

PALM BEACH COUNTY
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Paulette Burdick
Shelley Vana
Mary Lou Berger
Jess R. Santamaria



COUNTY ADMINISTRATOR
Robert Weisman

DEPARTMENT OF AIRPORTS



For Immediate Release

December 31, 2013

Contact:

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West Palm Beach, FL33406

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srichards@pbia.org

Palm Beach International Airport Year in Review: 2013

For Palm Beach International Airport, 2013 was a year of exciting developments. The timeline below is a recap of 2013.

January	Completed the walking path between Economy Parking and the Terminal.
March	Hired the first ever Marketing Director for the Palm Beach County Department of Airports. Received the Airport Revenue News Award for Most Unique Services.
April	Established Facebook and Twitter presence. Like us on Facebook at www.facebook.com/flyPBI and follow us @PBI_Airport on Twitter.
May	New logo for PBI launched the rebranding of the airport.
June	Charging Stations installed in the hold rooms for passengers to charge their devices for free while they wait to board.
July	Launched a new website furthering rebranding the airport.
August	Comfort Zone Spa celebrated one year as a full-service spa in the Main Terminal.
October	Launched the Thanks Again Loyalty Program to reward customers with airline miles or hotel points for every dollar they spend when they shop, dine or park at the airport using the credit or debit card they have registered with Thanks Again.
November	TSA PreCheck starts at PBI. NetJets Facility opened. New service began to Los Angeles (LAX), New York LaGuardia (LGA), Freeport (FPO), Orlando (MCO), and North Eluethera (ELH)

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Priscilla A. Taylor



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DEPARTMENT OF AIRPORTS

For Immediate Release

March 4, 2013

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PBIA named "Airport With The Most Unique Services" by Airport Revenue News

The Airport Revenue News announced the winners of its Best Airport & Concession Awards Program at the ARN 2013 Revenue Conference & Exhibition. Winners will be featured in the magazine's conference wrap-up issue in April. Among the winners, Palm Beach International took top honors as the "Airport With The Most Unique Services" in the Small Airport Category. The kids' play area at KidsZoo, the putting green and the rotating art exhibit are all unique services that contributed to this honor. Additionally, The Paradies Shops and HMSHost won best overall operators in their categories.

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MEDIA ALERT – For Immediate Release

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PBIA launches new website and reveals new logo www.pbia.org

Palm Beach International Airport launched a new website with a fresh look revealing the new logo for the airport. The updated look of the website was created by SimpleView Inc. and the launch is one of the first major initiatives of the recently hired Marketing Director.

The website offers an aesthetically pleasing and easy-to-navigate source for information about the airport, airlines, flights, concessions and amenities available at the airport as well as airport business opportunities. One of the exciting new features is a scrolling airfarewatchdog.com fare sale displaying available fares to various destinations. Another feature is the option to sign up for PBI travel news and deals delivered by email. Additionally, the website has many features that will continue to evolve and provide access to convenient amenities and identify the efforts of PBI to be the most stress-free flying experience in South Florida.

The last time the look of the airport's website was updated was May 2005. The Internet is a constantly changing environment, and PBI recognizes that it is increasingly important for every business to have an evolving web presence. With 333 million people using mobile phones and 230 million of those being smart phones, the airport is already working to develop a mobile site that should roll out later this year.

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FOR IMMEDIATE RELEASE

October 9, 2013

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PALM BEACH INTERNATIONAL AIRPORT LAUNCHES PASSENGER REWARDS PROGRAM

Travelers can now earn frequent flyer miles or hotel points for purchases when they park, shop, or dine at the Airport

Palm Beach International Airport (PBI) will launch a new customer rewards program based on purchases that travelers make at the Airport. The official launch event of the program is October 15-17, 2013, however, the program is currently already active. Travelers participating in the rewards program will be eligible to earn frequent flyer miles or hotel reward points for every qualifying purchase made at PBI such as parking and at the retail, food, and beverage shops throughout the airport terminal. Rewards offered via the program include frequent flyer miles from Alaska Airlines, American Airlines, Delta Air Lines, Frontier, United, US Airways, and coming in October 2013, Southwest Airlines.

"Thanks Again® is an excellent opportunity for us to reward our loyal passengers," explained Bruce Pelly, Palm Beach International Airport. "Whether paying for parking, buying a last minute gift, or grabbing a bite to eat, travelers will be able to accumulate mileage with the airline they choose and that was what attracted us to this particular program."

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The Thanks Again program allows you to earn Bonus Rewards in three easy ways –

At the Airport – Earn extra miles or points when you Shop, Dine, or Park at more than 100 participating airports. Certain airports offer extra miles for Parking, some for Dining, and many offer all three!

Neighborhood Businesses – Earn at thousands of Neighborhood Businesses. We allow you to earn bonus miles in places where miles traditionally have not been offered, such as your local dry cleaner.

Local Attractions – Be a “tourist in your own town” to take advantage of bonus opportunities, as well as when you visit other cities. Check out our participating museums, resorts, sports venues, aquariums, zoos, theme parks, and other popular attractions.

Register any credit or debit card in your wallet to earn airline miles or hotel points automatically when you use a registered credit or debit card at Airports, Neighborhood Businesses, and at Local Attractions throughout North America and at participating Airports nationwide. Registration only takes a few minutes and it’s FREE and SECURE.

To take advantage of this new opportunity to earn airline miles or hotel points at PBI, travelers can enroll at www.thanksagain.com/PBI. There is absolutely no cost to join and because Thanks Again has a presence in more than 170 U.S. airports, Palm Beach travelers will also be able to earn airline miles or hotel points for purchases made at many other airports across the country including Portland International, Seattle-Tacoma International, Houston Intercontinental, Anchorage International, Newark Liberty International, Hartsfield-Jackson Atlanta International, and Dallas-Fort Worth International Airports.

“We are honored to partner with Palm Beach International Airport to offer a seamless airport-wide loyalty program. Our new partnership with PBI brings additional value to the Thanks Again network of airports and merchants. We are happy to work with partners who truly embrace an innovative approach to customer service and consumer engagement,” said Marc Ellis, CEO of Thanks Again®.

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NEWS RELEASE
For Immediate Release

Liz Wise
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NetJets® Opens Exclusive-Use Terminal at Palm Beach International Airport (PBI)

*The PBI facility is NetJets' Sixth Dedicated Fixed-Base Operation (FBO)
This Private, State-of-the-Art Facility Provides Unmatched Services and Amenities*

November 6, 2012 – (West Palm Beach, Florida) – NetJets Inc., a Berkshire Hathaway company and the worldwide leader in private aviation, announced today the opening of a new private facility at Palm Beach International Airport (PBI). NetJets partnered with Signature Flight Support Corporation, the world's leading FBO network, to develop the state-of-the-art, 10,000 square-foot facility, which is located on the northwest corner of PBI airport in West Palm Beach, Florida. PBI airport is one of NetJets' most popular domestic destinations with more than 10,000 NetJets flights in and out of the airport annually.

NetJets has entered a long-term lease with Signature Flight Support for the facility and worked closely with them to customize the facility design to serve NetJets' customers' exacting needs and preferences.

The facility offers modern amenities, including a children's entertainment room, conference and business center, flight planning facilities, crew lounge, approximately six acres of paved ramp and convenient car parking area. The exclusive-use facility is for NetJets use only and will enhance the safety, service, value and effortless travel experiences NetJets' customers expect from the worldwide leader in private aviation.

"We are pleased to enhance the unmatched service and value we provide our customers with this premier, private-use facility, which is our sixth dedicated FBO in the country," said NetJets Chairman and CEO Jordan B. Hansell. "This state-of-the-art facility offers outstanding amenities to NetJets' customers and crewmembers in the Palm Beach area, which is one of our most popular domestic destinations."

Hansell added, "Signature Flight Support is a customer-centric flight support services provider and terrific partner for this facility."

"This new, modern, state-of-the-art facility at Palm Beach International Airport was made possible through close collaboration with NetJets, the world's most prestigious private aircraft provider. We are very excited with the innovative features of the facility that will enhance the customer experience, and we value the relationship between Signature Flight Support and NetJets. Signature Flight Support and our uncompromising emphasis on safety, service, and operational excellence are aligned with NetJets, and we are ready to welcome their customers to the new dedicated NetJets facility in Palm Beach," stated President and Chief Operating Officer of Signature Flight Support Maria Sastre.

NetJets Inc.

NetJets Inc., a Berkshire Hathaway company, is the worldwide leader in private aviation with the largest and most diverse private jet fleet in the world. NetJets began in 1964 as the first aircraft charter and management company in the world. In 1986, NetJets pioneered the concept of fractional aircraft ownership – offering individuals and businesses all of the benefits of whole aircraft ownership and more, at a fraction of the cost. Today, NetJets offers a full range of private aviation solutions through its programs in North America and Europe, including NetJets Shares™, NetJets Leases™ and the Marquis Jet Card®, which provides access to NetJets through a 25-hour jet card.

NetJets recently introduced the NetJets Signature Series™ of aircraft, which are new aircraft that will be entering the NetJets fleet that are customized from design through production and include advanced cockpit and cabin technologies to ensure maximum safety, reliability and operating efficiency, as well as advanced in-flight entertainment systems and custom cabin designs. The NetJets Signature Series of aircraft include the Embraer Phenom 300, the Bombardier Global family of aircraft, the Cessna Citation Latitude, and the Bombardier Challenger 350 and 605 series.

The North America program is managed and operated by NetJets' subsidiary NetJets Aviation, Inc., and the European program is managed and operated by NetJets Transportes Aereos, SA, a Portuguese/EU Air Carrier. In the United States, NetJets also offers aircraft management and on-demand charter services through its subsidiary, Executive Jet Management, Inc. Subject to obtaining relevant regulatory approvals, NetJets will also offer aircraft management and charter services in China through NetJets China Business Aviation Limited, a joint venture between NetJets and a consortium of Chinese investors. The NetJets companies offer worldwide flight operations. More information on NetJets, NetJets Europe, the Marquis Jet Card, and Executive Jet Management is available at www.netjets.com.

Signature Flight Support

Signature Flight Support Corporation, a BBA Aviation plc company, is the world's largest fixed-base operation (FBO) and distribution network for business aviation services. Signature services include fueling, hangar and office rentals, ground handling, maintenance and a wide range of crew and passenger amenities at strategic domestic and international locations. Headquartered in Orlando, Florida, Signature currently operates at more than 100 locations in the United States, Europe, South America, Africa and Asia. For more information, please visit: www.signatureflight.com or on Facebook at www.facebook.com/signatureflightsupport. Follow Signature Flight Support on Twitter: @SignatureFBO.

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For Immediate Release

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BahamasAir Introduces Non-Stop Flights from West Palm Beach to Nassau Offering Introductory Fares just \$59 one way

Palm Beach International Airport (PBI) and BahamasAir are pleased to announce that BahamasAir will start a non-stop flight between West Palm Beach (PBI) and Nassau (NAS) effective November 10th using its 50-seat aircraft.

The details are as follows:

Schedule:

Mondays / Thursdays & Sundays

NAS > PBI: Depart @ 12:45PM and Arrive at 1:45PM

PBI > NAS: Depart @ 2:30PM and Arrive at 3:30PM

Introductory Fares:

\$59 one way in either direction.

Introductory fare tickets MUST be purchased by October 31st, 2013. No restriction on travel dates. Book now to take advantage of these great introductory rates. Check fares, flight availability and book online at bahamasair.com.

"We expect this flight to Nassau will be well received by our community. We are pleased to add another city to our list of non-stop markets." said Bruce Pelly, Director of Airports for Palm Beach County. BahamasAir also offers non-stop service to Marsh Harbour, Bahamas.

PBI will offer non-stop flights to 29 different markets this winter, including flights to four markets in the Bahamas. For more information visit www.pbia.org.

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DEPARTMENT OF AIRPORTS

October 29, 2013

For Immediate Release

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Palm Beach International Airport and American Airlines announce new non-stop service to Los Angeles and New York

Palm Beach International Airport (PBI) and American Airlines are pleased to announce new direct daily service to Los Angeles International Airport (LAX) and New York LaGuardia Airport (LGA) beginning Nov. 21, 2013. Booking will be available starting Sunday, Aug. 11, 2013.

Flight AA 2366 will depart daily from LAX at 12:05 a.m. and arrive at PBI at 7:55 a.m. Flight AA 2357 will depart daily from PBI at 8:50 a.m. and arrive at LAX at 11:50 a.m. These flights will be year-round.

There will be two daily direct flights between PBI and LGA, with seasonal service beginning Nov. 12, 2013 and ending March 31, 2014. Flight AA 0029 will depart LGA at 7:30 a.m. and arrive at PBI at 10:40 a.m. Flight AA 0029 will then depart PBI at 11:25 a.m. and arrive at LGA at 2:10 p.m. Flight AA 1327 will depart LGA at 3:10 p.m. and arrive at PBI at 6:35 p.m. Flight AA 1327 will then depart PBI at 7:20 p.m. and arrive at LGA at 10:20 p.m.

All flights will be operated with American's Boeing 737 aircraft.

"American is excited to announce new service between Palm Beach International Airport and our Los Angeles and New York hubs," said Chuck Schubert, American's Vice President – Network Planning. "This schedule is a great complement to our existing service between West Palm Beach and Chicago and Dallas/Fort Worth. It will give customers in the West Palm Beach area convenient access to Southern California and New York, and allow them to connect to additional destinations throughout the American Airlines and oneworld® global network."

"New non-stop service is always in high demand from our loyal passengers," said Bruce Pelly, Director of Airports for Palm Beach County. "We would like to thank the Chambers, Business Development Board and local business communities for rallying behind us to show their support for this new service from American Airlines. We are thrilled to have additional service to our No. 1 destination, New York, and, for the first time, direct service to the West Coast into Los Angeles."

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DEPARTMENT OF AIRPORTS

November 18, 2013

MEDIA ALERT

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Ribbon Cutting Ceremony and Inaugural Flight Reception to celebrate American Airlines new non-stop service to Los Angeles and New York

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PHOTO OPPORTUNITIES:

Water Cannon upon arrival of Flight AA2366 (likely to be up to 20 minutes early)

Ribbon Cutting Ceremony will begin at 7:45am

Water Cannon on departure of Flight AA2357 at 8:50am

RSVP TO STEPHANIE RICHARDS srichards@pbia.org WITH YOUR FULL NAME AND DATE OF BIRTH no later than 11/19/2013 at 12noon for your gate pass for security.

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