



- **Comprehensive Emergency Diversion Support Program**
- **Support of Dispatch and Flight Planning Departments**
- **Permission follow up service**
- **Regulatory Consulting**



# CROSS POLAR ROUTES

WASHINGTON

CHICAGO

82°N

PIREL

MAGUN

ABERI

NALIM

DEVID

RAMEL

NIKIN

ORVIT

BEIJING

HONG KONG

SHANGHAI

TOKYO

# POLAR FLIGHTS TOTALS 2010

**From:** Alexey Buevich [mailto:matcc@aviacom.ru]  
**Sent:** Friday, January 14, 2011 2:45 AM  
**To:** Cameron, Eugene [SFOFO]; edgarv@globalavia.com; Stills, Michael [CHIDD]  
**Cc:** Cameron, Eugene [SFOFO]  
**Subject:** Re: Polar Operations Total 2010

Gene,

Here's the requested data. Please note that these operations include only 5 polar routes (it doesn't include PIREL and MAGUN).

AIR INDIA	1
AIR CANADA	1071
AIR CHINA	707
CATHAY PACIFIC AIRWAYS LTD.	1363
CHINA EASTERN AIRLINES	291
HAINAN AIRLINES*	6
ASIANA AIRLINES	300
KOREAN AIRLINES CO., LTD.	1587
EMIRATES	229
SINGAPORE AIRLINES LIMITED	247
VOLGA-DNEPR	5
AMERICAN AIRLINES INC	604
CONTINENTAL AIR LINES INC.	1552
DELTA AIR LINES, INC.	467
JEPPESEN DATAPLAN INC.	2
UNITED AIRLINES INC	1231
UNIVERSAL WEATHER AND AVIATION INC	1
EVA AIRWAYS CORPORATION	1

\* - a new scheduled service from Toronto to Beijing (three weekly flights)

Here are totals for PIREL and MAGUN in 2010:

PIREL - 56  
MAGUN - 304



# Major Clients



# FAA REGULATIONS – other countries have similar regulations

## REGULATORY GUIDANCE

The U.S. Federal Aviation Administration (FAA) requires U.S. operators to obtain specific approval to conduct polar operations. The approval process validates airlines' preparedness to conduct such operations. The FAA defines the North Polar area of operations as the area lying north of 78 deg north latitude ([fig. 2](#)). The FAA information memorandum *Guidance for Polar Operations* (March 5, 2001) outlines 10 issues:

### **Airport requirements for designation as en route alternates.**

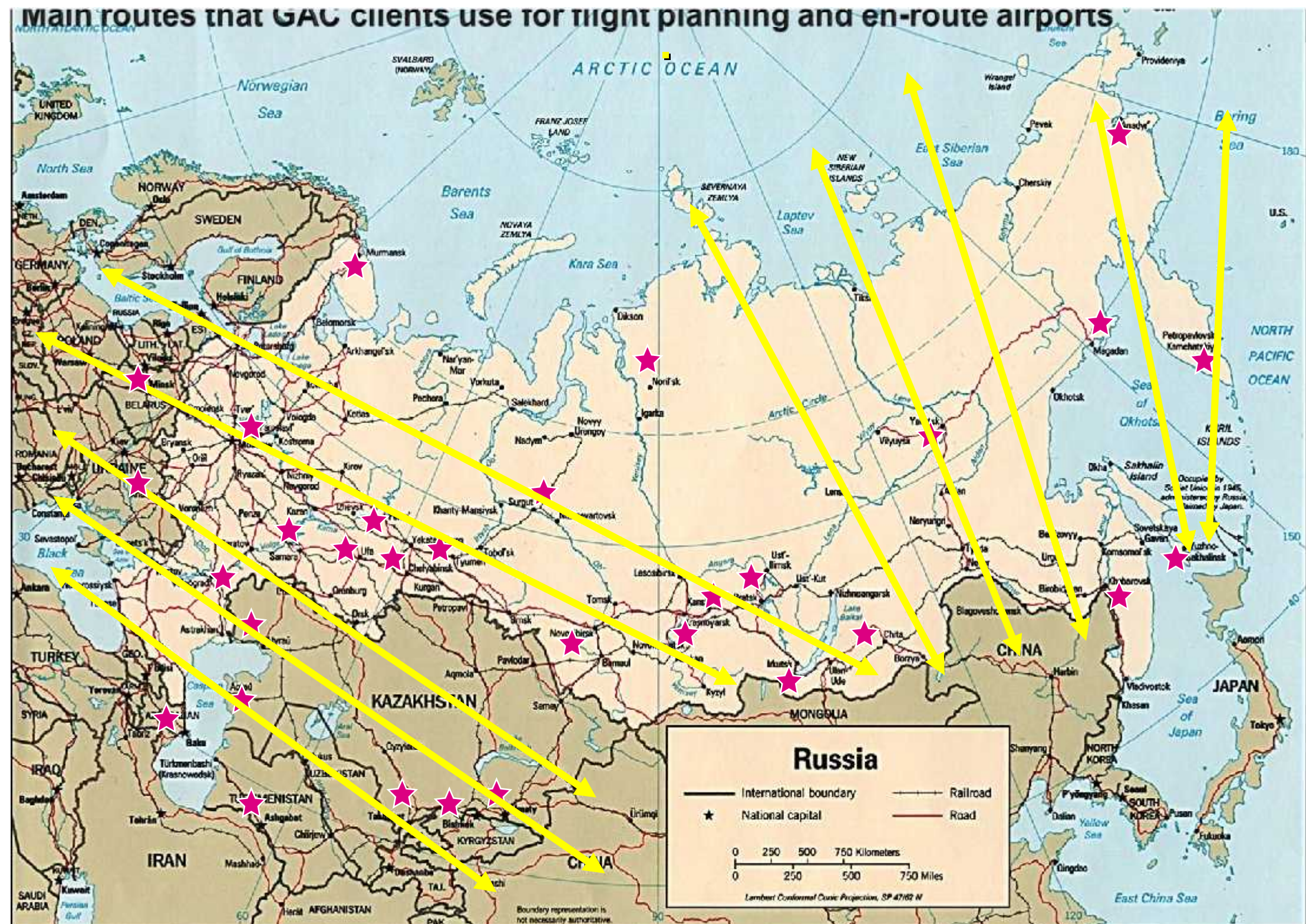
All operators must define a sufficient set of alternate airports, such that one or more can be reasonably expected to be available in varying weather conditions. The FAA will assess the operators' ability to safely land and maneuver airplanes off the runways at selected alternate airports. The selected alternates also must be able to provide for crew and passenger needs.

### **Airline recovery plan for passengers at diversion alternates.**

All operators must have an FAA-approved recovery plan for unplanned diversions. The recovery plan should address the care and safety of passengers and crew at the diversion airport and provide a plan to transport passengers and crew from that airport. Operators should be able to demonstrate their ability to launch and conduct the recovery plan on their initial applications for polar route approval. Operators must maintain the accuracy and completeness of their recovery plans as part of their annual audits.



# Main routes that GAC clients use for flight planning and en-route airports





# ★ Russian Airports currently supported by GAC for the RFE, Cross Polar, and Central Asian Operations.



# **Complete and Comprehensive Program to Support Alternate Airports for Cross Polar, Russian Far East, TransAsia, TransSiberian, and Central Asia flights.**

**Work closely with airlines on diversion requirements and  
planning**

**Airport assessment with continued airport field reports**

**Maintain and update airport information data base**

**NOTAMs, closure, other airport information assistance**

**Diversion coordinators available 24X7X365**

**Annual and on-request certification exercise**

**On the ground support**



1. Hours of operation	H24
2. Airport contacts: (Ph#, Mobil#, FAX, SITA, AFTN, E-mail, location to airport)	Tel: + 976-98-220 738 Fax: + 976-11-379 884 AFTN: ZMUBYDYX SITA: ULNUGOM airport is located 14.7 KM Southwest of downtown
<b><u>ZMUB / ULN</u></b> <b>Ulaanbaatar (Chinggis Khaan) Intl. Airport, Mongolia</b> <b>Website: N/A</b> <b>Information Checklist for divert airport</b>	
a. Airport Manager	Tel: + 976-98-220 738 Fax: + 976-11-379 884
b. Tower/ATC	TWR 120.0 APP 120.0 CTL 126.0 ATIS 125.0
c. Fixed Base Operator	Civil Aviation Authority of Mongolia Tel: + 976-98-220 738 Fax: + 976-11-379 884
d. Handlers	<u>Mongolian Airlines (MIAT)</u> Tel: + 976-11-28 40 50 Mob: + 976-99-09 34 47 H24 E mail: <a href="mailto:ftops@miat.com">ftops@miat.com</a> <u>iDer Aviation Mongolia</u> Tel/Fax: +976-11-31 33 44 E mail: <a href="mailto:csharav@mongol.net">csharav@mongol.net</a>
e. Other services in airport for airlines	H24
f. Met Department	H 24
g. Notam Department	H 24
h. Customs/Entry/Police/Security/Fire	All H24
j. Hotels, food, catering	Bar, cafe, catering provided by Int. Airport.
k. Transport	Taxicabs, buses
3. Crash/Fire/Rescue capabilities, type and number of equipment (RFE level)	CFR – VIII
4. PCN of runway and or largest aircraft type that airport can handle	RWY – 14/32, 3100x45m PCN 48/R/A/W/T
5. Equipment, and what types?	Lightning equipment – <u>RW14</u> PALS CAT I; PAPI DVOR/DME UDA 116.00 MHz ILS <u>RW14</u> IDA 110.30 MHz NDB - DA 520.0 KHz
a. Tow bars	A310, A330-300, B737
b. Stairs	Yes
c. Loaders	Yes
d. Ladders	Yes
e. Heaters	Yes
f. GPUs (size, type)	Yes
6. Security available? Secure warehouses?	Yes
7. Hangar availability?	Yes
8. Number and type of snow removal equipment	Yes
9. De-ice equipment available?	N/A
10. Any fuel restrictions? Amount, type?	TS-1 (Jet-1)
12. Other airlines flights at the airport	MIAT- Mongolian Airlines, Aeroflot, Air China, Korean Air, China Eastern, Air

# FIELD CONDITIONS REPORTS

UNIMATIC-1

▲WX PKC CHINO 25FEB1523.47146  
UHPP PETROPAVLOVSK-KAMCHATCKY (YELIZOVO) 25 FEB 1200Z  
RWY (S): 16L/34R, 16R/34L  
RWY FC/BRAKING: DRY SNOW (50-100% RWY) / MEDIUM  
HOURS: H24 EMER DIVERSION: YES 24/7 CFR STATUS: 8  
NOTAMS: A8320/10, A9428/10, A9435/10  
FUEL: YES ATC TOWER FREQ: 118.1, 119.4  
ATC TEL: (+7-41531) 6-24-70, ATS BRIEF (+7 41531) 9-93-23.  
ENGLISH SPEAKING: YES (+7 41531) 9-93-95.  
SITA: PKCAPXH AFTN: UHPPK0XX, UHPPZTZX.  
RMK: EMER EQUIP AVLB ON 1-1.5 HR PRIOR NOTICE, EXC EMERG ACFT  
WITH PLN AT LEAST 1HR BFR. A9428/10 - RWY 16R/34L CLSD.  
30DEC2010/0540-31DEC2011/2359 EST.



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POLL



# **GLOBAL AVIATION DIVERSION COVERAGE RPOGRAM**

## **DIVERSION COVERAGE INCLUDES**

**DIVERSION SUPPORT CENTER 24X7X365**

**CREDIT FOR ALL SERVICES INCLUDING FUEL**

**COORDINATION WITH CAA AND LOCAL AUTHORITIES**

**COORDINATION WITH OCC OF THE AIRLINE**

**HOTEL AND TRANSPORTATION ASSISTANCE**

**PASSENGER SERVICE COORDINATION**

**FLIGHT AND LANDING PERMITS ASSISTANCE**

**ENGLISH SPEAKING COORDINATOR AT EACH SUPPORTED AIRPORT**



# LOCAL AIRPORT REPRESENTATIVES EXAMPLE

## Samara (Kurumoch) (UWWW) / KUF

Mr. Iliyn Andrei Anatolievich

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Home: +7 846 927 51 25

E mail: [andrey.ilyin@tarkett.com](mailto:andrey.ilyin@tarkett.com)

AFTN: UWW SAPDU, UWWWAPBF

E-mail: [airport@samaramail.ru](mailto:airport@samaramail.ru)

## Tymen (Roschino) (USTR) / TJM

Mr. Fomin Dmitri Vasilievich

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Home: +73452431700

E-mail: [jimmy74@mail.ru](mailto:jimmy74@mail.ru)

**Back-up: Shift deputy airport director**

**Mobile: +7 9088 738500, operative - 24 hrs.**

AFTN: USTRAPDU; USTRZTX

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Tel/Fax. +7(815)228-14-79 Off.

E-mail: [airportonline@mail.ru](mailto:airportonline@mail.ru)

New E-mail: [Avialiliya@inbox.ru](mailto:Avialiliya@inbox.ru)

**Back-up person: Danilovskaya Elena**

**Mob: 8 (921) 272-03-88**

**Office: +7 (815) 228-14-79**

**Private: +7 (815) 537-28-16**

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AFTN: USCCAPDU, USCCZTX, USCCAPBF.

SITA: CEKPSG5. E-mail: [ak\\_j5@tch.ru](mailto:ak_j5@tch.ru).

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PDSA 24 hours: +7(3919)42-89-41

**Back-up person: Aleksandr Bauer**

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**Mob: +7 908 034 61 31**

**E-mail: [bauer-a@mail.ru](mailto:bauer-a@mail.ru)**

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AFTN: UOOOZTX, UOOOADX, UOOOAPYD

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SITA: OVBBFXH

ATC 24 hours work: +7(383)359-90-27

KCDA 24 hours: +7(383)216-92-12

## Yekaterinburg (Koltsovo) (USSS) / SVX

Mr. Slutskiy Sergey Vasilievich (navigator).

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Fax: +7(3432) 647-847

Tel: +7(3432) 640-272 home

Mob: +7(912)242 94 62

E-mail: [shturman@koltsovo.ru](mailto:shturman@koltsovo.ru)

Private E-mail: [svs@planet-a.ru](mailto:svs@planet-a.ru)

AFTN: USSSAPDU; USSSZTX

SITA: SVXL07X



# PREPARATION AND PLANNING AT THE AIRPORT

## PREPARE:

List of responsible airport services departments, their business hours, telephone numbers, how long in advance they need to be notified.

List of necessary services that will be needed.

Names and phone numbers of airlines operating contacts and service providers.

Information on hotels and rooms availability.

Phone numbers of regional hospitals and medical offices.

Transportation companies phone numbers and business hours.

Restaurants phone number, cuisine, and other food service providers.

## PLANNING AHEAD:

Contact numbers for your Airline Operations

Airline Chief Dispatcher phone/fax

SITA address

System Control OPS Center



**Make sure** information is available for coordination with airport and local services and organization such as:

- Customs
- Passport and border control
- At the airport:
  - Plan for the best place to provide shelter for around 300 passengers and 14 crew
  - Plan for the transportation for luggage from the airport to hotel and back
  - Keep Contact numbers for ambulance and other emergency and medical transportation services
  - Keep information on regional hospitals and medical establishments
  - Find out where are locations of the available telephone for the international collect calling
  - Find out locations to purchase prepaid calling cards
  - Find out locations of ATM machines at the terminal
  - Find out locations at the terminal and hotel for purchase of food, water, and snacks
  - Find out if catering is available to deliver food to the aircraft if passengers will remain on board
  - Keep a diary if possible of the event

# Contact number of other airlines and transport suppliers

# Hotels

Name (contact numbers)	Service available	Contact numbers		Name	Service available	Contact numbers
“Samara” Airlines (Air Union)	Charters, Ground Handling	tel: +7 (3462) 37-92-83, 37-92-84		Hotel “Polet” from terminal	68 Rooms, Business center	Reception tel: +7(3462)770 160 Reservation tel: +7(3462)770 280
“UT Air” Airlines		tel: +7(3462)77-03-99, 77-09-10, 77-03-58(Charters) 77-09-11 (Ground Handling)				Hotel “Ob” 11km from the airport
“GTK” Rossia Airlines		tel: +7 (3462) 37-92-83, 37-92-84		Hotel “Medvezhi Ugol”	32 Rooms, Business center, Café, Restaurant	tel:+7 (3462) 53-03-03 53-02-02
“KogalymAvia” Airlines		tel: +7 (3462) 77-03-12, 77-03-09				
OOO “SurgutGazService”	Passenger transportation 7 Passenger Coaches (50 persons)	tel: +7(3462) 55-51-06 mob: +7(922) 253-43-43		Hotel “Neftjanik”	70 Rooms, Business center, Café, Restaurant	tel: +7(3462) 42-97-01
ZAO “Avtotransportnoe predpriyatie”	Passenger transportation 16 Passenger Coaches (75 persons) 5 Passenger Coaches	tel: +7(3462) 76-56-28				
	Hospitals					
	Name			Service available	Contact numbers	





## **Air Canada's liner makes forced landing on Kamchatka**

Air Canada's Boeing-767 with 162 people on board has made a forced landing at the Petropavlovsk-Kamchatsky airport in the Russian Far East.

The airliner was en route from Vancouver to Shanghai when the crew smelled smoke and took the decision to urgently land at a nearby airport.

Russian engineers and technicians carefully checked out the Boeing, only to decide that there had been no fire on board and that the airliner was in perfect condition.

Four hours later the airliner resumed its flight.

## Narrative:

Flight BR61 was cruising through the Simferopol Flight Information Region (FIR) at a cruising altitude of 40,000 feet when the engine air supply system suffered a failure.

The cabin pressure dropped.

The crew declared an emergency (Mayday) and diverted to Simferopol for a safe emergency landing.

Date:	29-DEC-2010
Type:	<u>Airbus A330-203</u>
Operator:	EVA Air
Registration:	B-16312
C/n / msn:	755
Fatalities:	Fatalities: 0 / Occupants: 79
Other fatalities:	0
Airplane damage:	None
Location:	Simferopol Airport (SIP/UKFF) - <u>Ukraine</u> 
Phase:	En route
Nature:	International Scheduled Passenger
Departure airport:	Bangkok-Suvarnabhumi International Airport (BKK/VTBS)
Destination airport:	Vienna-Schwechat International Airport (VIE/LOWW)



**Dear Alexey, Boris, Edgar, & Valentina,**

**On behalf of Flight Ops EVA Airways, I would like to take a quick note just to thank you for all your support rendered to our crew during our flight diversion to SIP. Fortunately the aircraft has been fixed and departed for VIE and on its way home now.**

**Wishing you all a Happy New Year!**

**Ray Chang**

**Manager**

**Flight Control Dept.**

**Flight Ops Div.**

**EVA Airways Corp.**

**Dear All,**

**I also want to say thanks a millions for your fully support for B16312 ,BR6089 tech landing and AOG tams at SIP airport.**

**Regarding the fee happened by above flights and team you or your GHA paid, please use the same address that you deliver the agreement to EVA Airways.**

**We will pay to the indicated account as soon as possible !**

**Wish all regarding you , your family and company are well.**

**BRGDS / Tiger**

# VALUE ADDED FLIGHT PLANNING AND DISPATCH SUPPORT SERVICES

Fast resolution of critical and urgent operational  
and dispatch problems

Permission request preparation and follow-up services



**ANY TWO CITIES IN THE WORLD CAN BE  
CONNECTED VIA THE NON STOP FLIGHT**

**SOME AIRLINES ALREADY HAVE EXCLUSIVE  
TWIN ENGINE FLEET**

**WORLD WIDE TWIN ENGINE FLEET TO  
INCREASE DRAMATICALLY DUE TO  
DREAMLINER AND A350 DELIVERIES**

**NEED FOR DIVERSION PLANNING  
AND SUPPORT TO INCREASE**

**POSSIBLE FUTURE SERVICE  
IMPROVEMENTS MAY  
INCLUDE WORLDWIDE COVERAGE.**

**Expand Diversion Coverage to worldwide  
Expand Operational and Dispatch Support to worldwide  
Permission follow up expansion to worldwide coverage**





## Long Tarmac Delay (LTD)

DOT Policy requires that during long tarmac delays, airlines will provide:

- Egress within 3 hours of domestic and 4 hours international delays.
- Food and water within 2 hours
- Announcements of flight status every 30 minutes whether in the gate or taxiing. Announcements will address availability of egress.

DOT may impose fines (up to \$27,500 per passenger) for non-compliance of tarmac delay rules and United's accountability may extend to UAX operations and/or code share partner contingency plans with two exceptions:

- PIC determines there is a safety or security related impediment to deplaning customers.
- ATC advises the PIC that returning to the gate or permitting customers to deplane elsewhere would significantly disrupt airport operations.

United's Policy is that no customer will experience a tarmac delay of 3 hours or more and that during extended delays United will:

- Provide access to working lavatories and medical assistance as needed.
- Provide water and a snack prior to exceeding a 2 hour delay.
- Ground return or remote park at 1:35 unless exempted by ATC, Security or Director – NOC. (The Director - NOC may approve an extension to a maximum of 4 hours delay for an international flight.)
- Coordinate tarmac contingency plans with airport authorities, CBP, TSA and airport vendors that control assets that could be used to reduce or avoid extended delays.

### Definitions

- Taxi Out – Begins when the aircraft door is closed and ends when flight is off or the door is reopened and the customers are provided with the opportunity to deplane.
- Taxi In – Begins when the flight lands and ends when the door is opened and the customers are provided with the opportunity to deplane.
- Diversion – Begins when the flight lands at the diversion station and ends when the flight either takes off from the diversion station or the door is opened and the customers are provided with the opportunity to deplane.
- International flight – Any flight operating outside the United States or possessions.