

Welcome to SAABAA NEWS

DATES TO RE-MEMBER:

- May 18th luncheon. Duncan Aviation will speak about the future of Avionics at the airport Embassy Suites at 1130.
- June 3rd International procedures training will be provided by Air Training International. Contact Scott Miller @ 210-487-1523 for details
- Look for the HEB flight department to be featured in the June issue of Pro Pilot Magazine
- Reminder: Please send any outstanding dues or updated information to Sharon Garza 11330 US 281 N San Antonio, TX. 78216 or sharon.garza@valero.com

Welcome to the first edition of the San Antonio Area Business Aviation Alliance newsletter. SAABAA is a not for profit corporation dedicated to the success of the San Antonio area business aircraft community. It's purpose is to bring members in close friendly relations with each other to foster a culture of safety by exchanging ideas, and provide a voice for business aviation at the local government level. SAABAA and it's members represent the aviation interest of some of the largest and best run companies in the world as well as numerous individuals. Whether you are a large corporate flight department or a sole-proprietor, your contribution to business aviation in San Antonio is of critical importance to our community. It allows our community to compete at a global level.

The organization meets every third Thursday of the month for a business lunch. The lunches alternate between strategic planning lunches and major programs that include presentations from



SAABAA Board Members: Scott Miller, Bobbye Scott, Tripp Riedel, Rand Goldstein, Eddie Shaw.

some of the best and brightest in their field. (NASA, aerospace medicine, aircraft manufacturing, safety, psychology, government affairs, and captains of industry). For more information contact Ben Lewis at 210-232-8827, Tripp Riedel at 830-305-2204, or Sharon Garza at 210-377-1111 or visit our web site at www.saabaa.org.

SAABAA Members Join Forces for High Altitude Training

USAA, Valero Energy, and others recently participated in high altitude training at Randolph AFB. The class included a ride in the chamber as well a curriculum that covered high altitude physiology, night vision, medication, CRM and the effects of G loading. Additional classes will be scheduled for later in the year. Everyone reacts differently to the effects of hypoxia. Get to know your own symptoms. Contact Scott Miller @ 210-487-1523 if you have an interest in participating in the next program.

NBAA Paul H. Smith Retires after 18 years

NBAA wishes Paul H. Smith well upon his retirement after 18 dedicated years of service with the Association. Smith worked tirelessly during his career as an advocate for business aviation. Before serving as NBAA's regional representative for the Southwest and Mountain states for seven years,

Smith served NBAA as its director, air traffic services & infrastructure. He joined the Association in January 1988 as manager, air traffic control services. An experienced pilot, Smith also has worked as a military air traffic tower chief, flight standardization and training officer, aviation safety engineer and airfield op-

erations officer. He was honored by the staff during a luncheon on April 7. For more information, visit: <http://web.nbaa.org/public/news/pr/2006/20060410-010.php>

USAA First to Receive IS-BAO Certification in San Antonio

In January 2006 USAA Flight Services became San Antonio's first business aviation operation and the 51st operation worldwide to have met the stringent requirements for International Standard for Business Aircraft Operations (ISBAO) registration. Developed in 2002 by the business aviation industry for the benefit of the industry, ISBAO is a code of best practices designed to help flight departments achieve a high level of safety and professionalism.

At the core of ISBAO is a Safety Management System. "You can either let safety hap-

pen as a byproduct of your operation and take what comes, or you can proactively manage safety to ensure a specific result" says Mark Still, Assistant Vice President for Transportation Services at USAA. The ISBAO Safety Management System helps a flight department move beyond a safety program to achieve the goal of building and sustaining a proactive safety process that is comprehensive and involves every member of the team.

The beauty of ISBAO according to Bill Hodde, Director of Flight Services for USAA, is that the standards are not a rigid set of

rules, but rather a set of broad, common sense guidelines that allow each operator to design processes and procedures that best fit their mission and culture. USAA began their journey toward registration in August 2005 with a pre-audit conducted by an outside consultant. With the results of that audit as a baseline, the 12 segments of the ISBAO standard were divided up among all members of the operation. Working as teams, each group developed the processes and procedures needed to meet the standard guidelines. "Perhaps the greatest benefit for us was the rejuvenated level of conversation around how best to conduct operations and maintenance" reports Mark Still. "We spent a lot of time discussing how best to achieve a particular outcome and the result was everyone becoming reenergized and refocused around continual improvement of the operation."



USAA's final ISBAO registration audit was conducted in December 2005, less than 4 months from the start of their effort. While this was an aggressive timeline, pushing hard to complete the process ensured momentum was not lost in the day-to-day dynamics of business aviation. "Achieving ISBAO registration communicates to our passengers that we truly are the professional, safety conscious operation we have always said we were" said Gary Deason, USAA Aircraft Maintenance Manager. "The trust our passengers have in our operation is what keeps us in business... gaining this recognition served to solidify that perception of trust."

Profile: Zachry Construction Corporation Aviation Department

Zachry Construction Corporation's aviation department began in 1947 with the purchase of a new Bonanza, flown by one of the Vice-Presidents. Today Zachry operates two Cessna Citations and a Beechcraft King Air, maintained and operated by 3 maintenance technicians, a scheduler and 8 pilots. Through the years the company has operated many different types of aircraft, a Twin Beech, an A26 bomber modified for corporate use, a Twin Bonanza, Queen Air and Lear Jet to name a few.

The department has been in its present location since 1968, and the original facility did not have any provisions for passengers, only an office, shop area and hangar (it was for airplanes after all). In fact the current lobby was the maintenance area. Also the Chief Pilot had a garage in which to park, not for the passengers mind you but for the Chief Pilot.

The original office area was built from hand me down material from local job sites, for instance the granite that covered the exterior was from our job when we built the Calaveras power plant. Some of the granite is visible today on the office complex of the power plant.

The building was recently remodeled by Zachry's own interior design team to incorporate the style and feeling of the home office and to maintain a consistent corporate image, including re-facing the exterior with limestone to match the corporate headquarters.

With the internal and external customers in mind, the facility was networked to the home office, so the users would have the same resources available at the hangar that they have in their own offices. The building also has wireless internet available for customer's use, and a conference room with a plasma display and audio visual equipment to enable digital presentations.

To make communication between the maintenance and operations easier, the office uses an open office concept, putting the maintenance staff and operations staff in the same area, allowing for more direct exchange of ideas and information.

The Zachry Aviation Department operates mainly in the lower 48 states with an occasional international trip, and serves many Zachry entities. The



Plans are in progress for a scholarship fund raiser. We will be looking for items to be donated for the wine tasting and auction to be held this summer.

33rd Annual International Operators Conference by Jeff Soder

Tampa, FL March 20-23, 2006

The theme for the four day conference was “Best Practices”. Below are highlights from just a few of the many presentations. I have copies of most everything mentioned. Just e mail me at jeff.soder@valero.com and I will get it to you. If you are interested in the entire conference it is available on the NBAA’s website in a power point presentation.



Planning and Preparing an International Flight

For greatest success you need to communicate and plan.

Service providers work for you, get the most out of them.

Communicate, Understand, Clarify, Update and maintain the relationship

Take nothing for granted, always insist on written confirmation.

Check the NBAA website for International feedback.

Submit feedback on your return.

Consider using a pre-departure checklist, I have many different copies if you want a format . . .

Make copies of all relevant documents, do not give up originals.

International Airport/Ramp Safety, Communications, Runway Incursions, and Phraseology

Reduce items on taxi checklist to avoid distractions during critical phase.

Develop and use sound SOP’s.

Review Advisory Circular 120.74 for best practices SOP’s.

Always use standard ICAO phraseology.

Use your entire call sign and speak in a clear, concise voice.

Know where you’re at on the airport at all times, if unsure stop the aircraft and communicate with ATC. There were numerous opportunities to avoid the Milan runway accident between a CJ2 and an MD-87.

Taxi instructions are complex at many int’l airports, always be ready to write down instructions

Security-Risk Mitigation and Crisis Management

Outside security company cannot set your risk tolerance each company must decide their own appropriate risk.

Risk mitigation-It is not about what has happened it’s preparing for what could happen.

Attempt to prepare likely scenarios to reduce impact.

Put in your cell phone directory *ICE* (In case of emergency) recognized in Int’l countries.

The key elements of effective crisis management are Command-Control-Communication.

When available bring in-house security into the equation

The CIA & State department websites may be sanitized, private security firms should have more up to date security briefings.

Leave large sums of cash and passport in hotel safe, travel in large groups, be attentive to local dress, avoid remote areas, maintain a low profile and be prepared for the unexpected.

Gross Navigational Errors and Strategic Lateral Offset Procedure

North Atlantic MNPS Airspace Operations Manual Edition 2005 most current. (www.nat-pco.org)

GNE’s are defined as 25 nm horizontal, 300 feet vertical and 3 minutes off estimate.

Most common causes of GNE’s are failure to follow clearance, incorrect waypoint entry, climb or descent without clearance and ATC misunderstanding.

Must report any deviation due to RA.

Best practices to avoid GNE’s – good cockpit SOP’s, verify clearance, check position ten minutes after crossing waypoint.

SLOP is standard operating procedure; fly either centerline, 1nm or 2 nm right of course.

No ATC communication is required except in Guam airspace.

When flying SLOP your position reporting should be your flight plan waypoints.

It is the PIC’s decision where to fly and it should be random. The risk of collision has been reduced 3 fold by applying random offsets.

You should be on centerline at coast out and coast in.

Flight Planning and O2 Use

Know and understand your ETP's, engine out, depressurization, drift down.

Consider highlighting ETP's on your plotting chart.

It takes approximately 1 minute and 48 seconds at Mach .80 to fly the 15 nm contingency offset.

Consider having the ETP's listed on a separate flight plan so as to clean up the Master Log.

ETP's are a planning tool for worst case scenarios; they should be updated if conditions change.

Know your oxygen bottle size.

In oxygen planning, a rapid decompression is most restrictive because an engine inoperative in new generation aircraft is often more fuel efficient than all engines operating at low altitude.

Fuel is the driver for all oxygen planning, less fuel on board forces the aircraft higher, more oxygen required. More fuel on board, lower altitude, less oxygen required.

Always be aware in an emergency situation where supplemental oxygen is needed. The oxygen may run out if you have to climb to a higher altitude to make an alternate.

Fatigue and the Long Range Flight Department

If you are fatigued you cannot execute, you will make more errors, be less smooth, and require enhanced stimuli before you react.

Sleep debt is cumulative, 18 hours without sleep is the same as having a .05 BAC.

Flight Safety Foundation has good guidelines for duty and rest periods.

Technology advances challenge the limits of normal physiology.

A survey regarding member companies SOP's for duty time, rest time and other issues was conducted during the conference. Results are on the IOC website.

Avoiding Gross Navigational Errors

General Aviation accounts for 10 % of the traffic in NAT, but commit 25 % of GNE's

Reviews of the gross navigational errors show that the same mistakes are repeated.

Most GNE's occur after a reclearance.

Check heading and distance after crossing a waypoint.

Always apply Mach number technique to insure proper spacing.

Maintain good cockpit procedures, both pilots should listen to the clearance.

Confirm that your single time source is accurate to UTC.

Suggest reading from your FMS to your master document, it is found that you may see what you want to see when you read from your master document to the FMS.

When plotting, plot your position approximately 10 minutes or 2 degrees after crossing your waypoint.

If you get a new clearance 3 items should be updated: FMS, plotting chart and your master document.

When on a random route, suggest plotting the tracks so you know where they are located in case you need to turn off course.

If flying the tracks confirm that the coast out and coast in points are on your track.

Regional Review: Europe

Central Flow Management Unit (CFMU) 10 years old and making great use of available airspace.

When you talk about slots there are actually 2 slots that CFMU must look at, Airway slots and Airport slots.

Slots are usually assigned 2 hours prior and could change based on airway or airport conditions

Use ready message for 30 minutes early, over 30 minutes try to suggest refilling.

When over flight permits are involved check to make sure flight plan takes those into consideration.

Most Eastern European countries require a visa.

The highest fuel tax countries are: Germany, Italy, Switzerland, Spain and Austria.

Good idea to have weight and balance printed for SAFA ramp check, EFB's are accepted as an alternative.

World Cup starts in Germany June 9th and runs through July 9th so expect crowded Germany airports and airspace.



Jeff Soder