

MINUTES

Monday, March 14, 2011
10:00 A.M.

Manistee County Blacker Airport
Conference Room

Members Present: Ervin Kowalski, Chairperson; Paul Schulert, Vice-Chairperson; Bob Wilson; Glenn Lottie; and Duane Anderson

Members Absent: Dale Picardat; and Ross Spencer

Others Present: Barry Lind, Airport Manager; Russell Pomeroy, Airport Authority Treasurer; Ken Grabowski, Manistee News Advocate; and Rachel Nelson, Airport Authority Secretary

Ervin Kowalski, Chairperson, called the meeting to order at 10:05 A.M. Roll was taken by the Secretary.

The Chairman confirmed that each member had received a copy and had an opportunity to review the minutes from the regular meeting of the Airport Authority held on Monday, February 14, 2011.

There was a motion by Mr. Wilson, supported by Mr. Schulert to approve the Airport Authority regular meeting minutes of Monday, February 14, 2011, as presented. Motion carried by unanimous vote.

The Authority next reviewed the February 2011 Accounts Payable Report (APPENDIX A). Mr. Pomeroy noted that the payment to Northern Pump Service is for repairs to the fuel farm; the payment to Blarney Castle is for two fuel loads; the payment to Primary Airport Services is the quarterly payment for PFC reporting; and the payment to Custom Sheet Metal & Heating is for a service call on the heat pump.

There was a motion by Mr. Anderson, supported by Mr. Wilson to approve the February 2011 Accounts Payable Report and authorize payment of the outstanding invoices totaling \$31,220.21.

A roll call vote was taken:

Yeas: 5 (Kowalski; Schulert; Wilson; Lottie; Anderson)

Nays: 0

Absent: 2 (Picardat; Spencer)

Motion carried.

The Authority next reviewed the February 2011 Financial Statement (APPENDIX B) which includes a Balance Sheet, a Statement of Revenue and Expenses, and a running account of the Passenger Facility Charges collected. Mr. Pomeroy noted that the hangar rental is high this month due to the annual ground lease payment for Ted Arens' hangar. There was also discussion about taking the money from the Public Improvement Fund and moving it to the PFC Funds.

There was a motion by Mr. Lottie, supported by Mr. Anderson to approve the February 2011 Financial Statement. Motion carried by unanimous vote.

There was a motion by Mr. Schulert, supported by Mr. Wilson to allow the Airport Authority Treasurer to transfer money from the Public Improvement Fund to the Passenger Facility Charge (PFC) Fund. Motion carried by unanimous vote.

Sheets were handed out showing airplane passenger numbers for 2011 as well as the previous six years (APPENDIX C), and the Orchard Beach Aviation rent information (APPENDIX D). There were no Airport incidents to report. Mr. Lind presented a report on airfares which compares flights from Manistee with Frontier's introductory fares, Traverse City and Grand Rapids for travel in May 2011 and with the non-introductory rates for travel in June 2011 (APPENDIX E). Mr. Lind noted that the cities listed are based on the top 25 cities that people fly to from Traverse City. It was added that fare prices have been increasing due to oil prices increasing.

Mr. Lind informed the Authority that the B-17 is confirmed to be at the airport on July 1-3, 2011, which is during the Forest Festival. Mr. Lind reported that the main topic at the airport conference that he attended was funding issues at the State and Federal levels. Mr. Lind has submitted a Local Revenue Sharing Grant application for marketing funds.

There has been discussion this year at the federal level about eliminating or changing the EAS program which provides commercial service at the airport. The House has been discussing eliminating the program over a three year period. The Senate would rather tighten the qualifications for the program, including the distance to a medium or large hub and the number of enplanements per day. Mr. Lind will continue to watch the progress of this issue and keep the Airport Authority informed.

The Guidelines Committee will present a rough draft of the updated airport guidelines at the April meeting.

Frontier service is still scheduled to begin on the afternoon of April 18, 2011. There may be changes in the existing station crew, however, Julie Payne will continue as Frontier's Station Manager. New equipment will be arriving at the airport soon and the ticketing area will be repainted. Frontier is looking to retire the ERJ-135s by the end of the year, which is earlier than planned. Once these planes are retired, service from Manistee would be with a 50 seat airplane instead of a 30 seat airplane.

Mr. Lind has continued working with MS Creative for the marketing plan. Frontier is not providing any additional marketing funds, however, they did provide guidance and materials. The marketing campaign will have three phases, with 1/3 of marketing funds being spent on each - [1] Introductory Fares (3 weeks, beginning March 28, 2011); [2] Summer Travel (3-4 weeks, beginning in May); and [3] Other. MS Creative has proposed that Phase 1 include newspaper ads in Manistee and Cadillac, radio ads on four stations in the Manistee/Ludington area, cable tv ads on Charter in Manistee/Ludington/Cadillac and Traverse City/Frankfort/Leelanau, and broadcast tv ads on 9&10 News.

Mr. Lind reminded the Authority that Bob Westgate from Frontier Airlines will be at the airport for the inaugural flight on April 18th and there will be giveaways and an open house. The Chamber Business After Hours will also be hosted at the airport on April 18th, beginning at 5:00 P.M.

Mr. Lind would like to go to the surrounding area Chambers to promote the new service, and Mr. Lottie offered to go with. The Promotion Committee will meet to plan for the B-17 and the beginning of Frontier's service. Mr. Lind wondered if the museum might do a display for the celebration of 50 years of commercial flights at the airport. Mr. Lottie will look into this. Mr. Lind presented a complaint that had been received regarding Great Lakes (APPENDIX F).

With there being no further business to come before the Authority, the meeting was adjourned at approximately 11:25 A.M.

Respectfully submitted,

Rachel Nelson, Airport Authority Secretary

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MANISTEE COUNTY BLACKER AIRPORT

FEBRUARY 2011 ACCOUNTS PAYABLE

CHECK #	VENDOR NAME	AMOUNT
	BARRY LIND	\$ 3,278.18
	CONSUMERS ENERGY	\$ 2,955.67
	A T & T	\$ 17.85
	MICHCON (DTE ENERGY)	\$ 1,426.23
	GOCKERMAN, WILSON, SAYLOR	\$ 92.00
	MANISTEE CHAMBER OF COMMERCE	\$ -
	WEATHER SERVICES INTERNATIONAL	\$ -
	NAPA AUTO PARTS	\$ -
	ACE HARDWARE	\$ 157.21
	FASTENAL	\$ 188.21
	DIRECT TV	\$ 83.99
	COFESSCO FIRE PROTECTION	\$ -
	PIPER McCREDIE AGENCY	\$ -
	PECKHAM ENGINEERING	\$ 50.00
	MANISTEE TIRE	\$ 90.50
	PRIMARY AIRPORT SERVICES	\$ 200.40
	CUSTOM SHEET METAL & HEATING	\$ 651.42
	NORTHERN PUMP SERVICE	\$ 2,200.66
	BLARNEY CASTLE	\$ 1,732.73
	TOTAL	\$ 13,125.05
	ADVERTISING INVOICES	
	MS CREATIVE SERVICES	\$ -
	TOTAL	\$ -
	ORCHARD BEACH AVIATION	\$ 18,095.16
	REGULAR HOURS 252 @ 15.00	3,780.00
	MAINTENANCE HOURS 169 @ 15.00	2,535.00
	PART 139 LABOR	11,630.16
	INTERNET	150.00
	GRAND TOTAL	\$ 31,220.21

MANISTEE COUNTY BLACKER AIRPORT

	FEBRUARY 2011 REVENUE & EXPENSES		BUDGET REMAINING		58%
	CURRENT MONTH	YEAR-TO DATE	ANNUAL BUDGET	BALANCE \$	%
INCOME:					
HANGER RENTAL	\$ 2,719.80	\$ 8,479.80	\$ 20,400.00	\$ 11,920.20	58%
LANDING FEES - GREAT LAKES	\$ 17,815.24	\$ 89,076.20	\$ 212,882.00	\$ 123,805.80	58%
LANDING FEES - GENERAL AVIATION	\$ -	\$ 153.00	\$ 1,250.00	\$ 1,097.00	88%
AUTO RENTAL SPACE	\$ -	\$ 3,147.90	\$ 5,000.00	\$ 1,852.10	37%
OFFICE RENT	\$ 955.00	\$ 4,775.00	\$ 11,460.00	\$ 6,685.00	58%
COUNTY OF MANISTEE	\$ 9,583.00	\$ 47,915.00	\$ 115,000.00	\$ 67,085.00	58%
FUEL SALES	\$ 287.76	\$ 1,830.29	\$ 6,500.00	\$ 4,669.71	72%
SIGN LEASE	\$ -	\$ 500.00	\$ 3,800.00	\$ 3,300.00	87%
MISCELLANEOUS	\$ -	\$ 870.00	\$ 1,000.00	\$ 130.00	13%
TOTAL INCOME	\$ 31,360.80	\$ 156,747.19	\$ 377,292.00	\$ 220,544.81	58%

EXPENSES:

PERSONNEL - MANAGEMENT	\$ 3,278.18	\$ 16,390.90	\$ 39,340.00	\$ 22,949.10	58%
PERSONNEL - OPERATIONS & MAINTENANCE	\$ 17,945.16	\$ 90,378.30	\$ 218,872.00	\$ 128,493.70	59%
DUES & MEETINGS	\$ -	\$ 345.00	\$ 800.00	\$ 455.00	57%
SUPPLIES	\$ 188.21	\$ 601.78	\$ 4,000.00	\$ 3,398.22	85%
UTILITIES	\$ 4,615.89	\$ 16,001.13	\$ 35,000.00	\$ 18,998.87	54%
FUEL	\$ 1,732.73	\$ 6,886.72	\$ 6,500.00	\$ (386.72)	-6%
REPAIRS & MAINTENANCE	\$ 3,099.79	\$ 6,077.13	\$ 10,000.00	\$ 3,922.87	39%
TERMINAL IMPROVEMENTS	\$ -	\$ -	\$ -	\$ -	0%
CONTRACTED SERVICES	\$ -	\$ 357.00	\$ 1,600.00	\$ 1,243.00	78%
LEGAL	\$ 92.00	\$ 1,753.75	\$ 5,000.00	\$ 3,246.25	65%
AUDIT	\$ -	\$ -	\$ 1,500.00	\$ 1,500.00	100%
ADVERTISING	\$ -	\$ -	\$ 5,880.00	\$ 5,880.00	0%
TELEPHONE	\$ 17.85	\$ 90.43	\$ 300.00	\$ 209.57	70%
INSURANCE	\$ -	\$ 19,941.39	\$ 22,000.00	\$ 2,058.61	9%
TRAINING (FIRE FIGHTER)	\$ -	\$ -	\$ 1,000.00	\$ 1,000.00	0%
EQUIPMENT	\$ -	\$ -	\$ 19,500.00	\$ 19,500.00	0%
BOOKKEEPING	\$ -	\$ -	\$ 3,000.00	\$ 3,000.00	100%
NOTES PAYABLE	\$ -	\$ -	\$ -	\$ -	0%
TRANSFER OUT/FUND BALANCE	\$ -	\$ -	\$ -	\$ -	100%
MISCELLANEOUS	\$ 250.40	\$ 1,004.61	\$ 3,000.00	\$ 1,995.39	67%
	\$ 31,220.21	\$ 159,828.14	\$ 377,292.00	\$ 217,463.86	58%

EXCESS REVENUE OVER/(UNDER) EXPENDITURES **\$ 140.59** **\$ (3,080.95)**

BALANCE ON HAND - AIRPORT FUND
 BEGINNING BALANCE 02/01/11
 FEBRUARY RECEIPTS
 JANUARY DISBURSEMENTS

\$ 40,973.19
\$ 31,421.96
\$ (50,879.55)

\$ 21,515.60

MANISTEE COUNTY BLACKER AIRPORT

FEBRUARY 2011 BALANCE SHEET

ASSETS	2/28/2011	1/31/2011
CASH	\$ 21,515.60	\$ 40,973.19
ACCOUNTS RECEIVABLE		
GREAT LAKES AIRLINES	\$ 17,815.24	\$ 17,815.24
STATE OF AUTO RENTAL	\$ -	\$ -
MISC.	\$ 787.76	\$ 848.92
TOTAL ASSETS	\$ 40,118.60	\$ 59,637.35

LIABILITIES	2/28/2011	1/31/2011
ACCOUNTS PAYABLE - TRADE	\$ 31,220.21	\$ 50,879.55
ACCOUNTS PAYABLE - COUNTY	\$ -	\$ -
PREPAID HANGER RENT	\$ -	\$ -
TOTAL LIABILITIES	\$ 31,220.21	\$ 50,879.55

FUND BALANCE	\$ 8,898.39	\$ 8,757.80
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TOTAL LIABILITIES AND FUND BALANCE	\$ 40,118.60	\$ 59,637.35
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PASSENGER FACILITY CHARGES COLLECTED THROUGH 02/28/2011	\$ 34,573.10
STATE OF MICHIGAN - TAXIWAY LIGHTING PROJECT	\$ (475.00)
STATE OF MICHIGAN - PAVEMENT MARKING PROJECT	\$ (1,400.00)
STATE OF MICHIGAN - TAXIWAY LIGHTING PROJECT	\$ (5,900.00)
PFC FUNDS AVAILABLE	\$ 26,798.10
BALANCE DUE TO MANISTEE COUNTY ON THE FUEL FARM AS OF:	
9/30/2009	\$ 19,577.36
7/1/2010	\$ 16,228.49
9/30/2010	\$ -
PUBLIC IMPROVEMENT FUND - CASH AVAILABLE	\$ 24,686.88
PAYOFF FUEL FARM FROM PUBLIC IMPROVEMENT FUND	\$ (16,228.49)
(per Board of Commissioner action 7/20/2010)	
PUBLIC IMPROVEMENT FUND - CASH AVAILABLE AS OF 02/28/2011	\$ 8,458.39

Manistee County Blacker Airport

	2005		2006		<i>Enplaned/Deplaned</i>			2008		2009		2010		2011		Total
	Out/In	Total	Out/In	Total	2007	Total	Out/In	Total	Out/In	Total	Out/In	Total	Out/In	Total		
Jan	MW 141/118	259	MW 150/101	251	MW 210/164	374	MW 234/169	403	GL 138/106	244	GL 212/145	357	GL 201/169	370		
Feb	183/147	330	137/133	270	198/184	382	215/200	413	112/93	205	196/150	346	202/194	396		
Mar	168/199	367	197/203	400	224/229	453	213/200	413	149/139	288	216/231	447				
Apr	132/152	284	191/218	409	183/239	422	18/38	56	119/140	259	272/255	527				
May	162/152	314	200/217	417	238/251	489	0/0	0	184/180	364	263/302	565				
Jun	147/169	316	233/283	516	252/309	561	GL 94/113	207	166/213	379	311/366	677				
Jul	232/208	440	318/332	650	340/348	688	278/301	579	388/439	827	521/551	1072				
Aug	223/228	451	349/358	707	348/305	653	300/293	593	429/359	788	482/395	877				
Sep	171/158	329	268/267	535	278/217	495	219/190	409	285/293	578	240/233	473				
Oct	131/135	266	263/221	484	276/248	524	173/174	347	282/275	557	270/246	516				
Nov	159/148	307	210/205	415	275/280	555	168/166	334	257/269	526	236/242	478				
Dec	142/146	288	224/242	466	203/205	408	159/122	281	228/279	507	194/235	429				
Total		3951		5520		6004		4035		5522		6764		766		

	2005		2006		<i>On-time Performance</i>			2008		2009		2010		2010		On-time
	Cancel/Delay	On-time	Cancel/Delay	On-time	2007	On-time	Cancel/Delay	On-time	Cancel/Delay	On-time	Cancel/Delay	On-time	Cancel/Delay	On-time		
Jan									13%/25%	62%	23%/22%	55%	15%/38%	48%		
Feb									18%/16%	66%	13%/32%	55%	15%/28%	58%		
Mar									8%/11%	79%	11%/19%	70%				
Apr									10%/16%	74%	13%/17%	70%				
May									2%/10%	88%	12%/10%	78%				
Jun									7%/18%	75%	6%/26%	68%				
Jul									4%/16%	80%	5%/19%	76%				
Aug									2%/12%	86%	4%/5%	91%				
Sep									0%/9%	91%	18%/16%	66%				
Oct								11%/31%	57%	10%/8%	81%	15%/13%	72%			
Nov								13%/32%	55%	3%/10%	87%	16%/16%	68%			
Dec								36%/44%	20%	25%/39%	36%	32%/25%	43%			

ORCHARD BEACH AVIATION**February 2011****RENT**

OFFICE	\$325.00	
HANGER	\$175.00	
FUEL	\$287.76	
LANDING FEES		
TWIN	\$0.00	(0 @ \$9)
JET	\$0.00	(0 @ \$18)
TOTAL	\$787.76	
100	605.0 Gal	
JET	1313.4 Gal	
TOTAL	1918.4 Gal	

May Travel with Introductory Promotional Fares**Best Fares**

	MBL	TVC	GRR
Atlanta (ATL)	281 F9/CO	401 UA	239 DL
Boston (BOS)	230 F9	531 DL	234 UA
Dallas (DFW)	230 F9	507 UA	268 F9
Denver (DEN)	230 F9	453 DL	365 F9
Houston (HOU)	286 F9	541 AA	268 CO
Kansas City (MCI)	194 F9	445 DL	252 DL
Las Vegas (LAS)	238 F9	461 DL	398 DL
Los Angeles (LAX)	230 F9	443 AA	384 DL
Milwaukee (MKE)	71 F9	339 UA	367 FL
Minneapolis (MSP)	190 F9	373 US	453 DL
New York Area (NYC)	190 F9	409 DL	238 F9
Orlando (MCO)	274 F9/CO	331 DL	199 FL
Philadelphia (PHL)	230 F9	471 DL	278 F9
Phoenix (PHX)	238 F9	481 DL	424 CO
Portland (PDX)	392 F9	582 UA	494 CO
San Diego (SAN)	300 F9	543 UA	484 CO
San Francisco (SFO)	238 F9	522 AA	454 CO
Seattle (SEA)	238 F9	501 UA	451 DL
St Louis (STL)	190 F9	321 UA	252 F9
Washington DC Area (WAS)	230 F9	371 DL	169 FL

Average Fare \$235.00 \$451.30 \$333.55

Fares Pulled 3/10/11 for travel 5/4/11 - 5/11/11

Best Fares +7 days parking

	MBL	TVC	GRR
Atlanta (ATL)	281 F9/CO	434 UA	287 DL
Boston (BOS)	230 F9	564 DL	282 UA
Dallas (DFW)	230 F9	540 UA	316 F9
Denver (DEN)	230 F9	486 DL	413 F9
Houston (HOU)	286 F9	574 AA	316 CO
Kansas City (MCI)	194 F9	478 DL	300 DL
Las Vegas (LAS)	238 F9	494 DL	446 DL
Los Angeles (LAX)	230 F9	476 AA	432 DL
Milwaukee (MKE)	71 F9	372 UA	415 FL
Minneapolis (MSP)	190 F9	406 US	501 DL
New York Area (NYC)	190 F9	442 DL	286 F9
Orlando (MCO)	274 F9/CO	364 DL	247 FL
Philadelphia (PHL)	230 F9	504 DL	326 F9
Phoenix (PHX)	238 F9	514 DL	472 CO
Portland (PDX)	392 F9	615 UA	542 CO
San Diego (SAN)	300 F9	576 UA	532 CO
San Francisco (SFO)	238 F9	555 AA	502 CO
Seattle (SEA)	238 F9	534 UA	499 DL
St Louis (STL)	190 F9	321 UA	252 F9
Washington DC Area (WAS)	230 F9	404 DL	217 FL

Average Fare \$235.00 \$482.65 \$379.15

Parking Fees for one week are \$0 at Manistee, \$33 at Traverse City and \$48 at Grand Rapids

Fares Pulled 3/10/11 for travel 5/4/11 - 5/11/11

June Travel with Standard Fares

Best Fares

	MBL	TVC	GRR
Atlanta (ATL)	379 F9/FL	401 UA	239 DL
Boston (BOS)	360 F9	531 DL	258 DL
Dallas (DFW)	320 F9	507 DL	268 F9
Denver (DEN)	400 F9	453 DL	365 F9
Houston (HOU)	447 F9/CO	541 AA	268 CO
Kansas City (MCI)	280 F9	445 DL	252 DL
Las Vegas (LAS)	404 F9	445 DL	402 DL
Los Angeles (LAX)	360 F9	483 DL	412 DL
Milwaukee (MKE)	181 F9	483 DL	367 FL
Minneapolis (MSP)	280 F9	373 US	448 F9
New York Area (NYC)	300 F9	409 DL	267 DL
Orlando (MCO)	374 F9/CO	331 DL	209 FL
Philadelphia (PHL)	373 F9/UA	471 DL	398 F9
Phoenix (PHX)	348 F9	481 DL	421 DL
Portland (PDX)	388 F9	582 UA	494 CO
San Diego (SAN)	322 F9	543 UA	484 CO
San Francisco (SFO)	368 F9	522 AA	454 CO
Seattle (SEA)	368 F9	555 DL	477 DL
St Louis (STL)	338 F9	371 DL	256 DL
Washington DC Area (WAS)	360 F9	371 DL	169 FL

Average Fare \$347.50 \$464.90 \$345.40

Fares Pulled 3/10/11 for travel 6/1/11 - 6/8/11

Best Fares + 7 days parking

	MBL	TVC	GRR
Atlanta (ATL)	379 F9/FL	434 UA	287 DL
Boston (BOS)	360 F9	564 DL	306 DL
Dallas (DFW)	320 F9	540 DL	316 F9
Denver (DEN)	400 F9	486 DL	413 F9
Houston (HOU)	447 F9/CO	574 AA	316 CO
Kansas City (MCI)	280 F9	478 DL	300 DL
Las Vegas (LAS)	404 F9	478 DL	450 DL
Los Angeles (LAX)	360 F9	516 DL	460 DL
Milwaukee (MKE)	181 F9	516 DL	415 FL
Minneapolis (MSP)	280 F9	406 US	496 F9
New York Area (NYC)	300 F9	442 DL	315 DL
Orlando (MCO)	374 F9/CO	364 DL	257 FL
Philadelphia (PHL)	373 F9/UA	504 DL	446 F9
Phoenix (PHX)	348 F9	514 DL	469 DL
Portland (PDX)	388 F9	615 UA	542 CO
San Diego (SAN)	322 F9	576 UA	532 CO
San Francisco (SFO)	368 F9	555 AA	502 CO
Seattle (SEA)	368 F9	588 DL	525 DL
St Louis (STL)	338 F9	404 DL	304 DL
Washington DC Area (WAS)	360 F9	404 DL	217 FL

Average Fare \$347.50 \$497.90 \$393.40

Parking Fees for one week are \$0 at Manistee, \$33 at Traverse City and \$48 at Grand Rapids

Fares Pulled 3/10/11 for travel 6/1/11 - 6/8/11



APPENDIX F

Manistee Airport <manisteeairport@gmail.com>

great lakes airline canceled flights again

Sun, Mar 13, 2011 at 11:18 AM

From: [REDACTED]
To: [REDACTED]
Subject: great lakes airline canceled flights again
Date: Sun, 13 Mar 2011 10:55:51 -0400

hello barry,

this is randy zuchowski. i talked to you the other day about canceled flights from great lakes airlines. if you recall my flight after surgery in Minnesota was canceled on January 20th for mechanical problems or more likely only 3 people on the flight.

anyway, we took another flight on march 6th and to return march 8th. the return flight was canceled. march 8th 1230pm flight was canceled for a tire problem. the 630 pm flight was headed for the runway and an engine wouldn't fire. people could see smoke coming out of it. we were told we'd be towed back to the hanger so maintenance could look at it. as we were being towed back the pilot said, they want us to try and start the plane again. a panic filled the air with some passengers. once again, the one engine wouldn't start and began smoking. thus they had us wait in the airport. later giving us a voucher for a hotel and food. after miscommunication about where to get our luggage, we got to wait outside, on a cold, rain/snowy night for a shuttle to take us to the hotel. great lakes was in charge of calling us a shuttle yet after a 1/2 hour wait, we called great lakes and they said, we called them 5 minutes ago. so we waited outside about another 20 minutes. it was so cold the women had to go across the street to get inside for heat. when the shuttle finally showed up there wasn't enough room for everyone so some had to wait outside for another 20 minutes. note, this group of ours had a gentleman who was returning from chemo therapy and was very sick and out of med's. his plan was to make it back to manistee to get his refill but because of the canceled flights that didn't happen.

once at the hotel around 10 pm, with a meal voucher in hand and no dinner while waiting thru all this. we find out the hotel kitchen closed 5 minutes ago. thus no supper, no car, and no restaurants close by. the next day we go as a group to the airport for our 1230pm flight. only to be told it was canceled. the plane wasn't fixed. our options were to wait till about 9pm and see if the plane gets fixed. which they said was not likely, but possible. wait to 6pm and they'll give us another voucher for a room again. or they would take us back to manistee by bus. a 6-7 hour trip. so the options were to wait all day at the airport only to go nowhere. or get on a bus. the group chose the bus because most had already lost wages from missing work and couldn't afford to miss another day. WHEN I ASKED FOR A REFUND OF THE PLANE TICKET I WAS TOLD MY REFUND WAS GETTING A BUS RIDE HOME. i paid for a plane ticket not a bus ride. i would of driven a car if i wanted to ride 7 hours.

a real sad part about all this is the man with cancer who was out of pills and not looking forward to a bus ride. but he had no choice. thus he ended up on a bumping bus with no toilet. he was in pain.

also note we tried to get great lakes to get us a flight to traverse city, grand rapids, or muskegon and they claimed nothing was available.

i will try to contact great lakes airlines again about all this but if it's like my canceled flight in January, they will not call or write back.

thanks for your time and as i said before, Manistee as a whole is getting a black eye from this airline. i've met many who are so disappointed in this airline, but for the manistee community to suffer too is sad.

good luck in the future.