



# BOARDING PASS



THE OFFICIAL NEWSLETTER OF LEHIGH VALLEY INTERNATIONAL AIRPORT (ABE)



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## BRIDGE TO DEPARTURE

As part of a grant issued by the Federal Aviation Administration's (FAA) Airport Terminal Program (ATP) under the Bipartisan Infrastructure Law (BIL), the \$29-million TSA Checkpoint / Terminal Connector project at Lehigh Valley International Airport (ABE) received a \$5 million boost in funding.

During his recent visit to the region, U.S. Secretary of Transportation Pete Buttigieg joined U.S. Congresswoman Susan Wild for a construction site tour.

"We saw the commitment that was here, and a very sound project with a very strong case for funding that is part of a bigger vision of how to modernize and upgrade this Airport," said Secretary Buttigieg.

This infrastructure investment elevates the passenger experience through the following enhancements:

- Up to 4 security checkpoint lanes with new screening equipment provided by TSA
- New redundant elevator and escalator equipment to enhance ADA compliance
- Shorter walking distances with separation of arriving and departing passengers
- Enhanced air purification systems and improved air circulation

"What we are seeing is a whole new TSA area that is going to allow the Airport to expand traffic, which I

think everybody who resides in our area will be thrilled about," said Congresswoman Wild.

Final stages of structural steel installation are complete with connecting the new TSA Checkpoint with the Wilfred M. "Wiley" Post Departure Concourse.

Two (90-foot) bridge trusses were lifted and set by construction crews last month.

"Everyone can see pieces of this construction puzzle coming together. It really puts in perspective what the traveler is going to see as they come through the new checkpoint," said Ryan Meyer, Director of Planning and Programming, Lehigh-Northampton Airport Authority (LNAA).

In total, 450 tons (900,000 pounds) of steel were used to frame out the new structure.

"We've passed the 50-percent mark for overall project completion, which keeps us on schedule for opening in 2023," said Thomas R. Stoudt, Executive Director, LNAA.

These next few months are pivotal as construction crews install the exterior siding and finish the roofing work before the arrival of Fall and Winter.

"Obviously, having the space both sealed from the elements and climate controlled is the next priority, so completion of rooftop equipment installation and finishing work on heating, ventilation, and air conditioning systems will be critical to ensure work can continue in the space," said Stoudt.



### Nonstop to:

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



### Nonstop to:

- Charlotte (CLT)
- Chicago (ORD)
- Philadelphia (PHL)



### Nonstop to:

- Atlanta (ATL)
- Detroit (DTW)



### Nonstop to:

- Chicago (ORD)
- Newark (EWR)
- Washington, D.C. (IAD)



**FLYER FEEDBACK** - "I'VE BEEN IN A LOT OF AIRPORTS AND CAN HONESTLY SAY THE STAFF AT ALLENTOWN IS THE BEST, EVERYONE (TSA, BAGGAGE CHECK) WAS PLEASANT AND FRIENDLY." – CAROL E.



## HAPPY ANNIVERSARY, MYR!

On May 3, 2012, ABE celebrated the inaugural flight to Myrtle Beach, South Carolina (MYR). In the last decade, this has become one of the most popular destinations from Your Neighborhood Airport.

We couldn't let this anniversary pass without a party for our passengers.

Known for showcasing some of the country's best regular and miniature golf courses, Gate 7 became Hole #7 with passengers testing their putting skills by trying for a hole in one! Participants chose from a table of prizes regardless of their score.

All passengers boarding the flight received an ABE bag that included: a coupon book and drink koozie courtesy of The Myrtle Beach Visitors Center, mini-golf passes donated by Oasis Restaurant & Mini Golf in Allentown and Putt U in Center Valley, and one delicious travel treat made by Amy's Creative Cakes (a golf-themed cookie).

One lucky passenger discovered the Grand Prize in their ABE Bag – a golden ticket – which was redeemable for (2) flight vouchers to any non-stop destination served by Allegiant Air from ABE!

Happy Anniversary, MYR! Book your next trip by visiting, [flyabe.com](http://flyabe.com)



## SUMMER TRAVEL CHECKLIST

Heavy volumes of air travelers are expected for the remainder of the summer season, so Airport officials advise all passengers **departing between 5:30 a.m. - 8:30 a.m. and 11:30 a.m. - 1:30 p.m. to arrive at least 2 hours before their flight** to ensure they reach their gate for on-time boarding.

*Travel tips to remember:*

- Boarding begins 30-minutes prior to departure

- Checked bags cannot be accepted within 30-minutes of departure
- Aircraft doors close 15-minutes before the posted departure time, and will not reopen
- With (2) TSA Checkpoint processing lanes operating at ABE, there is the potential for additional wait times due to a heavy volume of passengers

## SUMMER TRAVEL IS STRONG

There's definitely a notable buzz in the terminal complex as air travel demand remains high at Lehigh Valley International Airport (ABE) and across the country.

May produced the highest passenger traffic total for that specific month since 2004, while June followed suit reaching passenger traffic numbers for the month not seen since 2001.

### 2022

May - 83,502  
June - 92,562

"Throughout these last few months, Airport staff and stakeholders have done an amazing job of providing the highest level of customer service during this seasonal surge of passengers," said Thomas R. Stoudt, Executive Director, Lehigh-Northampton Airport Authority (LNAA).



## SUMMER KICK-OFF!

Snacks, mascots, and music started the busiest travel season of the year at Your Neighborhood Airport.

ABE kicked off the beginning of summer with a Customer Appreciation event and a much-anticipated return of Music in the Airport.

Pottstown native and local sensation, Kendal Conrad had passengers and Airport staff singing and dancing to her popular songs. We're so happy to welcome her back inside our Terminal and are really looking forward to showcasing more performers from the Lehigh Valley.

Airport advertising partners including Joshi Hotels, The Arc of Lehigh and Northampton Counties, People's Security Bank, St. Luke's University Health Network, and Astound Broadband joined us for the excitement with lots of giveaways. Thank you!

And of course, plenty of fun was had as Mascot Mania made everyone smile. Thank you Just Born, Inc. for the visit from the Peeps® chick mascot. And, FeRROUS and FeFe from the Lehigh Valley Iron Pigs were ready to face passengers of all ages in the bean bag toss.





## FLYING PAPER AIRPLANES!

Lehigh Valley International Airport (ABE) participated in the 2nd Annual STEAMM (Science, Technology, Engineering, Arts, Mathematics, and Medical) Expo held at Springhouse Middle School.

Approximately 900 students (representing both 5th and 6th grades) created interactive projects for display and joined STEAMM-related businesses for hands-on creative activities at their event tables.

Paula Bonstein and Leanne Hill from ABE's Customer Experience Department demonstrated how to make the "best" paper airplanes, but the ultimate thrill was permission to fly their finished product during the activity.



Other businesses / organizations in attendance included: Crayola, Lehigh County Conservation District, Lehigh Career & Technical Institute (LCTI), and Spillman Farmer Architects.



## MUSEUMS ON THE MOVE

In coordination with Historic Bethlehem Museum & Sites (non-profit organization), ABE has launched a new monthly program – Museums on the Move.

Currently, they are promoting "A Glimpse Through Glass" exhibit taking place at the Kemerer Museum of Decorative Arts until August 28, 2022.

The Museum displayed pieces of cadmium and uranium glass in the terminal. Passengers were able to shine a blacklight on the glass and watch how the glass glows in shades of green, yellow, pink, orange, or red under the ultraviolet light.

For more information about the Museum's glass exhibit, visit: [historicbethlehem.org](http://historicbethlehem.org)

## IS THERE A WAIT TIME AT THE SECURITY CHECKPOINT?

Through a partnership between Lehigh Valley International Airport (ABE) and Veovo – a technology company powering smart decision-making across airports – passengers can find out predicted wait times at the TSA Checkpoint via Main Terminal displays, the Airport website, and on social media platforms.

"Tensions certainly rise as travelers reach this point of their airport journey, and the mental clock starts counting down to their departure time," said Thomas R. Stoudt, Executive Director, Lehigh-Northampton Airport Authority (LNAA).

Veovo's Passenger Predictability solution combines 3D cameras and powerful cloud-based analytics software to provide key performance indicators such as checkpoint occupancy, predicted wait times, throughput, and processing times which are visualized on a web-based dashboard.

"We'll gain critical insight on passenger flow at our facility, which the Airport plans to share on a multitude of communication platforms. Also, it can be used as a reconnaissance tool for planning your itinerary. For example, if you are departing on a Sunday morning flight, passengers can check the week before to see estimated wait times in their travel window," said Glenn Kurcon, Director of Information Systems & Technology, LNAA.

Lehigh Valley International joins other major North American airports, including JFK, Newark, LaGuardia, and Cincinnati, which have adopted the Veovo flow and queue management system.

"The Veovo system is completely transferrable into the new TSA Checkpoint, expected to be open in 2023," said Stoudt.



## APPRECIATION PICNIC

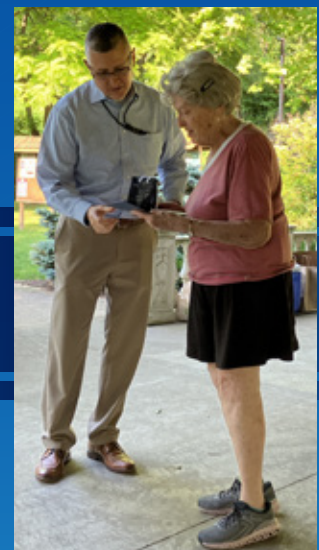
Canal Park was the perfect setting for food and fun.

The Lehigh-Northampton Airport Authority (LNAA) recognized volunteers from all programs (Navigators, Jr. Navigators, and C.O.P.E. - (Canines Offering Passengers Encouragement) for their selfless dedication during the Annual Appreciation Picnic.

"Our volunteers are a great asset in providing the highest level of customer service. They're always engaging, smiling, and eager to help passengers. It's vital to let them to know how much we appreciate their hard work, help, and support," said Paula Bonstein, Manager, Customer Experience.

Service pins were given to those individuals with 5, 10, and 15 years of volunteer service at Lehigh Valley International Airport (ABE).

To learn more about ABE's Volunteer Program, visit: <https://www.flyabe.com/programs/volunteer/>





## EMPLOYEE SPOTLIGHT



**Matthew Hill**  
**(Operations & Safety)**

Matt started his career at the Lehigh-Northampton Airport Authority (LNAA) in 2013 as an ABE Line Service Technician with the Fixed Base Operator (FBO) at Hangar 7. After working the aircraft ramp at Hangar 7, Matt shifted gears by accepting the role of Airport Operations Officer in the Operations and Safety Department. Following six years patrolling the airfield, he was recently promoted to Training and Compliance Coordinator in the Department. Matt received his Associate in Science in Air Traffic Control from Miami Dade College. In his spare time, he enjoys traveling, hiking, and spending time with his family.



## CANINE CORNER



**Ken Herr with Nori & Nik**  
**(C.O.P.E. Volunteers)**

Ken first joined the C.O.P.E. (Canines Offering Passengers Encouragement) with Nori in December of 2018. Nori is a 12-year-old mini-poodle rescue. Her small size is ideal for sitting in passenger's laps for cuddling.

About a year later (late 2019), Ken brought Nik to C.O.P.E. Nik is a 6-year-old English Cream Golden Retriever. Being a large dog, he can meet people and children at their level and will gladly accept any attention offered including hugs and rubs. Nik loves to swim in a stream, lake, or the ocean.

"Working together, I have seen each of them touch people in their own special way, soothing nerves and providing a welcomed way for passengers to pass the time while waiting for their flight," said Ken.

**ABE'S TRAVEL TIP** – Give yourself plenty of time by arriving at the Airport at least two (2) hours before your flight's scheduled departure time.