



**DAYTONA BEACH  
INTERNATIONAL AIRPORT**

# Update

November 2007

## DBIA secures AirTran year-round; enters ground handling business

AirTran Airways has decided to serve Daytona Beach International Airport year-around. The air carrier's decision to continue service resulted in part from DBIA's agreement to provide ground handling services.

"For sometime the airport has explored the possibility of providing ground handling service to enhance customer service, increase efficiency and reduce costs to airlines," said Steve Cooke, DBIA's director of business development. "A similar service already is provided by many other regional and municipal airports."

With Volusia County Council approval, DBIA purchased belt loaders, baggage carts, tractor tugs, an air start unit, and truck-mounted stairs. Staffing is provided through the airport operations department. The airport took over baggage handling July 10 for AirTran. The purchase of equipment and hiring parttime staff will allow DBIA to offer similar services to other carriers in the future.

(Please see AirTran on Page 2)



**DBIA NOW HANDLES BAGGAGE FOR AIRTRAN AIRWAYS**

*The service reduces operating costs and allows luggage to be processed more quickly*



**MORE AIRTRAN PLANES IN THE SKIES OVER DAYTONA BEACH**  
*Air carrier to increase presence for the busy winter season*

## AirTran to add more flights in winter, spring

AirTran Airways will be making more trips to and from Daytona Beach beginning in November. The newest member of the DBIA family will be adding Saturday non-stop service to Baltimore, in November and is scheduled to offer three daily nonstop flights to Atlanta in January. AirTran currently offers a daily flight to and from Atlanta-Hartsfield International Airport.

Based in Orlando, AirTran is a low-fare airline that serves 56 U.S. cities with a fleet of 137 jets including 87 Boeing 717s and 50 Boeing 737-700s. AirTran has the newest fleet of all-Boeing aircraft in America. The 717 is configured for 117 seats – 105 in coach class and 12 in business class. ✈

# Popular Volusia Room among DBIA's customer services

Daytona Beach International Airport offers much more than flights around the country. In fact, its lesser-known guest services are as varied as they are valued.

Tucked away behind the second floor beverage lounge, the airport's Volusia Room offers meeting and dining space with a panoramic view of the airfield.

The popular banquet room hosts several events daily, including a wide variety of functions ranging from formal banquets to early morning breakfast meetings. The room can be divided for two functions and offers a well-appointed lobby area that often is used for registration or pre-function activities. The Volusia Room offers users a state-of-the-art overhead audio-visual system.

"The Volusia Room is very popular because of its amenities and its central location in the Daytona Beach area," said Steve Cooke, the airport's business development director. "This room is one of the many customer services we offer at the airport."

The 3,126-square-foot meeting room is operated by MSE International, the airport's food and beverage provider. It can accommodate 130 people for banquets and 200 people theater style. To book the Volusia Room, please call (386) 871-9018 or mse-daytona@aol.com.

Another service the airport provides is its mailback program. DBIA is one of the few airports to offer a free mailback service. When the Transportation Security Administration screeners determine that an item cannot be carried onboard the aircraft, the passenger is given the option to place the surrendered object in an envelope, address it, and drop it in a collection box



**THE TABLE IS SET FOR ANOTHER FUNCTION**  
The Volusia Room is a busy place, hosting several meetings and banquets daily

for mailback by the airport. The airport pays the postage and returns the item to the specified address at no cost to travelers along with a letter from the director, and a small gift.

"We feel our passengers shouldn't have to forfeit their property," said Cooke. "Our mailback program is a valued service

not available at many other airports."

For complete information on the services provided by DBIA, visit the airport's website [www.flydaytonafirst.com](http://www.flydaytonafirst.com). The site includes airline flight schedules, parking lot information, rental car contacts, airport hotel and restaurant lists, and extensive information on airport services. ✈



## AirTran

(Continued from Page 1)

"We were very successful in being able to hire some good people," said Rich Mather, DBIA administrative coordinator, who added that staff is handling about 240 bags a day for AirTran. "To the passenger, the baggage handling is seamless. We've improved the quality of service by getting baggage to the customer as quickly as possible and we're doing our part to get the aircraft out on time."

Cooke said he believes airport baggage handling is a viable incentive to airlines looking to expand or provide new service. "And as our operating team gains experience, we will be open to expanding services to include passenger services and other ground handling services that can benefit the passenger and the airlines." ✈

## DBIA among the first to develop new safety plan

Daytona Beach International Airport is one of a handful of airports in the United States that applied for and received a grant for assistance with the development of an official safety management system program (SMS). The program includes procedures, practices, and policies for management including safety risk management, safety policies, safety assurance, and safety promotion.

The SMS grant pays for 97.5 percent of the cost with the airport responsible for the remaining amount. In March, Wilbur

Smith Associates of Orlando, was selected to provide consultant services for the SMS program. The cost of developing the safety program and manual is \$105,000.

"We and our consultant Wilbur Smith are gathering data and developing the program," said Dennis McGee, DBIA Director of Aviation. Per the FAA, DBIA has six months to complete the written program, which is due in February.

In November 2006, the International Civil Aviation Organization (ICAO) amended its airport design and operations guide-

lines to require members to establish a safety management system. According to the ICAO, the new requirement improves safety and makes approaches more consistent at international airports.

"We are pretty sure the FAA will issue a mandate for all airports with our certification to have an official SMS program sometime in late 2008 or early 2009," said John Murray of airport operations. "We are ahead of the curve on this." ✈️



A DELTA JET TAXIES ON TAXIWAY NOVEMBER  
Taxiway November recently was rebuilt with grants from the FAA and FDOT

## DBIA looks for \$3 million in capital grants

Daytona Beach International Airport currently is seeking grants from the Federal Aviation Administration (FAA) and the Florida Department of Transportation (FDOT) for this fiscal year.

"These important airport capital projects may qualify for FAA and FDOT joint participation grant funding," said Dennis McGee, DBIA director of aviation. "We have many worthy potential projects needed to improve the airport."

Some of the projects include:

- Taxiway Echo pavement design to refurbish part of taxiway Echo.
- Taxiway Sierra extension design that will extend taxiway Sierra approximately 750 feet east to tie in with a ramp that will connect with the planned technology park.
- Airfield safety equipment to include replacement of a sweeper truck, a boom mower, and paint striping machine to refresh airfield markings. ✈️

## DBIA passenger traffic continues steady climb

Passenger traffic at DBIA was up 13 percent in September compared to the same month one year ago. The activity marks another consecutive month of steady passenger traffic increases in 2007.

During August, 39,234 passengers arrived and departed through Daytona Beach International Airport in comparison with 34,712 in September 2006, according to airport data.

For the 12-month period ending in August, 678,684 passengers traveled through the county-operated Airport, a 23 percent increase over the prior 12-month period.

"The traffic increase in September is the result of additional seat availability and strong passenger loads during the month compared with 2006," said Steve Cooke. "With low fare service offered by AirTran Airways beginning last January, average fares at DBIA declined over 2006 levels which has attracted more travelers." ✈️



DBIA COLLECTS ZIP CODE DATA -- Passenger Lori Costello takes a moment to enter her zip code at the DBIA security checkpoint. Information collected at the kiosk helps airport officials to better define and understand market trends.

# County Council OKs new phase of perimeter service road

The airport's perimeter service road (PSR) was developed to improve ground vehicle traffic flow within the airport's security fence and reduce the number of vehicle runway crossings. The current phase is the fourth of five phases to complete the project

In September, the Volusia County Council accepted a bid from P&S Paving of Daytona Beach for the construction of the road's fourth phase. The project is 95-percent funded by the Federal Aviation Administration, with the balance funded by the Florida Department of Transportation and the airport. LPA Group Inc. is the airport's engineering consultant firm overseeing the project. ✈️

**Complete airport information is on our website at [www.flydaytonafirst.com](http://www.flydaytonafirst.com).**



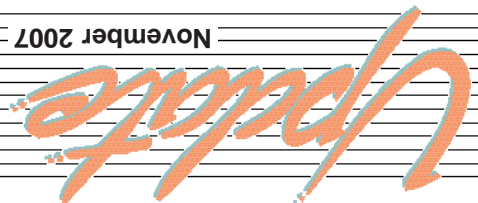
**SAYING GOODBYE TO OUR SOLDIERS --** On August 22 local National Guard Troops were deployed for training to the midwest pending final deployment to Iraq. The aircraft was a charter Boeing 757 operated by American Trans Air (ATA).

This publication produced by Volusia County Community Information for Daytona Beach International Airport. Paid for with Airport revenues.



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