

A little book of stories
about flying.



Final flight of the TriStar



Planning the trip was an absolute pleasure. The L1011 is a special aircraft, both unique and beautiful. The privilege of being involved at the end of this historic airliners' career was a rare opportunity.

Dusting off its desert coat, L1011 msn 1242 was prepared for what was most likely its final charter flight. **World Air Ops** was given the task of route selection, flight planning, and arranging ground support for a trip half way around the world – Central America to Europe, back across the Atlantic, and on to Tahiti.

The trip was not without its challenges. First, loading the flight planning system with accurate performance data took some work. What Lockheed published in 1968 when the aircraft was shiny and new was a far cry from the real world performance these days, so tech logs and aircraft records were reviewed to get accurate fuel burn figures. The initial departure from Central America was delayed a number of times due to maintenance issues, so Flight Plans had to be re-calculated and re-filed several times.

During fuelling on the stop-over to Tahiti, the tanker went dry, and no more fuel was available. So, another stop had to be put in place last minute in El Salvador, and a new set of plans, permits, and handling arrangements had to be made while the passengers waited. Dealing with the unforeseen hitches is all in a day's work, and this particular job brought the team at World Air Ops great credit and customer satisfaction.

"I wanted to write and thank you for your invaluable assistance in co-ordinating and helping us flight plan our trip to Tahiti. In our several discussions, you offered invaluable advice as to the operation of our aircraft. Your service was professional, timely, and delivered with care and attention. I truly appreciate it. „ **Robert Nelson, Capt. L1011, Rollins Air**



Twin Otters to South America

The de Havilland DHC-6 is back ... and it's better than ever.

When Viking Air purchased the production rights in 2006, an iconic aircraft was reborn, and the first new 400 series Twin Otter rolled out of the factory last year.

Working with a customer like Viking is great. Delivery flights are quite different to any other; each one has its own set of challenges. And for an aircraft like the Twin Otter, the wide variety of operators that have ordered the aircraft means going somewhere new every time.

For a recent delivery flight to Peru, [World Air Ops](#) was already quite familiar. "We get a lot of traffic to South America – Peru, Chile, Argentina, Brazil, are the most popular - we know the environment well, so it's great to apply our knowledge for the clients' benefit", says John Clark. "The Twin Otter is a short range aircraft, so stops are more frequent, meaning that we have to pay particular attention to arrangements on the ground. It's ultimately very rewarding to know you've made the trip cost-effective and efficient for the client"

“

**Excellent service and good value for money –
we are very satisfied with World Air Ops**

**David C. Curtis, President and CEO,
Viking Air Ltd.**

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Earthquake: how a heli survived

Lyttleton Port, New Zealand. Our client's heavy-lifting helicopter sits peacefully aboard an Icebreaker. In ten minutes time, an explosive 6.3 magnitude earthquake will hit, with an epicenter just 2 kilometers from here.

Perched aboard the R.V. Araon, a mammoth ice breaking ship belonging to the Korean Polar Research Institute, Kamov Ka-32 HL9470 was probably in the best place to withstand the oncoming quake.

Nonetheless, for **World Air Ops**, the aftermath presented some significant hurdles. Mark Zee explains. "For an unusual flight, things were routine. Our task was to manage the entire journey of the helicopter, being repositioned from Antarctica to Indonesia. The Kamov had just arrived in port near Christchurch, completing a week long sailing from the Ice, and we were planning the final stages of it's flight across New Zealand"

"The earthquake changed all our plans. Once we had established that everyone involved was ok, we were relieved, but the ship was sailing for a new port further south, and we only had hours to organise a long list of tasks to keep the mission on schedule. Fuel, landing permissions, customs clearance, flight plans – and most difficult of all, finding a replacement com/nav pilot that had been arranged for Christchurch. We did it though, and the achievement was very satisfying."

"From there, we put the helicopter back on a ship and sailed it to Papua New Guinea, where we achieved another milestone – the first helicopter departure from Port Moresby port. That was achieved by several days of negotiation with the Civil Aviation Safety Authority, and the Port Management. It was almost more difficult than the arrangements in New Zealand, but it saved the client around \$20,000 in trucking fees – so it was worth the long hours put in to it. Given the challenges, the Kamov trip was one of our most rewarding missions"

Atlantic Crossings

Goose Bay, Canada. Many fly overhead, knowing it simply by the VOR ident – YYR. For ferry pilots, though, the airport is a mainstay of their transatlantic route. Their routes are northerly, hugging the frozen lands of the polar regions, cautiously calculating aircraft range with an eye to the ever changing winds and weather. For others, with the luxury of two jet engines and the removal of the need to wear a survival suit, the North Atlantic provides an equal array of challenges and surprises.



The Boeing 767 was the first ETOPS aircraft on the North Atlantic. In 1985 120 minute ETOPS was approved by the FAA; in 1989 that was extended to 180 minutes. Today's **World Air Ops** 767-200 flight is operated privately, removing the need to comply with those regulations – yet the planning information is the same. Philip Degare: “When we plan a flight, the NAT deserves particular attention. Underneath, it’s a vast emptiness – so ETP’s are critical; but within the tracks, it’s more congested oceanic airspace than anywhere else in the world. More than anywhere else, solid planning is critical”. The flight is en-route from the US to the Ukraine, joining hundreds of others in the early morning landfall in the Shannon FIR.

The PC-12, meanwhile, is fuelled and ready to leave Goose Bay. This aircraft has the range to reach Keflavik, just – many will make their next stop at Narsarsuaq in Greenland. For the crew of the Pilatus, our job is to guide them along the way: plan and file the flight plan, order fuel and handling for them on our account, and check their regulatory requirements for Europe. Even a PC-12 must now have full Mode S (ELS and EHS) for parts of Europe, and 8.33KHz radio’s. Other requirements such as RVSM (the PC-12 can reach FL300), MNPS, and RNP/RNAV further restrict which airspace the aircraft can enter.

One ocean
One day
Three flights

The Gulfstream G450, the third aircraft **World Air Ops** is looking after, is heading the other direction: Westbound. That presents some other considerations. To add to the mix, it's departing into the NAT from Shannon, Ireland – taking advantage of the opportunity to clear US customs and refuel at the same time, but it's doing so at the worst possible time – 5am. By the time it has reached top of climb, it will be right in the face of the eastbound rush – lucky to get above FL280. “For a situation like this, we’ll talk to Shanwick ATC”, says Philip Degare, “It’s not just the departure, but the entire crossing that has to be carefully planned. Shanwick work very well with us in suggesting the most favourable route.” In this case, we take the aircraft north, plan a climb to FL410 – above the tracks – before routing the flight south again towards Teterboro, US.



“Our oceanic flying is made significantly easier by World Air Ops. From a flight crew perspective, a sensible flight plan route, level, accurate burns, the right ETOPS alternates, and a neat crew briefing package make a long flying day a lot less stressful. We love your worldwide area charts too!”
J.T. Venkuizen, Contract Capt. B757/767

“The thought of undertaking our first ferry flight from Canada to South Africa via the very busy European airspace was daunting to say the least. Fortunately we found World Air Ops. It was great to look in my inbox at the end of each day in comfort of my hotel room and find the planning, fuel releases, over flight permits, weather reports and filed flight plans for the next day's flights. In the end all I had to worry about was the flying! Thank you World Air Ops.”
Iwan Laubscher, Propjet Management Ltd., PC-12 C-FDKJ



Libya

operation evacuation

2011, The Arab Spring. Rarely do events on the ground not have some bearing on flight operations. The rapid escalation of rebellion in Libya was no exception.

Hot on the heels of unrest in Egypt, the movement to overthrow Libya's leader gained momentum quickly. Sporadic protests gave way to a measured insurgency, and countries around the globe put plans in place to evacuate their citizens. **World Air Ops** was at the heart of it.

For one such flight, our client was a Dutch charter operator contracted to evacuate several hundred Dutch citizens from numerous sites around the country. The aircraft was ready to fly from Malta, the hurdle: obtaining a Landing Permit. Normally, permits are run of the mill work. We organise overflight, landing, diplomatic, military, charter, and special permits around the world every day as part of our flight operations, without issue. Short notice is also no stranger to us.

For a country entering a state of war though, the rules change – but our ethos is that whatever can be done, will be done. Our regular contacts on the ground in Tripoli were fast dwindling, and the situation changing by the hour. The CAA had closed, the UK Embassy, the US Embassy both left the country. NATO supported us but had no authority. We needed approval from a Libyan government that was concerned with other matters. The task was difficult, but the job got done.

"World Air Ops managed to arrange landing permits for our flight by combining the influences of several foreign embassies. None of these embassies had managed to arrange for landing permits on their own. The staff of World Air Ops did not stop working that night until the permits had actually been issued. On behalf of our company, and the people involved in this Libya project, I'd like to thank you for your perseverance and ability to deliver the impossible." **Michel Sneekes, Director Ground Operations, Denim Air ACMI.**

Africa ...an air journey

Is this the most fun you can have flying? It's got to come close.

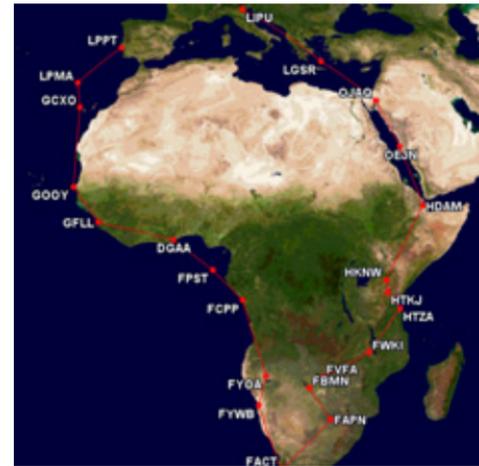
One of our clients, Air Journey, is a company that organises guided tours with a difference – bring your own plane. Aimed at the recreational pilot, they take them places they wouldn't ordinarily go. One such journey is a complete tour of Africa.

In terms of numbers: 55 days, 27 countries, 21,000 nautical miles of adventure. On this trip, the participants are two Pilatus PC-12's, two TBM 850's, and a Citation II.

The partnership is simple. Air Journey does the flying, [World Air Ops](#) does the organising. While tour director Thierry Pouille is airborne, we get busy organising the handling, fuel, permits, and facilities several stops ahead.

Do you need HF for Angola? Is Djibouti safe? Which airport to use in Nairobi? Stop in Zambia or Zimbabwe for Victoria Falls? For every question, there's an answer, and so we started planning this 6 week tour by producing a 50 page Route Review – giving them an advance guide with essential information on Airports, Customs, Procedures, ATC notes, and tips and advice for flying within Africa.

From there, we made advance arrangements with all the handlers enroute, got some group discounts, and locked in the pricing for the trip. Once the actual flying was underway, all that remained was to monitor and support – ready for the unexpected – a guarantee in Africa!





Take us down to Juba

“HND” is a Challenger 604 much like any other. The variety of its flying though, sets it somewhat apart. The operator of this aircraft has a global reach – working for government and private charter alike.

When Southern Sudan became independent, a ceremony was held in Juba, the new capital. **World Air Ops** was given responsibility for the flight – repeat business from this operator on the back of a Middle Eastern venture earlier in the year. Like any other successful flight, the planning starts well ahead of the trip.

First off, Juba isn't on a lot of aviation charts. It's a relatively unknown field in eastern Africa – no lighting, poor runway surface. But this was a VIP flight, and things simply had to run right. No excuses. “We put a lot of time and effort into co-ordinating the ground movement” – Philip Degare. Parking was going to be at a premium – lots of heads of state were attending, but we got the request in, and approved, early. New ATC procedures would take effect once independence was official – adding another dimension. “But we spoke to Entebbe ATC, and Khartoum ATC – the neighbours, as such – and got the word on the ground”. Everything went smoothly.

Jan Overijssel was impressed. Director of Aviation for the operator, he's more used to flying in Europe – but has come to trust the judgement and experience of World Air Ops when it comes to further-flung locations. “Whenever we get a trip somewhere funny, we just call you”, he laughs, “and you can do the worrying instead of us.”

“From the very start, we were impressed with World Air Ops. Now, we have actually increased our international charter flying because we have the confidence to take on, what seem to be, difficult flights. World Air Ops is effectively growing our business for us.” **Jan Overijssel, Director Aviation, Saigon Capital – D-AHND**

How you can use us right away,
without even being a customer ...



Read our International Ops Bulletin – it's free, and it's pretty useful
(just tell philip.degare@worldairops.com that you'd like a copy)

Use our free resource library - worldairops.com/NAT to get started

Ask our ops team a question – Email operations@worldairops.com

And if you do want to be a customer,

... turn the page

"Our experience with World Air Ops has been terrific. They have been responsive to our every request. In my experience, getting fuel in a timely fashion is the number one problem in Latin America. On our most recent trip, the fuel trucks were standing back at every stop. In addition, we know our costs in advance and our invoice comes in within a few days of our return home. I recommend Mark, John and the rest of the crew whole heartedly."

John T. Snipes, Chief Pilot, Bravo Transportation Inc. – N566KB



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