DAYTONA BEACH INTERNATIONAL AIRPORT

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Update

October 2005

Passenger traffic steady this summer; DBIA pitches for more service

In May, June and July, air carrier passenger load factors at the airport consistently reached the 90 percent range. During these months, the airport accommodated 202,734 arriving and departing passengers, a 2 percent increase over the prior year.

In August, 54,380 passengers passed through the terminal.

Airport Director Dennis McGee noted that this summer's passenger traffic numbers continue a positive trend that started in late 2002, but more airline capacity is needed if traffic gains are to continue. McGee added that the airport has made several recent air service proposals to encourage more air service at Daytona Beach International Airport, including service to Washington D.C./Dulles Airport, Dallas and John F. Kennedy International Airport (New York).

AIR TRAFFIC CONTINUES TO REMAIN STEADY AT DAYTONA BEACH INTERNATIONAL
But additional seat capacity is needed for the numbers to grow

DBIA AMBASSADORS PROVIDE FRIENDLY, COURTEOUS SERVICE
Ambassador Diane Osterholm sports the familiar green jacket and warm smile

DBIA Ambassadors set standard for airport service

Clocking more than 144,000 hours assisting passengers traveling through Daytona Beach International Airport since 1992, the 74 members of the Airport Ambassador team are vital to providing superior customer service at the airport.

Their compensation? The satisfaction of knowing they help create a pleasant experience for travelers. Ambassadors are the welcoming faces that greet travelers and offer a friendly smile, light conversation and information about attractions, accommodations, rental cars and much more.

The program is managed by Janice Siennicki who has been an Ambassador since the program's inception in 1992. Siennicki has dedicated more than 10,000 hours of service to the Ambassador program. Ambassador Mary Lou Lehner has given nearly 9,000 hours since 1992.

(Please see Ambassadors on Page 2)

Newest tenant at DBIA offers import and export services

Shipping and receiving freight is easier than ever at Daytona Beach International Airport with a new customs house broker that has established an airport operation.

John Varndell Customs Broker partners with two other companies and a major freight forwarder to offer international trade services including import/export operations, customs clearance, warehouse management and shipping. The container freight station is in the air cargo building at DBIA.

"We recognized the need for this service in the Volusia and Flagler counties area," said Varndell, a customs broker for 10 years with more than 18 years of related experience. "Basically, if a company needs to ship anything out of the country or import items into the country, we can handle the entire process."

The company offers 5,300 square feet of warehouse storage (indoor/outdoor) and shipping via air, rail or road. The company also offers specialized services involving distribution, logistics, project management and training.

"Officials at The Daytona Beach/Halifax Area Chamber, Daytona Beach International Airport and the County's Department of Economic Development were immensely helpful in helping us launch this venture," said Varndell.

According to Phil Ehlinger, Department of Economic Development Business Development Manager, the customs broker business supports the department's five-year strategic plan. "As the County's designee for Foreign Trade Zone 198, it makes sense to help a business that, in turn, will help our local companies that import and export," he said. "Paired port entry is a very efficient method of U.S. Customs processing."

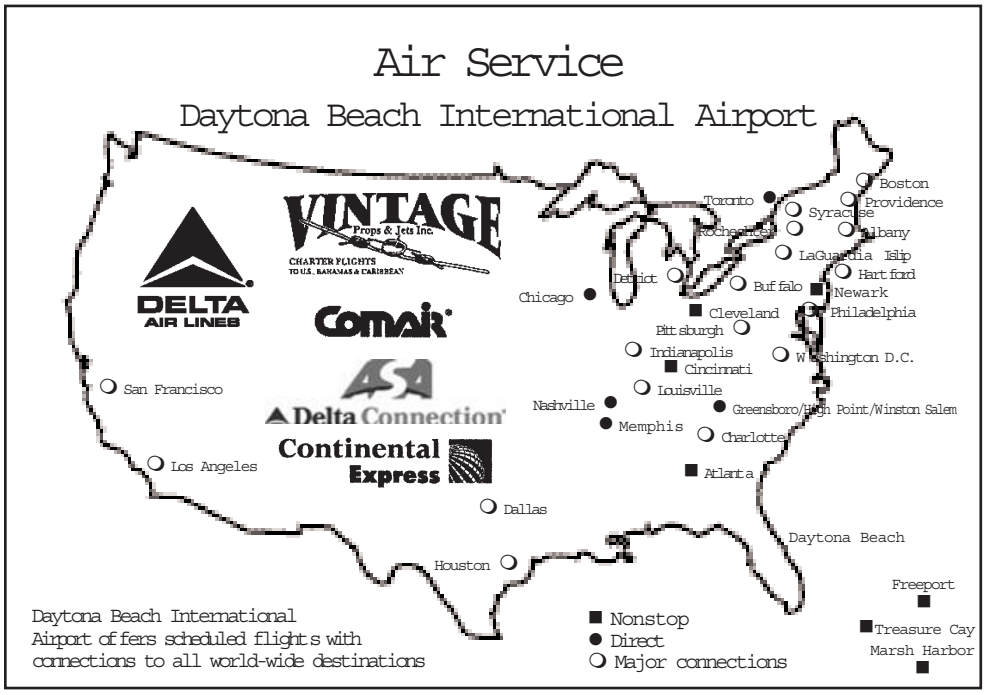
JOHN VARDNELL IS NEW CUSTOMS BROKER AT DAYTONA BEACH INTERNATIONAL
Kathy Leckich is the company's station manager for the facility

Varndell officials see the potential for shipments of all kinds from raw materials to components to finished products.

"We see the potential for trade activity in all parts of the world," said Kathy Leckich, station manager and business partner, with 25 years of prior global trade experience with Fortune 500 companies. "The possibilities are countless…cut flowers, electronics, food products, batteries and chargers."

The company's location at the airport is ideal, Leckich said. Shipments arriving by air or the nearby interstates can be processed almost immediately.

"One of our most convenient services is paired-port entry," said Varndell. "A shipment can enter through any port in the country, such as Los Angeles, and we can process it here. The shipment arrives through Los Angeles but doesn't clear U.S. Customs in California, a process that can take considerable time based on the large volume of imports arriving in Los Angeles. The shipment is sent directly to Daytona Beach and we process it through our Customs office here. It's much more efficient."



Ambassadors

(Continued from Page 1)

This kind of dedication is common in the Ambassador program.

"The only time somebody leaves is for health reasons, or if they move back north," said Siennicki. "They really enjoy the program."

The Airport Ambassador program is grounded by dedicated volunteers – women, men, singles and couples – who range in age from 50-plus to the occasional octogenarian. According to Siennicki, something Ambassadors have in common is their positive attitude. The program is always seeking more like-minded volunteers. "If a person is a 'people person,' enjoys being with people and assisting people, they'll fit right in," said Siennicki.

If you'd like to become an Airport Ambassador or you'd like more information about the program, please call Jo Lynn Deal at (386) 248-8030, ext. 8303.

DBIA wired for broadband, dial-up, wireless Internet service

People know Florida is a true hot spot.

However, what is not well known is that Volusia County has created its own "hot spot" wireless zone at Daytona Beach International Airport.

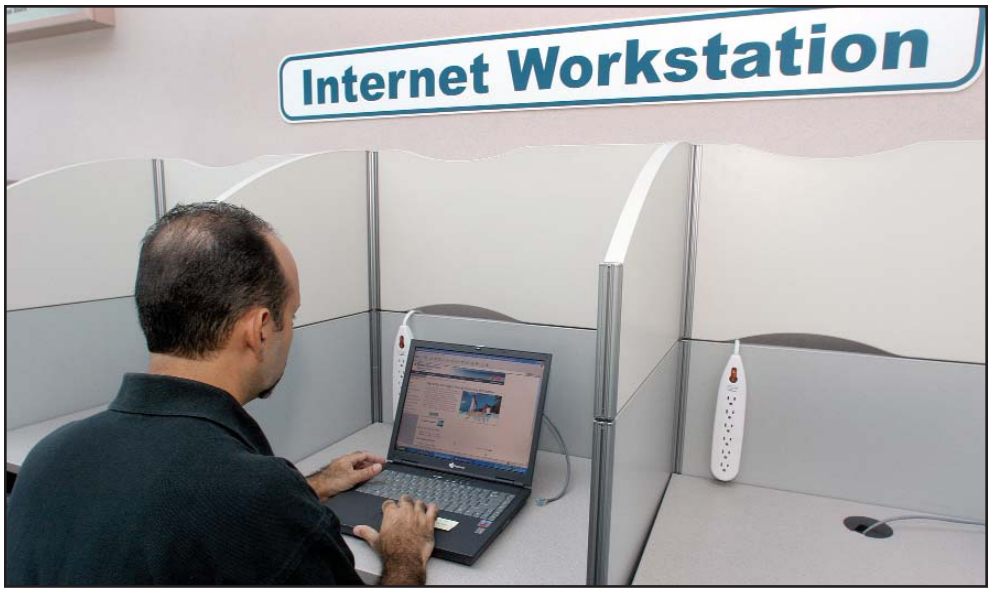
DBIA now offers wireless internet capabilities throughout the terminal for passengers, guests and Volusia Room patrons.

"Our facility is widely used by business travelers who can catch up on work before flights, and stay connected during their time in the airport," said Steve Cooke, Director of Business Development for DBIA. "But it's not just a business traveler perk. Leisure travelers can send e-mails to friends and family about their stay in Daytona Beach just as easily."

While wireless service is available throughout the terminal and concourse, Daytona Beach International Airport recently constructed three additional Internet work stations adjacent to the snack bar in the airport concourse. The stations allow passengers with laptops requiring cable hook up to log on to the Internet.

Three more stations are scheduled for installation this fall near the Subway restaurant. The new stations have electrical outlets at the stations and will accommodate passengers requiring cable or phone dial up capabilities.

"Whether it's via dial-up, broadband or wireless service, our passengers can stay connected while at DBIA," Cooke said. "It's all about convenience."



INTERNET WORKSTATION ONE OF THE NEW CONVENIENCES AT DBIA
Travelers can plug in to their office or home computers while they're on the go

To date, the County of Volusia has implemented two Wi-Fi Zones – one in the Volusia County Council chambers in the Thomas C. Kelly Administration Center and the other in DBIA. Volusia County Government's Wi-Fi Zones are some of the few free zones in the county providing wireless access to the Internet to check e-mail, send and receive files and access corporate web sites. The zones support users of laptop computers, PDAs, cell phones and other devices equipped with "Wi-Fi Compatible" technology (802.11b and 802.11g).

In mid-2007, the county's Ocean Center in Daytona Beach also will become a coveted hot spot. Construction of the expanded facility includes plans for wireless service throughout its 200,000 square feet of space available for public use.

New kiosk promotes top destinations from Daytona Beach

Daytona Beach International Airport passengers can get great destination information in no time with the help of a new destination kiosk next to the café entrance on the concourse. The display features brochures, guides and other promotional material for 18 of DBIA's top travel destinations.

"Our goal with the destination kiosk is to add another customer convenience at our facility," said Airport Director Dennis McGee. "We're always looking for ways to improve our passengers' experiences. To me, this is a nice touch."

In planning for the new display, airport staff reviewed its top destinations and contacted the convention and visitors bureaus for each, requesting brochures, visitor's guides or destination material. The response was overwhelming. The kiosk now displays materials from New York; Atlanta; Boston; Hartford, Ct.; Philadelphia; Las Vegas; Baltimore; Columbus, Oh.; Dayton, Oh.; Pittsburgh; Cincinnati; Manchester; Dallas; Washington D.C .; Buffalo, N.Y.; Seattle, Louisville; and Syracuse.

Other customer convenience services available at Daytona Beach International Airport are the courtesy shuttle that gives passengers and their luggage a complimentary ride to the terminal entrance; the mail back service – a convenient way to have items returned to passengers if retained at the security checkpoint; and wireless and high-speed cable Internet service throughout the terminal.

NEW AIRPORT KIOSK PROVIDES DESTINATION INFORMATION
Cities featured are the top choices for Daytona Beach passengers

"We feel that providing our passengers with customer-friendly services is what makes us a preferred airport," said McGee. "Whenever we can come up with a new idea and act on it, we will."

Airport, ad groups partner on promo in Germany

Daytona Beach International Airport and area advertising authorities hope the German language will be heard more often around Volusia County with the help of a new promotion aimed at increasing tourist traffic from Hamburg and Berlin.

The new promotion involving DBIA, Delta Air Lines, Continental Airlines and Volusia's three tourism advertising authorities is overseen by CANUSA TOURISTIK in Hamburg. CANUSA TOURISTIK is the major travel agency for travel from Germany to the USA and Canada, and operates out of seven offices throughout the country.

The promotion involves direct mail, web site promotion and e-mail messages to potential Volusia County tourists and focuses on supporting new flights to new regions. Delta Air Lines and Continental Airlines have service to DBIA from Hamburg and Berlin via connecting flights in Atlanta (Delta) and Newark (Continental).

NEW AIRPORT HOTEL MAKES PROGRESS — The new five-story, 102-room Residence Inn at the intersection of Richard Petty Boulevard and Coral Sea Avenue at the airport is scheduled to open in January.

Volusia County
FLORIDA

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Update
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