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1538 Larch Street
Halifax, N. S.
B3H 3W8
September 25, 2001

Halifax International Airport Authority
P.O. Box 40
Elmsdale, N.S.
B0N 1M0
ATTENTION: Mr. R. Milley

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Dear Mr. Milley,

I am writing to you to express our family's thanks to your fine staff who answered the telephones and provided direction to us during the events following September 11, 2001. We are a family who assisted travelers diverted to the Halifax International Airport on Lufthansa and A Italia flights. We called the special number, which you set up for the purpose and no matter what hour of the day or night the staff took time and care to answer our questions thoughtfully and carefully. They were always polite and informative, and if they didn't know the answer to a question they weren't afraid to tell us that the information just wasn't available at the time of our call. Staff always referred us appropriately to the airlines, but not once did I feel that I got "shuffled off" to the airlines or another source inappropriately.

One of the gentlemen who we assisted was a Mandarin Chinese- speaking Buddhist monk. He came to us with a very complex international travel situation. We needed a translator and a whole host of resources to get this man safely back into the air and with appropriate travel documents for whatever country he ended up in next. Your staff was so helpful and professional and up to date with their information. We needed to make arrangements in the U.S.A., Germany, and Indonesia - so the final destination of the plane and the correct day of take off became a moment-to-moment adventure that had significant consequences for this young man. The understanding and humanity, which your staff demonstrated over those days, was exemplary and commendable.

Our family, members of the international community whom we were in contact with around the world, and certainly our young Buddhist guest truly appreciated each and every snippet of honest information. We certainly hope that you can find a way to communicate with these fine staff and let them know that their service and kindness in the midst of such chaos was recognized and that we are all deeply grateful to each and every one of them.

Yours truly,
Pamela A. Flight
Pamela A. Flight