

Welcome to NewsFLLash Issue #12.

In this edition: new pedestrian crossing signal system goes live, airlines expand service, three new restaurants open, and more.



Official Newsletter of Broward County's Fort Lauderdale-Hollywood International Airport





Mark E. Gale
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Fort Lauderdale-
Hollywood International
Airport (FLL)

A Message From the CEO

Welcome to NewsFLLash edition No. 12. This month marks the first anniversary since our publication's launch this time last year.

As we close out 2019 and welcome the new year, we want to share some of our recent accomplishments. At FLL, we have been very busy with a host of improvements in airport safety and guest amenities.

We've made great strides, starting with our new welcome sign at the airport's entrance to the rehabilitated North Runway and airfield infrastructure.

Our guests and employees are already enjoying the benefits of our terminal modernization, including new restaurants, shops and much more, all of which you'll read about in our latest newsletter. For us, it is the quality details like these that matter!

We also introduced our Safety First campaign earlier this year, focusing on our roadways and enhanced traffic signalization on the arrivals level. If you've visited our website or the airport recently, I hope you have seen the messaging.

In mid-December, we introduced the next element of our Safety First initiative with our "Pack the Fun, Not the Gun" awareness campaign. Our goal is to reduce or eliminate the number of weapons brought to our Transportation Security Administration (TSA) passenger screening checkpoints.

In addition to these safety measures, we also conducted an overnight training exercise with airport stakeholders in Terminal 4 to practice safety protocols and emergency response.

From new contemporary restrooms to a significant investment in our Wi-Fi system to ensure 5G transition readiness, we are continually striving to make your FLL airport experience better.

It has been a very busy and rewarding year. I wish you and your family the very best. Thank you for your continued support and patronage.

Look out 2020, here we come!

Mark

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The Sky's the Limit

November passenger traffic climbs

Passenger traffic climbed nearly 2 percent in November to 3.04 million travelers, compared to the same month in 2018. Domestic passenger traffic increased 3.2 percent to 2,362,945 travelers. However international traffic slipped 2.1 percent to 678,455 visitors, versus last year at this time.

Overall, 33.2 million people traveled through FLL in 2019, year-to-date as of November 30. This is an increase of 1.7 percent from the same timeframe in 2018.

For 2019, we expect FLL's annual passenger traffic to exceed last year's total of nearly 36 million travelers.

More Dining Choices

We're celebrating even more choices for pre-flight snacks, meals and drinks at FLL. Several new options have debuted this month to serve travelers during the busy holiday season. Please make plans to stop in and enjoy during your next visit.



Shake Shack opened in Terminal 2, Concourse D, on December 14. Since its humble start as a hot dog cart in New York in the early 2000s, the modern "roadside" burger stand has become a revered hangout for its legion of fans across the globe. The restaurant chain serves premium burgers, hot dogs, crinkle-cut fries, shakes, frozen custard, and more, which it touts as "fresh, simple, high-quality food at a great value."



Flash Fire Pizza also began serving travelers in Terminal 2, Concourse D, on December 14. The South Florida-based, fast-casual pizza restaurant allows customers to create their own pizzas using high quality, fresh ingredients. The eatery strives to provide the best quick fire pizza, delivered with the friendliest service. The menu offers traditional favorites like the Margherita and many other handcrafted pizza choices, as well as specialty salads and tempting desserts.



Rocco's Tacos and Tequila Bar made its debut in Terminal 1, Concourse C, on December 13. This South Florida-born eatery is known for a menu that offers "a true taste of Mexico" in a fun, casual environment. Enjoy authentic Mexican flavors, and popular dishes, including Rocco's signature guacamole, handmade corn tortillas, specialty margaritas, and other crowd-pleasing brews and bar bites.



New Flights Take Off

Ribbon-cutting for Azul's new route (pictured)

Several new and returning seasonal flights took off from FLL in fourth-quarter 2019 including the following:

- Air Transat: New service to/from Vancouver, Canada began December 20
- Azul Brazilian Airlines: New flights to Belo Horizonte, Brazil started December 16
- JetBlue Airways: Twice-weekly seasonal service to Steamboat Springs, Colorado resumed December 14

HOLIDAY HAPPENINGS



Santa, Mrs. Claus and the Elves

The holiday spirit is big at FLL: it began early this year for us. Our decorations were up before the Thanksgiving break to get travelers in the mood for the festive season. You can spot all the holiday ornaments from the moment you step into any of our four terminals.

Beginning in mid-December, St. Nick and Mrs. Claus made their rounds throughout the terminals to get that all-important "wish list" from children and their parents – providing everyone was nice this year, of course! The Claus team roamed the airport in pre-and-post security areas for three days. No word yet on where they parked their sled and reindeer.



Holiday Music Fills the Air

If you visited FLL from December 9-13, you might have been lucky enough to experience our 32nd annual Winter Festival of Music. This year's musical showcase featured students from 33 Broward County elementary, middle and high schools in a variety of performances throughout the week. The entertainment lineup included bands, orchestras, choirs, roaming carolers and dancers.

Nearly 1,600 students performed for travelers, each child an incredibly talented singer, musician or dancer. Even family members who weren't traveling came out to show their support.

AIRPORT IMPROVEMENTS



New Pedestrian Crosswalk Signalization System is Live

FLL's newly-installed pedestrian crosswalk signalization system went live on Tuesday, December 17, as part of the airport's ongoing Safety First initiative. The traffic lights and pedestrian signals are located on the lower-level roadway outside of Terminals 2, 3 and 4.

Motorists and pedestrians should heed the traffic signals to ensure the safety of everyone using the airport's roadways. Crossing guards will still be in place to assist with vehicular and pedestrian traffic flow during the transition.

For more information on this project, read the airport's [news release](#).



No Carry-On Gun Initiative

The Broward County Aviation Department (BCAD) has joined forces with local and federal law enforcement partners to remind everyone at FLL that it is illegal to enter a TSA passenger screening checkpoint with a weapon.

The initiative was prompted when airport officials were concerned that FLL is routinely listed as one of the top 10 airports in the country for the number of weapons intercepted at TSA checkpoints.

The awareness campaign is an extension of our Safety First initiative. We've branded the messaging with the tagline "Pack the Fun" but "Not The Gun" to remind passengers not to bring a weapon to the passenger screening checkpoint.

Here is a list of the ways we are communicating the campaign:

- Social media messaging branded with our Safety First initiative
- A dedicated page on fll.net promoting Safety First, "Pack The Fun, Not The Gun"
- Branded messaging on our passenger shuttle buses
- Flyers for airport employees at the shuttle bus stops
- Vinyl wrap messaging on our garage elevator doors
- Signage at every security checkpoint
- Messaging on our Flight Information Display Screens throughout the airport

Our goal is to reduce or eliminate the number of weapons found at FLL's screening checkpoints, making the airport safer for all visitors.

COMMUNITY OUTREACH



Aviation Expo Showcases FLL

For the second year in a row, BCAD participated in the City of Miramar's Aviation Expo hosted by Mayor Wayne Messam on December 6 and 7 at the Miramar Regional Park.

The annual event, now in its third year, provides the local community with an introduction to the aviation industry through simulated travel experiences and interactive educational sessions.

Activities included mock airport security screening, drone demonstrations, hands-on experience with aircraft firefighting trucks, interactions with air traffic controllers and flight instructors.

The two-day expo offered loads of educational experiences that were just "plane" fun! From check-in to landing and beyond, attendees learned all about FLL and a variety of aviation careers.

INSIDE BCAD



FLL Honors its Valued Volunteers

The Aviation Department treated 63 airport volunteers and their guests to a holiday luncheon on December 4 to show appreciation for their service to FLL in 2019. Honorees included members of the [FLL AmbassaDogs](#), [Airport Ambassador](#) and Americans with Disabilities Act Access Committee volunteer programs.

FLL's current volunteers have given nearly 90,000 hours assisting and greeting our guests in terminals, the Rental Car Center or offering their expertise to enhance the airport experience.

"There are not enough words to express our gratitude," Chief Administrative Officer Celina Saucedo said during welcome remarks at the event at Bistro Mezzaluna in Fort Lauderdale. "Thank you so much for your dedication and loyalty every single day that you come to help our passengers."

During the luncheon, service pins were given to volunteers celebrating milestone anniversaries, with several marking 14 to 21 years of service to FLL and the traveling public.

FLL established its Ambassador program 21 years ago. The AmbassaDogs therapy dog greeter team launched in 2013.



Continuing Emergency Response Training

On December 5, the Aviation Department, in partnership with several hundred airport stakeholders, volunteers, and the Broward Sheriff's Office, conducted "Operation Homefront" to test the airport's response to an active threat. The exercise is part of our ongoing training for airport employees, evaluating FLL's communications channels, law enforcement response and agency coordination. The overnight drill was conducted in Terminal 4 between 11PM and 3AM.



FLL's First Annual Report Arrives

A year in the making, our 2018 Annual Report is now available for your reading pleasure. The 46-page report highlights the previous year's accomplishments at FLL, as well as those at our general aviation sister facility, North Perry Airport. In addition to financial information, the report is filled with images of special events and construction progress. Think of it as the year in review, only better! See the PDF on fll.net.

FLL BY THE NUMBERS: NOVEMBER 2019

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TOTAL TRAFFIC WAS
3,041,400 UP 2% OVER THE
SAME TIME LAST YEAR



DOMESTIC
TRAFFIC
2,362,945



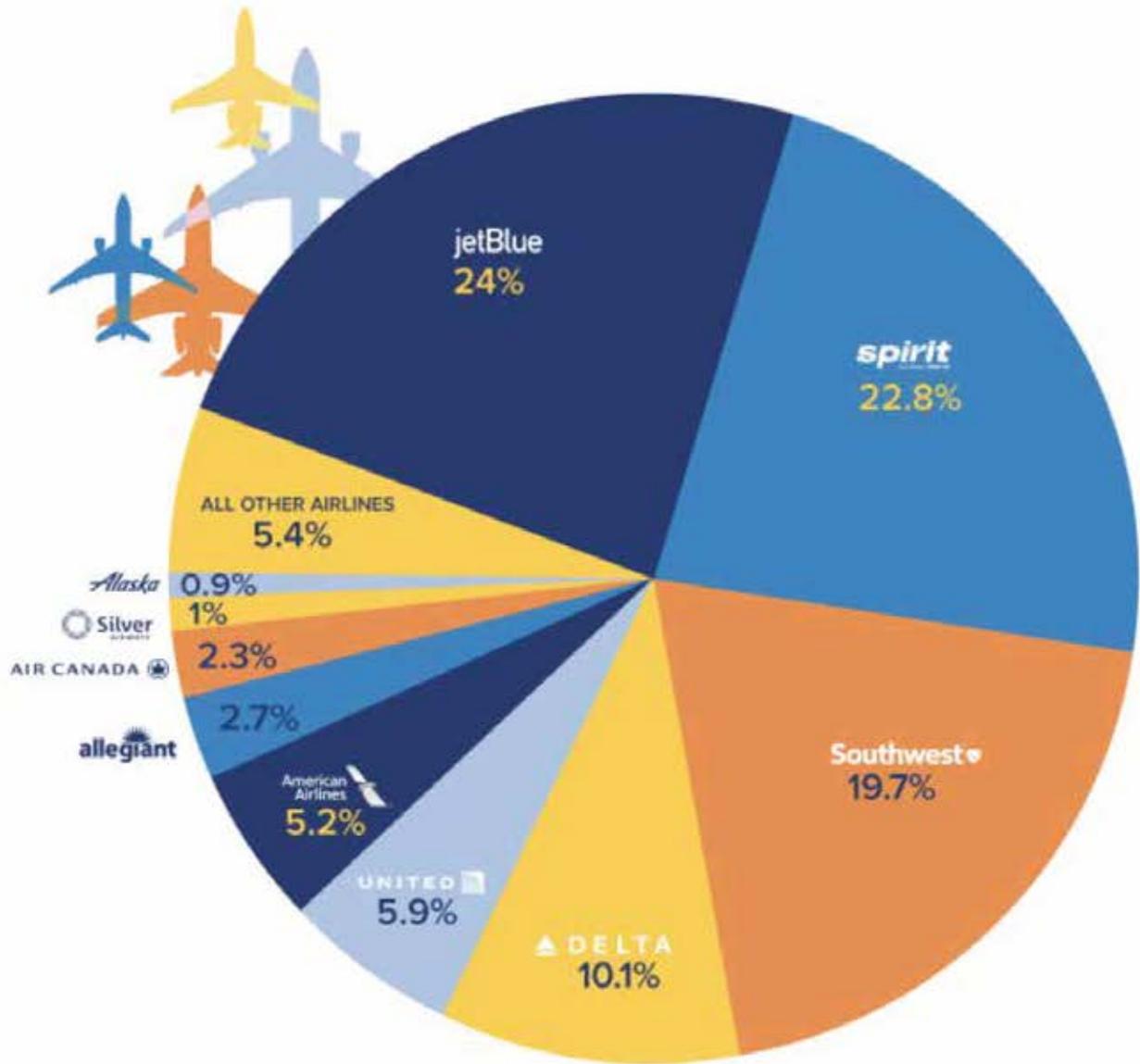
UP 3.2%
OVER LAST YEAR

INTERNATIONAL
TRAFFIC
678,455



DOWN
2.1%
OVER
LAST YEAR

AS OF NOVEMBER 30, 2019



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