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# GROUND SUPPORT

## WORLDWIDE

### 2013 Team

# LEADER

American Eagle Airlines' Travis Blair keeps 8,000 pieces of GSE running to service the company's own regional flights and build a ground handling business to take care of other airlines. Page 10

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**Swissport Loses Out  
In Ukraine ... For Now**

Court rules in favor of  
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over partnership gone wrong. Page 14



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**Subscription Policy:** Subscriptions are free to qualified businesses. Others may purchase subscriptions at these rates: US, 1-year \$40, 2-years \$80; Canada & Mexico, 1-year \$60, 2-years \$115; All other countries, via airmail, 1-year \$90, 2-years \$170. Single copies \$10.

**Ground Support Worldwide** (USP 015-386, ISSN 1934-2861 print, ISSN 2150-4016 online) is published ten times annually in February, March, April, May, June/July, August, September, October, November and December/January. Periodicals postage paid at Fort Atkinson, WI and additional mailing offices.

Change of address or subscription information: Toll Free – 877-382-9187, Local – 847-559-7598, circ.groundsupportww@omeda.com

POSTMASTER: Please send address changes to *Ground Support Worldwide*, Cygnus Business Media, PO Box 3257, Northbrook, IL 60065-3257. Printed in the U.S.A.

Canada Post: PM40612608. Return undeliverable Canadian addresses to: Ground Support Worldwide, PO Box 25542, London, ON N6C 6B2.



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**85th Annual AAAE Conference and Exposition**  
Reno, NV



**EAA AirVenture Oshkosh**  
Oshkosh, WI



**ACI-NA Deicing Management Conference**  
Arlington, VA

## Business

### EU opens ground handling:

The European Parliament approved revisions to ground handling regulations at major European Union airports. All airports with a capacity of at least 15 million passengers and/or 200,000 tons of freight per year will have to deploy at least three ground service providers, up from the current two providers.

### FCX opens office in Brazil:

FCX Systems, Inc. is continuing to expand across the globe by opening a new satellite office in Rio de Janeiro, Brazil as of March 1, 2013. The company teamed up with MacLog Solutions under the leadership of Marcelo Correa for representation in Brazil. FCX is also currently in the midst of finalizing partnership with a systems integrator in Brazil.

### Improvements in baggage handling:

Baggage handling improved last year with the rate of mishandled bags dropping 1.78 percent, according to the ninth annual SITA Baggage Report. One

area the industry is focusing on is improving baggage transfers between flights. In 2012, SITA's report showed an improvement in this area with transfer bags, as a proportion of all mishandled bags, down 9 percent from 2011.

### Judgment against Swissport:

A Ukraine commercial appeals court ruling allowed the transfer of a 70 percent stake in Swissport Ukraine, the country's largest airport cargo handler, to Ukraine International Airlines for \$433,000, giving the airline a combined 100 percent stake and control over the business. In other news, Swissport Executive Aviation Nice has been voted 3rd of the top FBOs in Europe, Middle East, Russia and Africa by readers of European Business Air News. Also, Swissport Hellas joined the International Air Carrier Association as an associate member.

### No bridges for LAN:

LAN Argentina is in dispute with Intercargo over ground handling fees. Intercargo hiked its rates by 55 percent despite a contract with the airline that ran until next March. According to press reports, LAN balked at the increase and, as a result, LAN passengers are unable to deplane via passenger boarding bridges at any Argentinean airport.

### Late to the gate:

Airlines are struggling this year to get planes to the gate on time, according to data from the Department of Transportation. The government said 80 percent of flights by U.S. carriers arrived on time

in January and February. That's down from a record 85 percent during last year's storm-free winter. Hawaiian Airlines had the best on-time rating in February at 92 percent. Delta was best among the nation's five largest airlines at 86 percent.

### Weigh-in at check-in:

Samoa Air asks passengers to declare their personal weight during booking, which is then charged per kilogram at a rate dependent on flight length to calculate airfare. The customers will also be weighed at the check-in counter. Children under 12 are charged 75 percent of the adult rate, with fares also based on weight. Any overweight baggage is calculated at the same rate as the passenger's personal weight.

### Cargo award for SWA:

Southwest Airlines Cargo received continued recognition for excellence in air cargo and has once again been recognized in Air Cargo World's annual Air Cargo Excellence (ACE) Survey as the Diamond Award winner of the "up to 299,999 tonnes" category.

### Patent lawsuits settled:

Lift manufacturers Vehicle Service Group and Stertil@-Koni USA Inc. agreed to license patented heavy-duty vehicle lift technology to each other. The mutual licensing agreements resolve patent infringement lawsuits the companies filed against each other last year.

### United saves on fuel:

United Airlines announced its new goal to save 85 million gallons of fuel in 2013, equivalent to 828,750 metric

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tons of CO<sub>2</sub> or roughly \$275 million dollars at current fuel prices. United has already improved its fuel efficiency by 32 percent since 1994 through programs, such as improved flight planning, single engine taxiing, lighter products on board and use of ground power instead of the on-board APU to save fuel and reduce carbon emissions while aircraft are parked.

### Check on checked bags:

US Airways' passengers can track their checked bags in real time by going to the



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US Airways Web site, and typing in bag claim information. US Airways rolled out the service on all flights last March. Delta Air Lines was the first U.S. carrier to launch real-time baggage tracking.

### ULDs obtain approval:

Nordisk Aviation Products, a subsidiary of AAR Corp., has received Chinese technical standard order approval on several of its products through a working arrangement between the Civil Aviation Administration of China and the European Aviation Safety Agency. Nordisk is the first manufacturer from Europe to benefit from the cost-saving collaboration.

### Rushlift expands into GSE:

Rushlift Ltd., a supplier of equipment leasing and maintenance services in the United Kingdom, has acquired the ground support equipment maintenance facility at London Heathrow from American Airlines. The deal secures several jobs at the facility and marks an acceleration of the company's expansion into the market, having already secured contracts to supply and maintain GSE equipment for two major airlines.

### FBO management education:

The Fundamentals of FBO Management course will be an introduction to the basics of FBO management, with

an emphasis on developing the knowledge and skills necessary to successfully manage an FBO, according to its developer John Goglia. The course will be taught this fall at Vaughn College of Aeronautics and Technology, NY. For more information, please contact David E. Griffey, Jr. at david.griffey@vaughn.edu.

EVA with cabin cleaning and aircraft deicing services since 2005.

### JBT wins Air Force contract:

JBT AeroTech has been awarded service contracts totaling more than \$7 million by the U.S. Air Force to support its fleet of Halvorsen 25K Loaders. The contracts continue through March 2014. JBT AeroTech was awarded contracts in excess of \$9 million by a large international air carrier for the supply of aircraft deicing vehicles.

### Postal business for Flight Extenders:

Matheson Flight Extenders was awarded the Delta Airlines' commercial

## New Deals

**EVA, ASIG at LHR:** ASIG has been awarded the contract to provide full ground handling and passenger services to EVA Air at London Heathrow Airport. At LHR, ASIG has been providing









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U.S. Postal Service mail contract for its station at Spokane International Airport. Matheson will handle inbound and outbound USPS mail product assigned to Delta Airlines.

**Dnata's deals:** Dnata, the ground and cargo handling unit of Emirates Airline, announced that it has expanded its partnership with Virgin Atlantic Airways at London's Heathrow Airport. In other news, Dnata announced the acquisition of Australia-based Broadlex Air Services. Broadlex provides aircraft cleaning services, including cabin cleaning, laundry services and passenger support services,

at Sydney, Melbourne and Brisbane airports.

#### **Swissport UK at LHR:**

Swissport UK announced a further partnership with Virgin Atlantic Airways at London Heathrow Airport.

#### **Trego-Dugan hires at CVG:**

Frontier Airlines' check-in at Cincinnati/Northern Kentucky International Airport prompted Trego-Dugan Aviation to hire one full-time manager and 20 part-time employees to provide ground handling services.

#### **New PAX bridges at SAL:**

Adelte Airport Technologies will design, manufacture

and install three passenger boarding bridges at the El Salvador International Airport. The airport receives around 2 million passengers annually and is investing \$70 million to refurbish and modernize its facilities.

## People In The News



#### **Glen Gates**

was named division president of Matheson Flight Extend-

ers. Gates has more than 30 years of experience primarily related to air cargo and airline operations. He brings a variety of skills to Matheson, including familiarity with

international and domestic freight forwarding; passenger and cargo charter in domestic, international and military environments; fleet planning; ramp and terminal operations; and trans-border services for large aircraft. In addition, Gates spent two years with the U.S. Postal Service in Washington DC where he designed the e-commerce system/digital communications/ performance measurement and financial control applications. He also developed the strategic business plans and corporate aircraft operations objectives for shared and peak season air networks.

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## Celine Gao

joined Bosserman Aviation Equipment Inc. as its customer service manager.

She has three years of experience in customer service, and will be working closely to provide updates to customers and address any concerns.



## Henrik Holming Werner

was appointed the general manager for Swissport

Cargo Services in Denmark. He brings 30 years of managerial, operational and sales experience to the role, much of which was gained within the transport and logistics sectors. Werner's management experience includes operations director for DHL Express, operations manager for DHL Aviation's Nordic hubs and gateways, and operations director East

for GLS Denmark. His last position was with Nivart Consulting, including interim management roles for passenger transport group Anchersen and for Bring Denmark, a cargo, parcel and express carrier owned by the Norwegian postal group Posten Norge.

## Hobart Ground Systems

held its 15th Annual Golf Invitational, March 12th at The Revere Golf Club, in Henderson, NV. The popular event is typically held the day before the opening of AviationPros LIVE, an annual trade show presented by the publisher of *Ground Support Worldwide*; *Airport Business*; and *AMT* magazines.

At the end of the day, the company announced its winning teams of the scramble competition:

**First Place Team:** Phil Saran, publisher, *Cygnus Aviation*; Jim Markus, CEO, *Norlake*; Tim Helm, sales



**First Place Team:** Trina Padgett, vice president/sales and marketing - North America, *Hobart Ground Systems* with Phil Saran, publisher, *Cygnus Aviation*; Jim Markus, CEO, *Norlake*; Tim Helm, sales manager, *ThyssenKrupp Airport Systems*; and Steve Campbell, CEO, *S&B Metal Products*.

manager, *ThyssenKrupp Airport Systems*; and Steve Campbell, CEO, *S&B Metal Products*.

**Second Place Team:** Bill O'Connor, president, *Fabric Marketing Group*; Scott O'Connell, GSE division

manager, *Mark C. Pope Associates*; Tom Giles, vice president/operations, *Oxford ATS*; and Fred Ratermann, president, *Concept Machine*.

**Third Place Team:** Kyle Kee, general manager, *Metal Works*; Jeff Dunn,



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aviation products supervisor, Metal Works; and Michael McGuire, director/business development, SKO-DIE.



**Dale Miller**

has joined Page Industries as vice president. Miller will be respon-

sible for all the company's project work and military/government sales. Miller is a leading military aircraft external 400 Hz, 28V DC and 270V DC ground power systems expert. He received a BS degree in aviation management and administration from Embry-Riddle Aeronautical University, Daytona Beach, FL, campus and afterward had a highly decorated career in the U.S. Navy. Miller has worked with many DOD and DHS branches, including NAVAIR, NAVFAC, NAVSEA, aircraft manufactures and electrical design engineers, to develop specifications, facilities requirements, and design build criteria for the Navy, Marine Corp, Coast Guard, and Army on new construction and recapitalization projects.

**Ingrid P. Braeuninger**

joined ATS as vice president of sale and business development. Braeuninger started her career with ATS and served for 10 years. In the last five years, she has served in executive capacities in global sales, strategy and business development, most recently as vice president of global sales for Cooper Bussmann, a division of a \$5 billion electrical products manufacturer.

Palmer Johnson Power Systems recently announced



two new personnel changes: **Mike Mulcahy**

joined the Chicago team as

an outside sales representative. Mulcahy graduated from Western Illinois University and has more than 10 years of industrial sales experience and will cover Illinois,



Indiana, Iowa and Wisconsin. Mulcahy replaces **Andy Stehl**,

who will take over as service manager of Palmer Johnson's Dallas, TX, branch. Stehl, with Palmer Johnson since 2003, worked as a service technician until joining the sales force in 2010.

As a result of a corporate restructuring, ASIG created three new senior leadership positions and a operations planning department.

**Randy Davies**,

becomes vice president/general manager, ground handling. **Clay Mumford**

becomes vice president/general manager, into-plane fueling. **Gene Roy** continues with ASIG as director of sales as the company continues to pursue growth in this core line



of business. **Douglas Hofsass**

becomes vice president of operations planning. Prior to joining ASIG, Hofsass spent 20 years in aviation operations between United Airlines and the U.S. Department of Homeland Security.

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## Travis Blair: Ground Support Team

# Leader

*American Eagle Airlines' Travis Blair keeps 8,000 pieces of GSE running to service the company's own regional flights and build a ground handling business to take care of other airlines.*

*By Steve Smith*

“I nominated Travis because he is pure GSE,” Domingo Garcia, told us for picking Travis Blair, managing director of ground support/administration for American Eagle Airlines Inc., for this year's Ground Support Leader award.





PHOTO CREDIT: American Eagle Airlines, Inc.

*Travis Blair is responsible for all administrative, financial and operational aspects of American Eagle Airlines' ground support department. Currently, the department includes approximately 100 employees, 8,000 pieces of GSE in 200 cities supported by 12 GSE shops.*

"I've known Travis for quite a while and watched his progress from starting out as a skilled GSE mechanic," Garcia adds. "All of his titles have had something to do with GSE."

Garcia, a transportation broker for Echo Global Logistics Inc., counts American Eagle as one of his customers now. But earlier in each man's career, they both spent time working as automotive mechanics before their paths crossed in the 1990s when they worked together at American Eagle.

## A GOOD START

"If it doesn't have wings, and if it's not connected to the building," Travis tells us, "then it's basically our responsibility to take care of it." That means overseeing about 8,000 pieces of GSE in 200 cities supported by 12 shops of mechanics from his offices in Fort Worth, TX.

Before we had the opportunity to talk with Travis we found out plenty about his career in a detailed resume posted on his LinkedIn profile.

Short of eight years spent fixing cars at Youngblood Automotive, Euless, TX, he's held one job after another each with increasing responsibility to first fix GSE, then to run a GSE shop, onto running a region of GSE shops and, then, finally, to supervise the whole works from the airline's headquarters. And he's done it all for nearly the past 20 years staying with one company.

"I was looking for something bigger,"

Travis says of his first venture into the industry as a ground support technician in 1995. "I decided to go with a bigger company where there'd be a few more places to go."

No doubt about it. "I knew coming into the industry that I'd start from the bottom," he adds. "But I soaked up everything I could and learned everything I could and worked myself up in the organization however I could."

Travis spent his few three years learning to repair just about every piece of GSE. He also spent time on the road traveling to outstations to perform preventative maintenance and repair equipment.

He also filled in as a crew chief when needed, before the airline promoted him

to his first managerial role, which always comes with a tough transition for anyone within a close-knit job of mechanics – and that's the day you stop being a "friend" and start being "the boss."

"I had been a counterpart with several guys that I'd gotten really close to as friends and, suddenly, when you become their boss you learn quickly who your real friends are," Travis explains.

But Travis also quickly discovered he had that knack that not all new managers find out they possess – an ability to get everyone to pull together for a common goal.

## DEALING WITH CHANGE

Such a skill really was a great trait to have after the airline made some its biggest changes in its history.

American Eagle began as a collection of regional carriers with contracts to carry the American Eagle brand name. Until 1987, by and large, these third-party carriers flew under contract with American Airlines to provide regional feed to its hubs. Then, starting in 1987, corporate parent AMR Corp. acquired its regional carriers, starting with Simmons Airlines. By mid-1991 AMR had consolidated the number of carriers to four. The merger of Wings West and Flagship into Simmons (and the name change of Simmons Airlines to American Eagle Airlines) reduced the number of carriers flying as American Eagle under separate operating certificates to two: American Eagle Airlines, Inc. and Executive Airlines, Inc.

While much of these changes affected airline operations, the GSE maintenance

## e-GSE Accounts For 30 Percent Of American Eagle's GSE Inventory

Travis Blair estimates that about a third of his GSE is electric, with Lektro and Charlotte, among the brands.

"We try very hard to go with electric whenever we can," he adds. "Electric is a little more expensive, but in the long haul it's better. It's less to maintain and better for the environment." About the only issue that holds back the airline's further e-GSE purchases

is lack of infrastructure at smaller airports that American Eagle services. "We might be the "biggest" airline in some airports with three flights a day," he explains. "Even that's slowly changing, but we run into the cases here and there where we'd love to put in electric, but the airports just don't have the charging stations available."

# COVER STORY

activities still remained a rather loose-knit confederation up until 2008.

A GSE manager could, rightly or wrongly, consider himself a king of the world. Back then, the country was cut up into a number of different regions. The GSE manager reported to a vice president and then, of course, that vice president reported to one senior vice president.

It was still all "American Eagle," more or less by name no doubt, but the reporting structure didn't always work with one mind.

"With GSE managers reporting to different people, they didn't always have the same directive," Travis explains. "For example, let's say the Chicago region made a modification to its belt loaders that made

sense for them. But if the company needed to shuffle GSE to other parts of the country, then that "Chicago" modification might not work in a different city."

Add those small changes up over thousands of pieces of equipment, and the airline's executive management realized

## Putting Out Fires — One Way Or Another

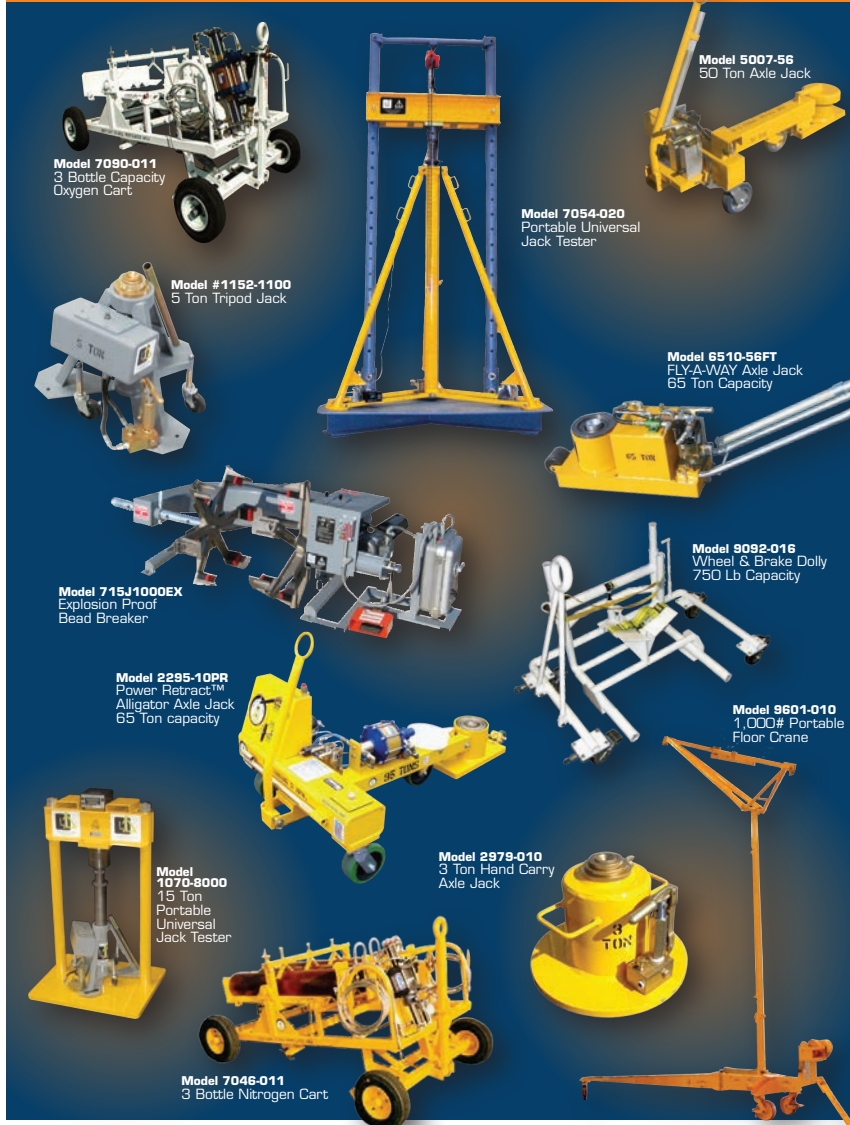
Considering his long, uninterrupted career in mechanics, we were surprised to find that Travis Blair had another all together different job in mind. "When I graduated high school, my plan was to be a firefighter," Travis says. First, he needed 60 college hours and found an automotive tech school that could give him those hours in nine months. Growing up on a farm, mechanical skills can come naturally or out of necessity. "My dad didn't believe in taking anything to a shop," he says. "Either you fixed it yourself or it didn't get done."

But Travis found out the money was good working on cars and stuck with it. When he joined the GSE industry eight years later, he actually took a pay cut. "I thought I was a pretty good mechanic," he says, "but then I came to the airline and found out quickly that I wasn't as good as I thought."

He says he also learned something just as fast about GSE repair. Planes aren't likely to go anywhere without GSE. And when a piece of equipment breaks down, the GSE mechanic knows his ETA is best measured in minutes. "GSE is a tough job because people aren't calling you to see if you want to get some lunch," Travis adds. "They're calling you to complain something is broken."

With that type of pressure, Travis says it takes somebody who really enjoys his work. And as he moved up in his career, Travis realized his first choice of careers might not be that different from the one he ended with. "Over the years, I realized I really am doing what I set out to do," he explains. "I wanted to be a firefighter, and I'm stomping out a new fire every hour."

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PHOTO CREDIT: Lektro Inc.

*Eric Paulson of Lektro, Inc., congratulates Travis Blair upon the airline's purchase of the company's 3,000th electric vehicle. About a third of American Eagle Airlines' GSE inventory is electric.*

it would be best to flatten out the GSE reporting hierarchy.

"That was a huge change," Travis says. "I'm not one to go in and make drastic changes. I go a little bit slow at things and listen to everybody. I don't run an organization in which I'm making all the decisions. To me every great manager surrounds himself with great people and you got to use those people. You don't do it by yourself."

Keeping an open mind, particularly when affecting the type of change the airline was implementing at the time, is the one trait he tries to teach to every member of his staff.

"We may not like it today," he adds, "but there may be a good reason for it and tomorrow we're going to think, 'Hey that was the best idea ever.'"

Since 2008, Travis knows that the consolidation has proved its worth to the bottom line. Thanks to weekly calls and other group-sharing activities, he's seen the GSE department both grow and yet still save thousands of dollars year over year.

"Thinking about it as a system instead of just a region has saved us a lot of money," Travis adds. Parts that, for example, were bought region to region are now consolidated into one larger purchase made at a lower bulk rate.

## GROUND HANDLING

Travis is also lending his hand to American Eagle Ground Handling, one of the air-

line's most recent ventures. The business started a few years ago and has already picked up business at about 60 airports, including for other airlines, such as United.

"There's another change for us," Travis adds. "GSE is, unfortunately, a part of overhead. It's a necessary part of overhead, something that's needed, but I would love to be able to make it a revenue stream."

**"To me every great manager surrounds himself with great people and you got to use those people. You don't do it by yourself."**

Eagle Ground Handling, for example, won a contract in 2012 to provide ground handling operations for United Express at nine U.S. locations.

Eagle Ground Handling was already providing ground handling for other airlines in Waco, College Station, Killeen/Fort Hood and Tyler, TX, as well as Monroe,

LA. As a result of the United Express deal, it also added ground handling at Dallas Love Field, Del Rio and Beaumont/Port Arthur, TX, plus Binghamton, NY.

"Our team at Eagle Ground Handling is the best in the industry, and we look forward to providing our excellent services at these locations," said Pedro Fabregas, American Eagle's senior vice president of customer service, in a prepared release.

Since the 2012 deal, Eagle handles a total of 28 stations for United, plus nine for Delta Air Lines.

The No. 1 goal of American Eagle Airlines is, of course, to care of its own customers, but Travis sees plenty of opportunity to keep the GSE running for more airlines than one. ✈️



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## Swissport Loses Out In Ukraine ... For Now

*Court rules in favor of Ukraine International Airlines over a \$30 million joint venture gone very wrong.*

By Steve Smith

**E**ither Swissport International Ltd. was the victim of a corrupt legal process in Ukraine where judges still act like Soviet-era puppets who hold hearings that aren't scheduled on any court docket, refuse to deliver legal briefs and mysteriously recuse themselves at the last minute, all to enable a hometown hostile corporate raider to pay \$400,000 for a thriving \$30 million business, including \$8 million worth of GSE ...

... or Ukraine International Airlines was the victim of an underhanded business deal, taken advantage of by a much larger, more famous company that turned the screws on its minority business partner right from the start and, finally, fed up with this hostility, but only after failing to get both sides to agree to "civilized principles," decided to stand up and fight for its rights in a court of law.

Take your side, but both companies can agree that Swissport lost out in Ukraine, at least for now.

After almost a year of legal wrangling, a Ukrainian appellate court ruled on March 27 that Swissport had violated UIA's minority shareholder rights, immediately stripped Swissport of its 70 percent outstanding stake in joint venture ground handler Swissport Ukraine and

essentially handed it over to UIA for just 1 percent of the JV's value.

"This hostile raider attack was based on alleged violations of formalities without legal grounds and now resulted, after an unfair judicial process, in this surprising loss of ownership," Swissport stated in a press release.

After the verdict, UIA renamed the company Interavia (the original name of the ground service provider), and announced new management was deliberating on a business plan to run the company independent of the airline. Swissport cut off the Interavia from its corporate passenger servicing system and IT systems. The international ground handling company also stated it would fight the verdict and return to Ukraine.

*After almost a year of legal wrangling, a Ukrainian court ruled on March 27 that Swissport International Ltd., had violated Ukraine International Airlines' minority shareholder rights. The decision allowed the airline to purchase Swissport's 70 percent share in a \$30 million ground service provider, including \$8 million worth of GSE, for \$400,000.*

### LEGAL BASIS

UIA's basis for legal action against its former partner was a claim that Swissport was violating its minority shareholder rights. Namely, Swissport wanted to further invest in the ground service provider to keep up with its double-digit growth.

That action, if unmet by any further capital from UIA, would naturally dilute the value of the airline's stake in Swissport Ukraine.

According to UIA, Swissport unilaterally voted in favor of increasing its investment in the JV at a shareholder's meeting on March 6, 2012.

However, in a Swissport press conference held April 17 to discuss the case, the company said any talk of further investment was just that – talk – and a final vote on the matter would take place at a future shareholder's meeting.

Based on a "mere discussion" of a future capital increase, UIA went to court, according to Swissport.

"It was not a discussion," Evgeniya Satskaya, UIA's corporate press secretary, told us by email after the airline held its own press conference on April 18. "On March 6, Swissport voted in favor of dilution of UIA's shareholding in Swissport Ukraine."



Satskaya also said that decision was against the rules of the participant's agreement. UIA subsequently sent a default notice to Swissport. But given the absence of any response UIA brought the action to court.

The airline's spokesperson added UIA wanted to invest in the ground service provider.

"Investment has always been each party's sole right," Satskaya said. "UIA was willing to invest based on a long-term development strategy. But the parties were not able to agree due to different visions of future development for Swissport Ukraine."

Swissport ended up losing its case in the first round before the Kiev City Economic Court and appealed the decision.

## HIGH NOTE

No matter how the JV ended up, it certainly started out on a high note.

"Kiev becomes Swissport station number 175," reads the headline of the press release Swissport posted after UIA sold a 51 percent share of ground handler Interavia to the company seven years ago.

With annual operating revenue of \$2.6 million handling some 12,000 flights, Interavia was the biggest ground handler at Borispol International Airport in 2006. The company expected to grow by 20 percent by just the following year and planned to expand to other airports.

"With its strong economic growth and its rapidly rising air travel volumes, Ukraine fits ideally into the Swissport strategy of gaining key footholds in promising new markets," the press release adds.

At the start of the JV, UIA held on to 29.4 percent and its original business partner, Airline Business Handling, kept a 19.6 percent stake.

Swissport, already providing ground handling for UIA at other airports, now had a prime position at KBP, UIA's hub and the country's largest airport serving its capital, Kiev.

At its March press conference, Swissport indicated the JV prospered until 2011 as Swissport Ukraine gained more customers and expanded to two other airports in Ukraine. By then, Swissport's ownership in the ground service provider had grown to some 70 percent after buying out ABH in 2008.

*At a press conference, Aron Mayberg insisted that Swissport International Ltd. is trying to mix politics into the conflict by using its famous name and continued to take issue with any claim that Ukraine International Airlines illegally seized Swissport Ukraine.*

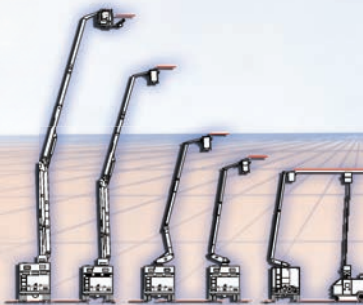


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But 2011 also marks a turning point in the JV when ownership in UIA changed hands to more private investors.

## MR. MAYBERG

Or make that to *one* private investor.

Ukraine's flag carrier was a state-run airline with foreign capital from its start in 1992. In 2011, the government sold its

61 percent stake to three existing minority shareholders with Aron Mayberg at the forefront.

Swissport takes the time to single out Mayberg, the airline's main shareholder, in many of the statements the company has made during the lengthy judicial process and its aftermath.

Not much information can be found

about Mayberg. For someone in charge of an airline, his bio and picture do not appear on UIA's Web site alongside the 15 other executives listed under its management team.

He did start AeroSvit in 1994, a Ukrainian airline that's currently in bankruptcy proceedings with debts of \$534 million, three times the value of its assets.

But from there, even 20 pages into a Google search produces no more than that he is a "Ukrainian businessman" and suffice to say he isn't on LinkedIn either.

A story in the *Kyiv Post*, the country's leading English-language newspaper, on the UIA sell-off does bare out some of the bargain basement deals that, in this case, the Ukrainian government rather than its judicial system seems more than willing to dole out to compatriots who can hear the door knob turn on a back door about to open.

The country's State Property Fund ended up selling its majority share in UIA for about \$31 million – not much for a company that booked \$371 million in business the year before. There was controversy at the time that the fund had the power to hold an auction that might have fetched a steeper price.

As the rules stood, minority shareholders had first dibs at buying up the airline, and Mayberg appears to have been first in line. Other long-time shareholders, such as Austrian Airlines and the European Bank for Reconstruction and Development, divested their shares in the process.

With Mayberg in control of UIA, his first decision was a curious one for an executive who also held a stake in a ground handler. Mayberg fired Swissport Ukraine and put the airline's ramp handling and passenger handling contracts out for bid.

Oddly enough, Aerohandling, a ground handler Mayberg was once associated with, won the business despite concerns over the hallmark of a back room deal – lower quality delivered at a higher price.

Even with this turn of events, Swissport was still ready to finance the growth of Swissport Ukraine. After all, the ground service provider seemed to be doing quite well even after losing the UIA account. The company had picked up business with 20 other airlines and customers, and expanded its stations to the country's major aviation sites:

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- Kiev Zhuliany International Airport, Kiev's other passenger airport and the country's major business aviation airport.

- Kharkiv International Airport, serving the country's second-largest city.

At its March press conference, Swissport said UIA struggled to meet its pro rata share obligations to support further growth right from the beginning of the JV.

When it came to dollars, according to Swissport, both organizations were committed to investing in the subsidiary under the participant's agreement of the joint venture. When UIA balked at further investment, Swissport offered to provide all of the investment instead.

## BAD BLOOD

While the March 6, 2012, shareholder's meeting undoubtedly triggered the legal action, according to a press release posted on UIA's own Web site, the bad blood between the two companies started on Day One of the JV:

- Swissport acquired its UIA share at a fraction of the cost in 2006.
- Swissport imposed a three-year ground handling services contract containing disadvantageous conditions upon UIA.
- The contract forced UIA to pay for ground handling services at charges significantly exceeding market prices.

UIA says only after it became a privately-owned airline with Mayberg in charge did it get a voice in running the business.

"UIA entered into the deal aiming to acquire a reliable, decent and professional partner and to further share the profits," the press release states. Only after numerous negotiations went nowhere, UIA says it offered its partner a "civilized divorce."

Exactly what this divorce meant remains another mystery, although UIA says all its proposals were rejected.

As the case went through litigation, UIA says "Swissport strongly delayed the proceedings, deviated from providing documents and information on the actual circumstances of the conflict, and thus tried to mislead the court."

Swissport, however, gave its own examples at its press conference of the erratic nature of the Ukrainian legal proceedings:

- The company did not receive proper notification from the court in one case.

- Court hearings were postponed several times and two judges were replaced at the last minute.

- In several cases, the company heard from its lawyers hours before the court hearing that the court had already decided against Swissport.

- As Swissport appealed a lower court decision, the company says the court refused to deliver written court rulings, hindering its lawyers' preparations.

In the end, the Kiev City Economic Court of Appeal commenced on March 27 and discussed the case for 90 minutes, apparently, without Swissport's lawyers even present, and ruled against the company – a verdict Swissport says it did not even know about until the company received a written court ruling on April 5. ☹️

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## How To Avoid Distractions On The Ramp Using The '3 Cs & A NO' Approach

*By focusing on a few important elements of behavior, such as our visual, manual and mental performance, aircraft damages and employee injuries can be prevented.*

*By Kevin P. Crowley, JetBlue Airways Corp.*

**D**istractions have always been a serious hazard for anyone operating an automobile out on our public roads and highways, but it is also a serious concern that needs to be equally managed for employees working in the fast-paced environment at any airport.

Distractions that the driving public experiences are similar to the common distractions that GSE employees will experience while out on the ramp, in aircraft repair hangars, or driving around the airport on roadways in the Aircraft Operations Area.

Similar to operating their own motor vehicle, GSE employees face three main types of distractions;

- **Visual** – Distractions that take their eyes off the road.
- **Manual** – Distractions that take their hands off the steering wheel.
- **Mental/Cognitive** – Distractions that take their minds off what they are doing or away from tasks.

Just like on the public roadways and highways, common distractions in the AOA are talking/texting on cell phones

or listening to music with headphones/ear buds, which is strictly prohibited in the AOA.

By focusing on a few important elements of behavior, however, such as our manual, visual, and mental performance, aircraft damages and employee injuries can be prevented.

It is also worth noting that ground support equipment is used not just for getting from one part of the airport to another. GSE comes in various shapes and sizes and performs different functions essential to aircraft ground operations.

That variety of ground support equipment will have its unique qualities when it comes to handling, clearance heights and specific job function. Operators of such equipment must be cognizant of the differences in controls, attachments and safety features of each type of GSE.

Working in an airport environment is filled with many distractions especially when driving on the ramp. Airport employees can drive on public roads and highways comfortably without any incidents, but often times lose focus while driving in the distraction-filled airport environment resulting in aircraft damage or employee injury.

Aircraft damages related to distractions and loss of situational awareness cause unnecessary disruptions to flight schedules, which can be an inconvenience to airlines' loyal customer base.

It is important not to underestimate distractions as one of the sources of errors. By reducing errors, such as being distracted and taking shortcuts, risks for airline employees will be reduced and a negative effect on the operation can be eliminated.

One common method for mentally organizing driving tasks of GSE (as well as



*Aircraft damages related to distractions and loss of situational awareness cause unnecessary disruptions to flight schedules, which can be an inconvenience to airlines' loyal customer base.*





*Operational risk management limits distractions and helps maintain situational awareness; taking time to slow down when necessary will also help eliminate the mindset of operational performance pressures.*

your personal vehicle) is recognizing five important driving elements we refer to as “3 Cs & a NO.”

## COMMUNICATION

The most important technique of defensive driving is communication with other drivers or pedestrians in the airport ramp environment.

There is no better form of communication than to establish eye contact with other operators reducing the threat of an incident while driving GSE. The mutual recognition of each other's presence should be acknowledged and an agreement with a gesture or hand signal as to what each plans to do will avoid any incident.

The purpose of observation is to see; the purpose of communication is to be seen, in other words, recognized and understood. Distractions by hand-held devices, such as cell phones and personal music players, limit the driver's attention that is needed for effective communication.

## COORDINATION

Another defensive driving technique is coordinating your speed and direction of movement with that of the other vehicles on the ramp.

Good coordination depends upon knowing the clearances, turning radii, braking capabilities and other operating characteristics of the specific piece of equipment you are operating.

It means controlled speed, following at a safe distance and the willingness to yield the right of way to other drivers, if there has been a breakdown in communication or a lack of observation or distraction on the part of the other driver.

## CONSIDERATION

This can also be termed “courtesy.”

Consideration should be shown toward all employees working at any airport regardless of individual job function while driving in the AOA.

## NAVIGATION

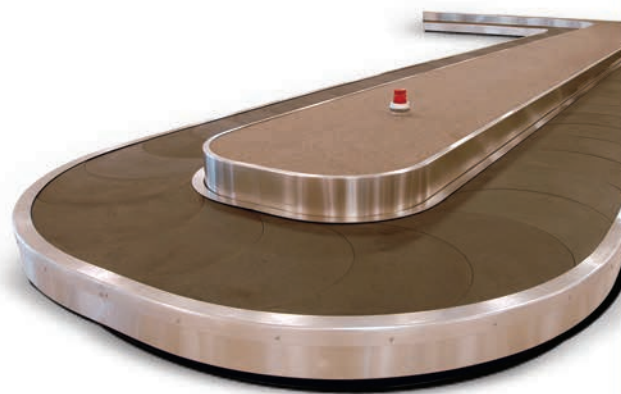
This is also one of the more important techniques of defensive driving in the airport ramp environment. Unlike driving

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# RAMP SAFETY

on the public roads and highways, on an airport ramp few, if any, navigation aids exist.

The defensive driver does not need

lane markings or other aids that drivers on public roads do. Becoming familiar with the servicing layout of different aircraft types and the difference between

various airport gates and ramps, hangars and remote aircraft parking areas, will reduce the risk of a driving incident or accident.

## Safe Skies, Unsafe Ramp

*No formal U.S. regulatory requirement is in place for airport ramp oversight, but that could change.*

By Steve Smith

**F**lying on a commercial jet has never been safer. According to the Aviation Safety Network, 2012 was the safest year around the world since 1945.

But how are things on the ramp?

We were surprised to find the most thorough collection of numbers was posted a decade ago.

The Aviation Safety Foundation, working with data developed by the International Air Transport Association, announced the following statistics in 2003:

- 27,000 ramp accidents and incidents – one per 1,000 departures – occur worldwide annually. About 243,000 people are injured each year in these accidents and incidents.

- That injury rate is 9 per 1,000 departures.

- Contact between aircraft and ground support equipment accounted for more than 80 percent of ramp accidents/incidents.

The average cost of a ramp accident was \$250,000, well below most airlines' deductible limits on insurance coverage. The foundation initially thought ramp accidents cost major airlines worldwide \$5 billion a year, but that figure only represent-

ed the direct costs of repairing damaged aircraft, and the indirect costs of schedule disruptions, out-of-service aircraft and other associated costs of downtime.

After considering the indirect costs of personnel injuries on the ramp, the foundation concluded that the real cost was \$10 billion annually, double its first projection.

To combat the problem, the foundation launched its Ground Accident Prevention (GAP) program. The GAP program includes an electronic cost model that provides users with estimates of their annual costs related to ramp accidents. In addition, the package also features instructional video; leadership tip sheets and a *Ground Accident Prevention Ramp Operational Safety Procedures*, a standard operating procedures template that includes best practices and guidelines for a wide range of ramp procedures.

While not as comprehensive as the foundation numbers, a more recent Airports Council International Apron Safety Survey further documented the increasing number of accidents and incidents on the ramp.

From 2006 to 2007, the total number of ramp accidents and incidents reported by 158 airports showed a 15 increase, or a total of 3,026 incidents and accidents in 2007 compared with 2,623 in 2006.

### 10 YEARS GONE

A decade after the safety foundation's data, a congressional report from the U.S. Government Accountability Office underscores one nagging issue for the industry: The lack of no clear authority to oversee safety on the ramp.

"The Federal Aviation Administration focuses its terminal area safety oversight on runways and taxiways and on aircraft in the air near airports," the October 2011 report says. "By contrast, safety oversight of operations in ramp areas, which include areas of airports where aircraft are prepared for arrival and departure has historically been handled primarily by

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## OBSERVATION

The defensive driver needs to continually stay aware of what is happening on all

airlines and airports.”

Currently, the FAA plays an indirect role in oversight of ramp areas through its very direct role of certifying airlines and airports. Meanwhile, other federal watchdogs might find each other on the ramp, too. The National Transportation Safety Board, for example, investigates ramp accidents that occur from the time any person boards a plane with the intention to fly until the time the last person disembarks, if the accident results in serious or fatal injury or substantial aircraft damage. The Occupational Safety and Health can conduct an inspection in response to a fatality, injury or a complaint unless it is preempted by the FAA.

The FAA does, in fact, collect and analyze information about safety incidents in the terminal area in order to track, identify the cause and assign severity to each accident. Currently, data are collected for runway incursions, some other surface incidents and for airborne incidents.

“By contrast, no complete data are collected for incidents in ramp areas,” the report states.

The FAA doesn't. The NTSB doesn't collect data on ramp incidents that do not result in injury or aircraft damage. And OSHA doesn't collect data on incidents that do not result in at least serious injuries or fatalities. (OSHA data on worker fatalities show the number of deaths in the ramp are have varied between three and 11 from 2000 to 2010. The rate, however, remained constant - between four and six deaths per year - from 2008 to 2010.

The GAO closes its report with the following recommendations for the FAA in regards to ramp safety:

- Extend oversight of terminal area safety to include ramp areas.
- Improve information sharing about incidents

sides of the vehicle. Because of the high noise levels on the ramp, your sense of hearing is limited as a warning device. By observing these five important driving techniques, operational threats and negative behavioral risks will be reduced.

Operational risk management limits distractions and helps maintain situational awareness; taking time to slow down when necessary will also help eliminate the mindset of operational performance pressures.

Keeping focus on all surrounding threats, including other employees, other aircraft and GSE (stationary or in motion) will help ensure your personal safety, and

the safety of your fellow employees.

Part of growing safety culture at any organization is continually monitoring and assessing safety programs and encouraging front line employees to have a voice in the development and implementation of these programs. Constant safety communications to employees serve as effective reminders, but can also highlight important human factors elements that airline employees need to effectively manage.

As the saying goes...“Don't take unnecessary risks, use operational risk management.” ✈️

## About the author:



*Kevin P. Crowley, an analyst for ground safety programs, JetBlue Airways Corp., started on the ramp in Buffalo, NY, in 1993. He's been with JetBlue for 12 years and began as an instructor at JetBlue University and taught aircraft servicing for the A320 and E190. He has additional experience in HAZMAT and dangerous goods; winter ops and deicing; and is a certified OSHA instructor.*



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## Where To Find A Skilled GSE Technician

*Without a well-trained GSE technician your equipment may not start, but your problems sure do.*

*By Kenneth DeVolpi and Jason Chapman, Matheson Flight Extenders*

In this issue, we'd like to discuss a valuable asset of the GSE industry – the skilled GSE technician.

Without a well-trained GSE technician your equipment may not start, but your problems sure do.

These days ground support equipment can be complex and challenging to maintain. It takes quality training and years of hands-on experience to become proficient enough to handle most specialized GSE situations. At the same time, the technician has to be a jack-of-all-trades, always ready to work with gas and diesel engines, hydraulics, electronics, air-conditioning, brake systems and even facility maintenance in some cases.

Our business primarily relies on all sorts of different kinds of equipment your employees operate to service your customers. And the qualified GSE technicians who are trained to keep all that equipment running in top shop are just as much a part of customer service.

So where do you find a qualified GSE technician? It's not like there are many technical schools specifically for GSE maintenance. And even if someone graduates from a general automotive technical school, additional course development studies must be completed before the graduate can be certified as a journeyman GSE technician.

Here are a few time-tested places to find your next GSE technician:

**MILITARY:** One long-lasting way is through the United States military. Serving in the armed forces usually involves taking lengthy technical courses that teach everything from basic electronics to gas turbine engine maintenance.



**Because of specialized training, personal skill and other important qualities, a solid, experienced GSE technician is a rare commodity.**

Candidates learn skills through many different blocks of study, which includes testing before an individual can advance to the next level.

**TRANSFERS:** Another common way is for someone to transfer to GSE maintenance from another field. They could come from the automotive, construction, industrial or even assembly plant maintenance fields. It takes some hands-on time to learn the ins and outs of GSE maintenance, of course, since there are different systems to learn, as well as just as many different makes, models and types of GSE. Plus, working in an airport environment is a whole

other challenge. But often times, people moving from one mechanical specialty to another are already highly skilled and possess valuable training.

**CLASSIFIEDS:** A help wanted ad in *Ground Support Worldwide* is another good place to try. Usually, when an ad is placed in a local paper for an experienced GSE technician, many callers will ask "What's a GSE?" That is, if you even receive a response at all! We've also had good results with the local airport newspaper classifieds.

Keep in mind, however, that there are only so many GSE technicians in your area. This means that whomever you



## A good technician will go the extra mile to perform quality maintenance, be dependable and strive to provide a positive role model to the young guys coming up in the business.

hire is liable to come from one of your competitors at your very airport. The ground support business is definitely a small world, with people knowing each other, sometimes over great distances, without ever personally meeting.

All this is a good thing, however, since it goes without saying that a good reputation goes a long way in such a small world. A good technician will go the extra mile to perform quality maintenance, be dependable and strive to provide a positive role model to the young guys coming up in the business.

You'll know if the technician is quick-witted, dependable, physically fit and able to handle pressure well. You'll hear through the grape vine if the technician possess the knowledge to work with a wide assortment of quality hand, power, and air tools. You'll know if the technician is tough enough to handle the outdoor extremes that your local environment throws their way.

**HIRE A HELPER:** One method we've used is to hire a mechanic's helper. This is usually a younger person with a natural mechanical aptitude who is interested in learning a specialty craft such as GSE maintenance.

We have them start on repairing dollies and performing minor work, such as changing oil and repairing lights, seats and hitches.

This way we can see if our new helper shows a real interest in the job before we take up everyone's time to train a helper to become a real mechanic. Of course, this only works if you possess an experienced technician that can ultimately train and mentor such a person.

But by training such a rookie, you eventually produce a GSE technician from an area that had none to spare. An upside to this is a person can be trained almost from scratch to your liking, without any of the bad habits that could accompany an already trained person.

Look at it this way: You will be providing an avenue for one more person to enter our community – and we find that pretty valuable.

Once you've made a hiring decision, keep in mind one thing that is extremely helpful to all GSE mechanics no matter their background. High-quality education offered by some manufacturers, TLD and JBT Aerotech to name only a couple, provide excellent training for their equipment free of charge.

Believe me, these schools are a must for a company that wants its technicians to operate at a higher level. Because of all

this specialized training, personal skill and other important qualities, a solid, experienced GSE technician is a rare commodity. This market is tough and very competitive. You always need to keep the well-trained GSE technician on your team. ✈️

### About the authors:

*Kenneth DeVolpi, manager of sales and marketing and special projects manager, has worked for Matheson for more than three years and has been in the aviation industry for more than 20 years, including 15 years with Northwest Airlines. Jason Chapman works in the company's GSE maintenance department and gained GSE mechanical experience with the U.S. Air Force and has worked in the commercial GSE industry for 12 years.*

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## Delta Updates MSP Ground Control Center

*Airline completes a \$3.5 million renovation to ensure ramp operations run on time.*

By Steve Smith

**D**elta Air Lines recently finished a multi-million dollar face lift for its aging ground control center at the Minneapolis-St. Paul International Airport.

MSP is the airline's second largest hub with more than 30 million passengers passing through the airport each year. Most are there to fly Delta, MSP's largest carrier that on peak days operates more than 400 departures to 120 nonstop destinations.

### BEHIND THE SCENES

What all those passengers don't get to see as they travel through the airport is the small army of people behind the scenes keeping everything on the ground running smoothly.

The staff of the airline's ground control center oversees every aspect of Delta's daily ground operations at MSP, coordinating communications with pilots, baggage handlers and gate agents as well as the caterers, cleaners and maintenance personnel that service the planes on the tarmac.

The airline currently employs about 12,000 people at MSP or within the

state, and the location remains a key part of Delta's operations because of the number of Fortune 500 companies and business travelers in the area, according to William P. Lentsch, the airline's senior vice president of Minnesota flight operations.

In addition to the investment in the ground control center, Lentsch also outlined other improvements to MSP to make Delta run more efficiently.

"In conjunction with the airport staff, we're going to be installing a very extensive camera system because we can't have our eyes everywhere at all times on the operation," Lentsch said in an interview published last year in the city's *Star Tribune*. "We'll have cameras strategically located throughout the airport that will be recording information for those who run our control center and those who manage our operations."

Lentsch also credited other measures the airline started putting into place in

2011 that improved its operational performance by ensuring procedures went by the clock from boarding to pushback.

"For example, our agents on the ramp," he added, "have they started to scan and load the bags on the airplane 35 minutes prior to departure? How often are we starting to board the airplane above-wing prior to scheduled departure? There are certain tasks that need to be accomplished at a certain time in that process. So just that awareness, and our ability to identify where we might be missing and fixing the problem has been very effective."

### CENTER UPGRADE

The center dates back to 1988 when it was built by Northwest Airlines, which Delta acquired in 2008. The radios and computers in the original control room had long since passed their prime, and the control room consoles had been designed to hold cumbersome 1980s-style CRT monitors.

"The installation of the new equipment and consoles was our biggest concern going into this upgrade," says Richard Benz, manager of the MSP control center department. "Every inch of the control center had to be redone without disrupting operations because the company didn't want to incur the expense of building a temporary facility."

Delta worked closely with integrators to design a new control room that would improve communication and increase efficiency. This included installing all new computers, monitors, intercoms and radio equipment.

A significant aspect of the control room renovation was the installation of ergonomically designed control room consoles to house the new equipment.

Several factors complicated the selection of new consoles:

- The control room needed to remain operational throughout the renova-



*MSP is the airline's second largest hub with more than 30 million passengers passing through the airport each year. Most are there to fly Delta, MSP's largest carrier that on peak days operates more than 400 departures to 120 nonstop destinations.*



tion, so installation of the consoles had to take place in phases.

- The new console layout needed to fit the existing control room while also adding three workstations essentially within the same footprint.
- Further complicating the installation was the number of vendors that needed to complete different aspects of the integration.

Delta chose Winsted Corporation to provide the control room consoles because the company was able to meet these requirements and offer a feature-rich console design. Winsted, based in Minneapolis, has been providing solutions to control rooms since 1963.

The airline provided Winsted with an initial layout concept from which the console manufacturer designed a series of Winsted Sight-Line consoles to fit the existing footprint with the additional three workstations. The consoles are ergonomically designed to provide operators with a comfortable, efficient workspace that is ideal for 24/7 control room environments, such as Delta's control center.

Operators in Delta's control center are trained on all positions so they may work at the board confirming gates with incoming flights one day and may direct catering on the ground the next.

The constant rotation helps keep operators alert and engaged, but makes the flexibility of each workstation imperative to accommodate the ergonomic needs of individual operators.

The new control center has a total of 32 workstations, which allows enough space for all of the day-to-day operations as well as a few additional workspaces for seasonal needs, such as deicing operations.

Each workstation is equipped with several monitors (the number varies depending on the function of the workstation), PCs, radio, telephone and intercom.

"Our old consoles did not provide adequate accommodations for PCs," Benz adds. "Now our operators have easy access to the PCs."

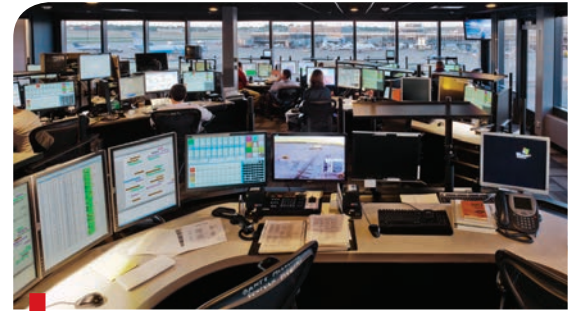
The new stations also feature easy-access CPU storage in the base of the console and a dual cable raceway that keeps signal and power cords

separate, organized and out of the way. Winsted also created custom shelves at each workstation to hold radio speakers for the control center's communication system. Dividers between each workstation give operators a defined workspace and certain level of privacy to enhance concentration.

In order to make it possible for the ground control center to remain operational throughout the upgrade, the installation was completed in phases and largely overnight, between 10 p.m. and 6 a.m., which minimized disruption to operators.

In addition, equipment from several workstations was temporarily transferred to the three new workstations while work was completed in particular areas of the control center. Workstations were sort of leapfrogged around to keep operations running throughout the install.

"The installation went very smoothly, especially considering the sheer



*The staff of the airline's ground control center oversees every aspect of Delta's daily ground operations at MSP, coordinating communications with pilots, baggage handlers and gate agents as well as the caterers, cleaners and maintenance personnel that service the planes on the tarmac.*

number of moving parts that had to be coordinated," Benz adds. "Now that it's complete, our operators are very pleased with the results." ✈️



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## Ground Power For The Super Bowl

*The power may have gone out after half-time, but power was flowing to hundreds of private aircraft morning, noon and night.*

*By Derek Rose,  
AERO Specialties, Inc.*

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**T**he 2013 Super Bowl XLVII was exciting for many reasons, most notably the large power outage that altered the game dynamics, arguably giving the 49ers a momentum advantage that was ultimately squandered.

Nonetheless, rest assured that the power was flowing at the local FBOs that reached maximum capacity during the Super Bowl. Rod Gray of AERO Specialties was on hand to provide Landmark Aviation NEW and Signature Flight Support MSY aircraft ground support equipment that serviced the remarkable volume of private aircraft arriving for the event.

The AERO JetGo ground power units and Eagle TT-Series tow tractors ensured there was enough power to meet the demands at Landmark NEW

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*Aircraft departures continued throughout the night and into Monday afternoon. Mike Smith, Landmark NEW operations manager, is said to have been awake for two days without faulting or skipping a beat.*

Around midnight after the game, as aircraft departures increased, marshaling wands were in short supply and some specific towbar head pins were needed.

Gray came to the rescue and pulled the equipment from his trailer. He also managed to find a necessary lavatory t-handle tool. An older, fully operational Eagle tractor was even reinstated for service.

Aircraft departures continued throughout the night and into Monday afternoon. Mike Smith, Landmark NEW operations manager, is said to have

been awake for two days without faulting or skipping a beat.

The JetGo GPUs and Eagle tugs performed under load, without disruption alongside Smith and his crew. Here at AERO, our hats go off to Mike and his high-quality line staff.

As the aircraft departures decreased Monday, Gray, in his charming Australian manner, put it to Addie Fanguy, Landmark NEW general manager: "Good on you, mate. Cheers!"

Over at Signature MSY, the additional GSE helped all aspects of their operation as well. Jeret Peltier, lead line service technician, thought the JetGo GPU was easy to operate and maneuver, which afforded his staff time to service higher volumes of aircraft.

The hybrid unit's low noise levels enhance the customer service experience that Signature customers have come to know and expect. We're extremely happy that Peltier and his crew believe the

and Signature MSY. Between the Eagle TT-12D tug and JetGo 550Mti-RJ GPU, it was a close tie for event MVP.

Despite complications at the Mercedes-Benz Superdome, Gray, director of AERO's U.S. Atlantic Division, captured all the action on the ramp. Gray ensured the American-made muscle under his supervision provided the power required to start jet engines and move aircraft during one of the highest trafficked sporting events for private aircraft.

## GAME DAY

On game day, Feb. 3, Landmark NEW had 320 aircraft parked on its ramp. Over the course of the weekend Landmark NEW serviced approximately 700 aircraft and brought in 28 extra line personnel from other Landmark locations to operate the service equipment.

The hum of turbine and diesel engines rang strong from three staging areas set up to provide all aircraft support services.

Each independent equipment service area included GPUs, tugs, towbars and heads, lavatory carts and potable water carts.

Landmark NEW had its program dialed-in and AERO is extremely happy to have provided them with the JetGo 550Mti-RJ and Eagle TT-12D that helped this amazing operational feat become a success.

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# PRODUCT PROFILE



On game day, Landmark NEW had 320 aircraft parked on its ramp. Over the course of the weekend, the FBO serviced approximately 700 aircraft and brought in 28 extra line personnel from other Landmark locations to operate the ground service equipment.

JetGo not only performed under pressure, but helped create increased value for Signature MSY customers. Manufacturing high-quality equipment that exceeds our customers' expectations is priority number one here at AERO Specialties and we are always eager to impress new customers.

We here at AERO appreciate the amazing opportunity to work with top-notch operations like Landmark NEW and Signature MSY during operational-critical times.

The Super Bowl is a spectacular display of sportsmanship and entertainment, and the aircraft GSE operations behind such events don't go unmatched.

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by an electric, compressed air or hydraulic motor. An auxiliary rewind and pinion brake is standard, although other brake options are available. It is equipped with a three-conductor, 45 amp, 600V collector assembly with #8 gauge wiring. With double copper graphite brusher per circuit, and copper alloy rings this reel is built to last and withstand any environment. Other conductors, amperage, materials and accessories are available upon inquiry.

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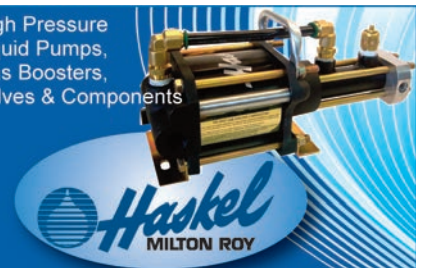


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 2001 TUG, MA-30-1 Ford 300 gas, w/cab (2 avail)  
 2003 TUG, MT-8-1 Ford gas 8K DBP, w/cab (2 avail)  
 2003 Harlan, HTAG-80 Ford gas engine (2 avail)  
 1998 Harlan, HTAG-50 Ford 300 gas engine  
 1997 Toyota, Model 2-02TD25 diesel engine

**BELTLOADERS**  
 2007 NMC-Wollard, Model TC-888 4-cyl. Deutz diesel engine  
 2002 TUG, Model 440E, 48 volt electric with built-in charger  
 1996 WASP A0117D walk-behind, Kolher gas engine

**CONTAINER LOADER**  
 1988 LANTIS, Model 818-218-161-125, High & Wide 161" elevator  
 2006 FMC/JBT Commander 15i with wide option

**GROUND POWER UNITS**  
 2005 Hobart, Model 120CU24P5, 120 KVA  
 2008 TLD, Model GPU4090-T-CUP, 90 KVA

**HEATERS**  
 1997 Air-A-Plane Model 5050D, Deutz diesel engine  
 1994 Air-A-Plane, Model 5050GF, Ford 300 gas engine

**PASSENGER STAIRS**  
 2012 NMC-Wollard, Model CMPS170, 77.5" to 170.5" like new  
 2001 Stinar, Model SPS-3518 GMC diesel 96" to 228"  
 1998 Stinar, Model SPS-7026 Ford F-Series diesel 184" to 312"

**PUSHBACK TRACTORS**  
 1998 NMC-Wollard, Model 140, Perkins diesel, 10K DBP. (2 avail)  
 2000 S&S, Model GT-35A, Deutz diesel, w/cab, 35K GVW  
 2000 S&S TUG, Model GT-50DZH, Deutz diesel, 60K GVW  
 2010 JBT, Model B1200 Cummins Diesel, w/cab 100K GVW

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<p><b>AIRCRAFT TOW TRACTORS</b>                      TLD TMX-150, closed cab (35,000 lbs GVW)                      Equitech B-250 (32,000 lbs GVW)                      NMC-Wollard, closed cab 6,000 lbs DBP cargo tractor, dual rear wheels                      Eagle TT-8 (8,000 lbs DBP)                      United SML120 (12,000 lbs DBP)                      Tiger TC-80, propane</p> <p><b>AIR STARTS</b>                      TLD 270 PPM                      TLD 180 PPM                      TLD 150 PPM</p>	<p><b>BAGGAGE TRACTORS</b>                      Tug MA50, gas                      Tug M1A60, gas                      Harlan HTC 50, gas</p> <p><b>DEICERS</b>                      Premier MT43D15, forced air                      Global 2,200 gallon, open bucket                      Global 2,100 gallon, closed bucket                      FMC Tempest, open bucket</p> <p><b>HEATERS</b>                      Trilectron 5050D</p> <p><b>MAINTENANCE STANDS</b>                      B-4 stand - 37"-87"                      B-5 stand - 88"-135"</p>	<p><b>GPU</b>                      TLD 90KVA, 120Kva &amp; 140Kva                      Trilectron 90 Kva                      Hobart 60 Kva/28V dual output</p> <p><b>CONVEYORS</b>                      NMC-Wollard TC-888, diesel                      TLD NBL, diesel                      Charlotte CBL 150D, diesel                      Charlotte CBL 100E, electric</p> <p><b>LAVATORY TRUCK</b>                      Phoenix Metal TL 600 w/lift</p> <p><b>TOWBARS</b>                      ERJ 145                      Tronair RJ</p>	<p><b>PASSENGER STAIRS</b>                      Phoenix Metal PAS200 wide body                      Stinar SPS-2513 narrow body                      Clyde 15F2820 narrow body, towable</p> <p><b>REFUELERS</b>                      Par-Kan 600 gallon trailer (gas + diesel)</p> <p><b>AIR CONDITIONERS</b>                      TLD 802 115 ton w/heat                      TLD 804 65 ton                      TLD 302 30 ton w/heat                      Trilectron DAC200 - 20 ton w/heat                      Davco AC20D w/heat &amp; 28V GPU</p>	

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Steve Smith

## Airfares Drop, But Not Airline Tickets

*Those 'cheap' airfares no one appreciates might be a thing of the past, anyway.*

By Steve Smith

**A** favorite writer of mine crunched a lot of data earlier this year and concluded that airfares had dropped by half over the past 30 years.

But not that anyone has much noticed. Why? First, three decades ago not many people were flying. How come? It cost a ridiculous amount of money, that's why.

How many remember that it was illegal in 1974 for an airline to charge less than \$1,400 in inflation-adjusted dollars for a flight between New York and Los Angeles?

Also, according to figures from Airlines for America, the average round-trip aboard a U.S. domestic flight inflation-adjusted for 2011 dollars cost \$575 in 1979. By 2011, that average round-trip ticket fell to under \$350.

Since it cost so much to fly back in the day, there weren't that many people who cared.

And why were prices so high? Because that's just how the government wanted it.

Jimmy Carter doesn't get too many accolades for the time he spent in the White House. But we can definitely thank him for saving two industries:

- The beer industry. (It's true, trust me. All that great microbrew we enjoy today is because of him).
- The airline industry.

Before 1978, bureaucrats at the Civil Aeronautics Board told airlines not only where to fly, but how much to charge.

But the COB wasn't nimble enough to deal with the effects of the oil embargo and the energy crisis of the 1970s. And that was pretty much that. Deregulation worked and the price to fly slowly, but surely became affordable for all. No more would my younger self fight with

my sister on the two-day drive to Miami. No, I could fight with her aboard the three-hour flight to Miami!

Airlines, while not guaranteed a profit by the government, certainly learned quickly how to game the system. Everyone on the same flight to Omaha it would seem should pay the same fare. After all, we're all leaving and arriving on the same plane at the same times on the same tank of gas. But we all know that the guy sitting next to you might be the sucker who spent hundreds more than you or could be the spend-thrift who would look upon you with great pity.

So how much "should" it cost to fly to Omaha? It's any one's guess.

Evidently, those "cheap" airfares no one appreciates might be a thing of the past, anyway. Over the past few years, the airlines have tacked on another \$6 billion in fees annually for everything from checked-bags to a seat in the emergency row.

According to aviation consultant, Boyd Group International, the average true price of a one-way airline ticket – what's ultimately on your Amex – has increased by nearly 30 percent since 2008. Federal fees and taxes push that price up 12.5 percent, but the full cost includes fees for what used to be free.

A handwritten signature in black ink, appearing to read 'Steve Smith', written in a cursive style.

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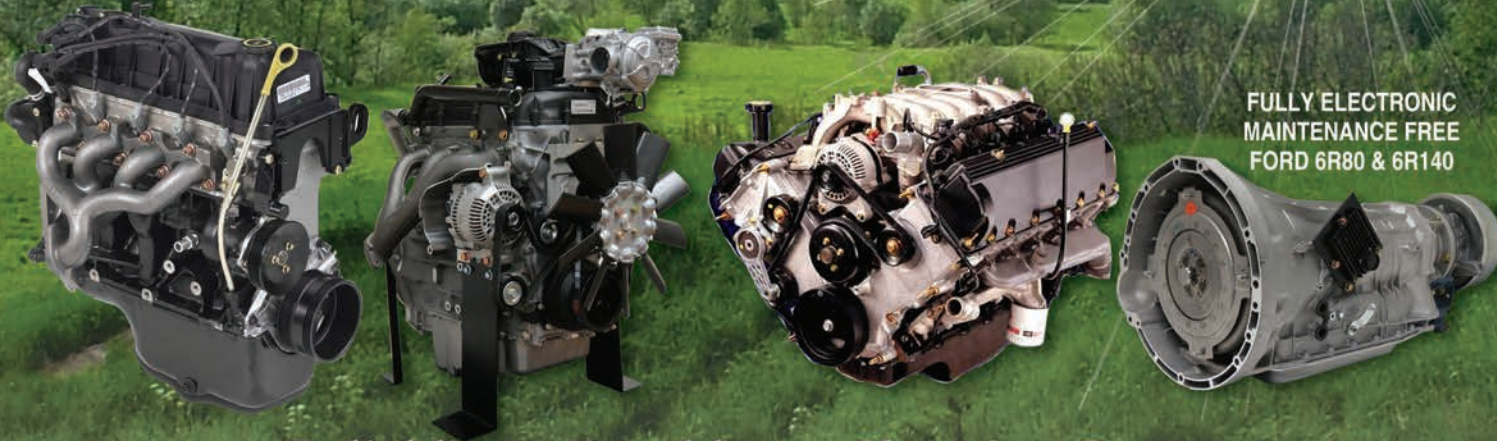
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