad, and the information we gather shapes our plans for improvement going forward.

"We strive to provide a safe, efficient and enjoyable passenger experience at the airport and we've invested where possible over the last few years with a new departures lounge, free wireless internet access, modernized long-term parking and, most recently, in-terminal flight information display screens. We recognize there is more to be done, albeit within the reality of our resources. We certainly welcome feedback from our users. Don't hesitate to contact me by e-mail at [wrightr@giaa.nf.ca](mailto:wrightr@giaa.nf.ca) or phone 256-6711 with any comments regarding your experience at Gander Airport."

## ANNUAL PUBLIC MEETING

The Gander International Airport Authority will host its Annual Public Meeting at the Hotel Gander April 16 at 2 pm.

Airport authority Chairperson Donna Rideout said the APM provides an opportunity to reflect on 2007 and take a look at the year to come.

"The APM is an opportunity to reconnect with the community and our stakeholders, share details on our performance for 2007 and answer any questions our stakeholders might have. It's open to anyone who is interested in attending."



Donna Rideout

## PHOTO FINISH

RAELENE CROWE CAPTURED THIS GREAT PHOTO OF A DC-10, SHROUDED IN EARLY MORNING MIST.

