

# What's The Buzz

November/December 2017

## Connecting John Glenn International Partners

FIND US ON:



### Delta's Joe Farmer celebrates 50 years of employment at CMH



Joe Farmer joined the Delta Air Lines team at CMH on Nov. 16, 1967. In his 50 years of employment with Delta, Joe has worked in a variety of areas including ramp/cabin service, air cargo, ticketing, gates and baggage claim services. In all of those areas he served in roles of increasing importance ranging from agent to supervisor and also led the safety team for several years.

"One memorable moment I have of my time here is that Delta was the first airline at CMH to have a jet way," Joe said. "Delta Air Lines takes very good care of its employees and we have the best benefits in the industry."

When he's not working, Joe enjoys gardening, watching his grandchildren participate in their various activities and finding new restaurants to enjoy with his wife Jane. Joe and Jane recently celebrated their 49th wedding anniversary. Joe, thank you for your 50 years of service and congratulations on a very successful career!

### Outstanding customer service

#### Devon McCall, Columbus Regional Airport Authority



Once a passenger was settled in her seat aboard an outbound American Airlines plane, she realized that she was missing one of her valuable rings and concluded it must have fallen off her lap while applying hand lotion in the holdroom. After speaking with the flight attendant, the passenger was permitted to disembark the aircraft long enough to search for the ring, at which time she recruited Devon to assist in the search. Coming up empty-handed, the passenger reluctantly returned

to the aircraft. Devon, however, began a more thorough search around the seats and found the ring! Devon gave the ring to a flight attendant who delivered it to its owner before the aircraft door was closed. Upon reaching her destination, the woman notified the airport about her experience, expressing gratitude for Devon's outstanding customer service actions.

### OneJet to Milwaukee

Specializing in meeting the needs of business travelers, OneJet began twice-daily nonstop service between John Glenn International and General Mitchell International Airport (MKE) in Milwaukee, Wisconsin on Nov. 1. OneJet specializes in point-to-point flights operated on small business jets with a seating capacity of seven passengers and an average one-way fare of \$200 to \$300. With less than an hour flight between the two cities, a business traveler can depart CMH at 8:20 a.m., have a full day of meetings, depart MKE at 3 p.m. and be home for dinner. OneJet will check-in passengers at the counter space next to Delta and operate out of Gate 48 in Concourse C. Visit [OneJet.com](http://OneJet.com) for flight schedules and to book a flight.



### Walking Lot now open



Passenger convenience is top of mind for the Columbus Regional Airport Authority when planning airport enhancements. The newest feature to debut at CMH is a walking lot designed to allow departing passengers to drive in, park and walk to the terminal without needing to wait for a shuttle bus. Located adjacent to the Fairfield Inn on International Gateway, the new lot provides another convenient parking option near the terminal at a cost of \$11/day.

### Starbucks arriving on Baggage Claim

We are pleased to announce the addition of a fifth Starbucks location at CMH. This Starbucks will be situated on the north side of baggage claim near bag carousel 6. Construction is underway with a grand opening of this popular concession in December.



## Important CMH community reminders and updates

- **Special message from the USO leadership team**

**Military personnel who work at John Glenn International are kindly asked to reserve the USO for airport customers. Here is the message USO leaders asked us to publish:**

“In accordance with the USO’s Congressional Charter, all USO airport lounges are reserved for traveling active duty, reserve, and guard personnel and their families only. While we respect and appreciate everyone who has served, including those who work here at CMH, we must remain focused on our core mission and reserve the USO’s resources for traveling active duty, reserve, guard personnel and their families. We ask that anyone who does not fit that description to please help us meet our mission by being respectful and not take your work breaks in the USO lounge. We thank you for your understanding and support of our mission to serve these traveling service members during their journey as they look to the USO lounge for a bit of respite and connection to home. Thank you.”

- **25 fines being issued for smoking in non-designated areas**

Due to the increased number of employees and contractors smoking in non-designated areas along the north and south ends of the arrivals drive curbside, Airport Public Safety and support teams are now monitoring these areas. Several violators have been issued a Notice of Violation that carries a \$25 fine. To avoid being ticketed, to respect non-smokers, and to adhere to airport public smoking policies, please take your smoke breaks in the designated area. Your cooperation is greatly appreciated.

- **Meditation Room is designed for quiet prayer and meditation**

It is not to be used as an airport employee break room to eat, sleep or recline. Please respect others – employees and airport customers – who use the space for quiet prayer and meditation by maintaining order of books and furnishings and depositing chewing gum in trash receptacles, not in plants or on the furniture. Your respect and cooperation is appreciated.

- **Frontier Airlines contracts with Huntleigh for special assistance**

Frontier Airlines recently entered into an agreement with Huntleigh USA for wheelchair/special assistance service for their passengers. If you encounter a Frontier customer who needs assistance, please contact Huntleigh at 614-207-9843.

- **Cold Weather Reminder**

With the onset of colder temperatures, we want to make a concerted effort to keep the entrance doors on baggage claim and ticket level closed when not in use. Please do not stand in the doorway or in front of the sensor that will initiate the door to open. As well, when jet ways are not in use, please try to keep those access doors to the terminal closed to maintain warm holdroom areas. Your cooperation is greatly appreciated. Thank you.



### OHIO FINGERPICKERS FEATURING PALMER MOORE

**November 20 | 2:30-4:30 p.m.**

The Ohio Fingerpickers will be the last musicians to grace the Melodies in Motion stage for 2017, making room for the highly anticipated holiday performances featuring local school choirs and other entertainers! Watch for these announcements beginning in early December. All performances will be staged in the center of the ticket lobby.

### Ambassadors present their annual cookie caper!

Wednesday, Dec. 13, has been designated for the annual holiday cookie caper, courtesy of the Airport Ambassadors. Staged in the EOC located above the food court, these bakery treats will sweeten us up from 10 a.m. until the last cookie disappears!

