

Product Focus: **Pushbacks, Tractors & Utility Vehicles**

GROUND SUPPORT

WORLDWIDE

October 2012

FULL SERVICE

Asset Management For GSE

Rent, lease, trade-in, buy/sell or refurbish, Somerset GSE Finance, Ltd., specializes in 'cradle-to-grave' financial services for the GSE industry.

Page 12

International:

Suvarnabhumi Expands, But Still Struggles With Baggage Basics

The architectural gem is a beauty on the outside, but decidedly less so on the inside.

Page 16



VIDEO

Network

AviationPros.com

Somerset GSE Finance Ltd. offers synergistic financial packages that address the life cycle needs of GSE.

Over the long haul!

QUALITY

SCHOPF

Tractors. Loaders. Stairs. And more.



Meeting the challenge.

No matter how demanding your pushback operations may be, it's **QUALITY** that counts at the end of the day. **SCHOPF** aircraft tow tractors and **ROFAN** vehicles handle aircraft and freight in every weight category, in every kind of environment and at the lowest possible cost.

Made in Germany.

ROFAN vehicles



Available drive concepts for ROFAN vehicles:

- | | |
|--|--|
|  Hybrid |  PowerHybrid |
|  Diesel |  LPG/CNG |

SCHOPF Maschinenbau GmbH

www.schopf-gse.com • schopfsale@schopf-gse.com
Parkstrasse 19-21 • D-73760 Ostfildern/Germany

SCHOPF ROFAN GmbH

www.schopf-rofan.com • info@schopf-rofan.com
Phone +49 (0) 7 11 3 40 00-0 • Fax +49 (0) 7 11 3 41 10 87
AviationPros.com/company/10017746

GROUND SUPPORT WORLDWIDE

PUBLISHER

Phil Saran

920.568.8338 • phil.saran@AviationPros.com

ASSOCIATE PUBLISHER/SALES

Missy Zingsheim

920.563.1665 • missy@AviationPros.com

Josh Jones - Classifieds

920.568.8307 • josh@AviationPros.com

Benedict Hume - Sales Manager

+44 1442 288287 • +44 1442 219898

benedict@itsluk.com

Julian Maddocks-Born - Sales Director

+44 1442 288299 • fax +44 1442 219898

julian@itsluk.com

Elizabeth Jackson - List Rental

847.492.1350 ext. 18 • ejackson@meritdirect.com

PRODUCTION & CIRCULATION

Meredith Burger - Art Director

Carmen Seeber - Media Production Rep

920.568.8373 • carmen.seeber@AviationPros.com

Debbie Dumke - Circulation Manager

Steve Swick - Production Director

CYGNUS AVIATION EXPO

Amy LaTessa - Trade Show Director

847.454.2723 • amy.latessa@cygnus.com

Published by



CYGNUS AGRICULTURE, TECHNOLOGY AND TRANSPORTATION GROUP

Gloria Cosby - Executive Vice President

Gerry Whitty - VP, Marketing

Larry Greenberger - Group Publisher/
Transportation Group

CYGNUS BUSINESS MEDIA

John French - CEO

Paul Bonaiuto - CFO

Julie Nachtigal - VP, Audience Development

Eric Kammerzelt - VP, Technology

Ed Wood - VP, Human Resources

Curt Pordes - VP, Production Operations

Published and copyrighted 2012 by Cygnus Business Media,

1233 Janesville Ave., Fort Atkinson, WI 53538 USA. All rights reserved.
No part of this publication may be reproduced or transmitted in any form
or by any means, electronic or mechanical, including photocopy, recording
or any information storage or retrieval system, without written permission
from the publisher.

Cygnus Reprint Services

To purchase article reprints, please contact Wright's Media
at 877.652.5295 or email info@wrightsmedia.com.

Subscription Policy: Subscriptions are free to qualified businesses.
Others may purchase subscriptions at these rates: US, 1-year \$40,
2-years \$75; Canada & Mexico, 1-year \$55, 2-years \$110; All other
countries, via airmail, 1-year \$85, 2-years \$165. 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, P.O. Box 3257, Northbrook, IL
60065-9765. Printed in the U.S.A.

Canada Post PM 40063731. Return undeliverable Canadian addresses to:
Ground Support Worldwide, Station A, P.O. Box 54, Windsor, ON N9A 6J5.



Contents

ON THE COVER: William Long and Jerry Crump developed synergistic financial packages for GSE. (Our thanks to AERO Specialties for the safety batons that appear on the cover.)



12 Cover Story

FULL SERVICE ASSET MANAGEMENT FOR GSE

Rent, lease, trade-in, buy/sell or refurbish, Somerset GSE Finance, Ltd., specializes in 'cradle-to-grave' financial services for the GSE industry.



16

16 International SUARNABHUMI EXPANDS, BUT STILL STRUGGLES WITH BAGGAGE BASICS

The architectural gem is a beauty on the outside, but decidedly less so on the inside.

21 Company Profile CHARLOTTE OF AMERICA UNPLUGGED

The company's newest vehicle will come with a decidedly different feature — a fuel tank.



21

COLUMNS

34 Maintenance Matters

Ensure Safety And Service With
A GSE Inspection Program

19 Ramp Safety

How To Change A 'Culture
Of Noncompliance'

DEPARTMENTS

4 Editor's Note

6 Publisher's Note

7 News in Brief

24 Product Profile

Regenerative brake system provides power to
truck and scissor lift.

27 Product Warehouse

Pushbacks, Tractors & Utility Vehicles

33 Classified Advertising



24

SMS, Plain And Simple

You may not realize it, but some important parts of an SMS could already be in place at your company.

Over the past month, fellow blogger John Goglia and I have both written about safety issues – or, rather, *unsafety* issues on our blogs.

On a recent flight out of Logan, for example, John felt the unmistakable jolt of the plane running over something. Upon further review, that something turned out to be chocks left behind.

We both wrote about an accident with a tow bar that ended with an expensive private plane atop another in Nashville. (We had a lively discussion about this incident on our LinkedIn Group by the way.)

Most recently, I mentioned how a United Airlines employee hit an engine on the United jet that was standing in as practice for deicing training.

John put it well when he considered the significance of the forgotten chocks and wondered if the ground crew was rushed ... or just sloppy ... or, worse, rushed *and* sloppy.

WHICH DO YOU THINK IT IS?

Regardless of the choice, setting up a safety management system seems mandatory. A column on SMS written by DeborahAnn Cavalcante for our sister magazine, *AMT*, says her clients typically can't get past the notion that implementing an SMS is an overwhelming task at first.

But once started, she explains many clients are surprised to find out they already have some parts of an SMS in place.

"However, a direct correlation between policies, programs, systems and procedures may be missing," she says.

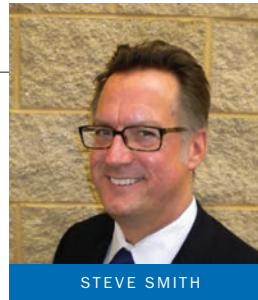
As it turns out, SMS tools themselves, such as gap analysis, can determine what's missing and what actions should be taken to fill in the gaps.

Then, drawing a common thread through these scattered pieces becomes the real challenge.

"The golden rule is that the organization's executives must 'buy in' to the SMS success and remain engaged in the process throughout the entire development and implementation by committing the time, resources and effort that it will require," she adds.

She offers the following advice to pull an SMS program together:

- Stay engaged throughout the organization from the very top position in the organization to the newly hired employee.
- Determine what processes and procedures of SMS you have and what you need.
- Document those procedures.
- Link the processes and procedures together by communicating.
- Use reporting to identify and mitigate risks.
- Monitor, measure and improve your SMS continually.
- View hazard reports as opportunities to enhance and improve safety.



STEVE SMITH

Advertiser's Index

Advertiser	Page
A T Juniper	31
Advance Metalworking Company, Inc.	32
AERO Specialties	28
ASIG	17
AviationPros LIVE	11
Columbus Jack	10
David Clark Co.	9
Engine Distributors.....	36
Garsite	24
Global Ground Support.....	20
Goldhofer	27
Grainger	35
Harlan.....	14
Hydraulics International.....	26
Lektro	30
Liquip International	18
Par-Kan	31
PF Fishpole Hoists	30
Phoenix Metal Products.....	29
Premier Engineering & Manufacturing	22
SCHOPF	2
Tronair.....	8
U.S. Airmotive GSE	25
Wasp.....	15

Editorial Advisory Board

ASIG - Yvonne Coleman
AeroVironment/PosiCharge - Ryan Gibson
AGERanger.com - Darryl Clark
Aviance - Alain Chappeler
Charlotte of America - Rob Lamb
Delta Air Lines - Joe Fuqua
Elite Line Services, Inc. - Dewey Kulzer
Fortbrand Services - Fred DiBenedetto
J&B Aviation Services - David Janis
JBT AeroTech - Jim Cherrett
Virginia Salas
Sage Parts - Michael Bloomfield
Triton Technologies LLC - Debra Guinand
United Airlines - Jody Cope

AviationPros.com/Directory

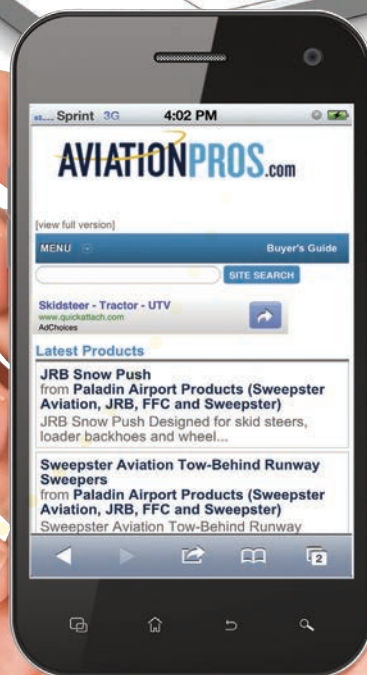


Looking for a quick, easy and reliable resource for products & services? Look no further than the **AviationPros.com Online Buyer's Guide**. Search by company name, product name or product category.

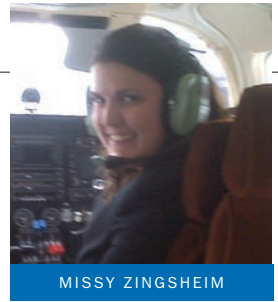
It's comprehensive and is 100% industry focused!



Get there fast!
SCAN ME!



AVIATIONPROS.com



MISSY ZINGSHEIM

Get Ready For AviationPros LIVE

Registration will be open soon.

Trade show season is upon us again. Sometimes instead of the changing of the leaves we have the changing of the trade shows with almost a different event every week. But still anything that gets me away from the cold Wisconsin winters is okay with me.

Not only are we attending events, but we are also gearing up for our own.

2013 will be the re-launch of our event AviationPros LIVE, named after our successful and ever-increasing website AviationPros.com. Our live event is meant to bring the operation segments of the industry together under one roof.

For 2013 we are adding the air-field operations area (AOA) to the mix to round out the event, which already includes ground support and aircraft maintenance operations.

New is our expanded outdoor exhibits and demo area, where you can not only see the equipment, but you can experience it firsthand and even kick the tires if it so moves you.

We are making great changes to the event for 2013, make sure to join us at 5 p.m., March 12 for our keynote and opening night reception. Registration for AviationPros LIVE is opening soon, so mark your calendars for March 12-14, 2013. See you

there! And watch for more news to come about the show.

By the way, October is Breast Cancer Awareness Month, this cause is very near to me, as I am sure that many of you are also connected in some way to the illness. So please support it anyway you can, and together we can help to find a cure.

A special thank you to the team at Harlan Global Manufacturing and US Airways Express for supporting breast cancer awareness.

Michael J. Z



John Moore, senior vice president of sales and marketing, and Jamie Kaplan, president and CEO, Harlan Global Manufacturing, display an HLEPB pushback/cargo/bag tractor for US Airways Express painted with pink ribbons to mark Breast Cancer Awareness month during October.

FOR THE LATEST INDUSTRY NEWS VISIT
AviationPros.com

Calendar of Events:

Oct. 31-Nov. 1

NBAA 2012 65th Annual Meeting & Convention

Orlando, FL

<http://www.nbaa.org>

Nov. 12-16

SGHA & SLA IATA Workshop

Geneva, Switzerland

<http://www.iata.org/training/courses/Pages/tapp32.aspx>

Business Buzz

Hactl Honored: Hong Kong Air Cargo Terminals Limited (Hactl), was voted "Ground Handler of the Year" by air cargo industry publication, Payload Asia. Companies were voted for online by magazine readers on the basis of operational excellence, customer service, product innovations, competitive services and scope of service offerings.

Handling Spin Off: Air India created two subsidiaries, one for engineering and the other for ground handling, as part of

Cavotec Buys Combibox

Cavotec bought Combibox Systems Scandinavia AB.

The acquisition made on Sept. 3 is set to further strengthen the Cavotec's product offering and customer base in the global airports sector. Financial details of the transaction were not disclosed. Combibox had annual sales in 2011 of \$2.5 million.

Combibox's product range – in-ground systems that supply aircraft with air, fuel, electrical power, and fresh and blue water – complements Cavotec's offering.

Crucially, Combibox's excellent customer base provides Cavotec with a large number of new opportunities



Combibox's in-ground systems supply aircraft with air, fuel, electrical power and fresh and blue water.

that will help support the future growth of the group. The acquisition will add new and reinforce existing markets for Cavotec across Asia, the Baltics, Scandinavia, Eastern Europe, and India. Combibox is extremely active in the market, and until now has been one of Cavotec's main competitors in the sector.

a turnaround plan. For ground handling, the airline will provide equity to Air India Transport Services Limited over the next 12 years. About 12,000 employees will join the subsidiary.

American Shuttles MRO: American Airlines will close its Fort Worth, TX, maintenance base by the end of the year, lay off 839 Tulsa mechanics and consolidate major aircraft maintenance operations in Tulsa, OK, and at

Dallas-Fort Worth International Airport. More than 1,700 mechanics and related workers at American's three aircraft overhaul bases will be laid off by next February.

SLC To Build Deicing Pad: Salt Lake City International Airport received a \$9 million FAA grant to construct a new deicing pad at the end of Runway 34R. This will enable aircraft to deice closer to the runway instead of near the gates. Construction is expected to begin in April 2013 and be completed by October 2014.

NTSB Urges Safety Gear For Taxiing Jetliners

Jetliners should be equipped with anti-collision equipment such as cameras to help pilots avoid clipping wing tips while taxiing, the National Transportation Safety Board recommended.

The recommendation from the safety board to the Federal Aviation Administration follows at least three runway collisions in the past 18 months. The problem in larger planes, the NTSB said, is that the pilot can't see the wing tips from the cockpit without opening

a window, which the NTSB says is often impractical.

The board suggests that a camera could be mounted with a display in the cockpit so that pilots could see other aircraft and obstacles. The NTSB said that new warning equipment should be installed on older planes as well as new ones and that Boeing's 747, 757, 767 and 777 models, along with the Airbus A380 and McDonnell Douglas' MD-10 and MD-11, should be covered.

Partnerships/ Acquisitions/ Contracts

Flightcare Acquisition: Swissport International has completed its acquisition of Flightcare Spain and Flightcare Belgium. The deal significantly boosts Swissport's network in Spain and allows it to become a full-service provider at Brussels Airport by adding ground handling services to its portfolio.

New Menzies Deals: Menzies Aviation has signed a three-year contract with

Daifuku Webb Group Acquires ELS

Daifuku Webb Holding Company, reached an agreement with G&T Conveyor Company, Inc., to purchase all of the equity of Elite Line Services, LLC. ELS will operate as a wholly-owned subsidiary of Daifuku Webb within the Daifuku Group.

ELS, headquartered in Carrollton, TX, operates in more than 20 of the busiest U.S. airports and employs more than 800 who provide operations and maintenance support for baggage handling systems, passenger



boarding bridges and ground support equipment.

Another Daifuku Webb subsidiary, Jervis B. Webb Company, provides airport baggage handling systems primarily in North America. Last year, the group bought Logan Teleflex, another leading baggage handling company with locations in the United Kingdom, France and the United States.

China Airlines to handle passenger and ramp services at Sydney Airport beginning this month. Menzies has been working with China Airlines in Brisbane Airport since October

2011. In other news from Australia, United Airlines extended its contract with Menzies at SYD and Melbourne Airport for three more years.

Expansion At EWR: Worldwide Flight Services has signed a two-year contract to provide loading and unloading services for Jet Airways' daily Airbus A330-200 services from Newark Liberty International Airport, which operates to Brussels, Belgium and onto Mumbai, India. WFS will also provide baggage services, cabin cleaning and water services for the airline at EWR.

ASIG Roundup: ASIG announced a number of deals, including the following:

Spirit Airlines chose ASIG as its new refueling agent at the airliner's home base at Ft. Lauderdale-Hollywood International Airport. ASIG will also provide ground handling, passenger services, cabin cleaning, deicing and aircraft refueling for Spirit at Baltimore/Washington International Thurgood Marshall.

United Continental renewed ASIG's contract to provide refueling services

TRONAIR *The worldwide leader for all of your Ground Support Equipment!*

Products



Markets

General Aviation



Business



Regional



Commercial



Rotocraft



Military



Jacks & Stabilizing Stands - Towbars & Tugs - Parking & Mooring - Air Conditioning & PCA - Ground Power Units & Rectifiers
Servicing: Hydraulic & Engine oil, Lavatory, Nitrogen, Oxygen, Potable Water, Shimmy Damper - Fuel - Hydraulic Power Units - Deicer Carts
Landing Gear - Fuselage: Lifting & Platforms - Power Plant: Engine Hoist, Slings, Stands & Washers - Starting - and more...

www.tronair.com

email: sales@tronair.com

(419) 866-6301 • 1-800-426-6301

CE Products • Online Quoting and Ordering

Sales: Europe: saleseurope@tronair.com

China: tronairchina@tronair.com • Asia/Australia: tronairasia@tronair.com

Authorized Service Centers: USA, United Kingdom, France, Germany, Japan & Singapore

IDS Signs \$100 Million Deal With EasyJet

In a deal worth an estimated \$100 million over the next 10 years, Integrated Deicing Services will deice jets at airports in several European cities for EasyJet.

IDS has made Inc. magazine's list of the fastest-growing companies in country for the past three years in a row. With revenue of about \$14 million in 2007, the company reported sales of \$38 million in 2011 and is on track to make \$85 million in 2012, thanks in part to the European expansion, according to the company.

According the company's Web site, IDS specializes in forced-air deicing and operates on a flat-rate basis based

on the size of the aircraft. IDS' "Check-n-GO" method consists of pulsing the application of deicing fluid. According to the company, this allows better visibility when steam and mist settle, ensures accurate delivery of deicing fluid, and reduces fluid use while still ensuring a safe, successful and timely deicing.



IDS and three other associated companies employ 3,000 people at airports in the northern and central parts of the United States.

at Los Angeles International Airport, one of the airliner's busiest hubs with 195 daily flights. The contract was first awarded to ASIG in 2007. In a separate agreement, ASIG was awarded refueling services for United Continental at Detroit Metropolitan Airport. Both contracts cover mainline and express flights.

ASIG completed its acquisition of PLH Aviation Services and Dryden Air Services. PLH provides commercial aircraft refueling and fuel facility maintenance and operations at 13 Canadian airports and one at LAX. Dryden operates at five Canadian airports providing full ground support services, such as ramp handling, cabin cleaning, passenger services, aircraft deicing and aircraft refueling. The deal adds 16 new locations in Canada and enhances market share at LAX for ASIG.

Flybe Signs With Servisair: Servisair and Flybe have signed a new multiyear contract at 10 UK airports, including bases at George Best Belfast City Airport, Jersey Airport and Southampton Airport. Servisair will handle more than 40,000 departures annually.

JBT Wins \$14 Million Orders: JBT Corporation announced that its JBT AeroTech business has been awarded an order in excess of \$4 million to supply passenger boarding bridges to the Gran Canaria Airport, the largest airport of the Canary Islands. JBT also announced orders in excess of \$10 million by a large air freight carrier for the supply of new aircraft cargo loaders, deicing vehicles and pushbacks, as well



((WIRELESS))

ENHANCE PUSHBACK COMMUNICATIONS AND SAFETY WITH DAVID CLARK WIRELESS SYSTEMS

David Clark Company Wireless Headset Communication Systems provide clear communication, greater mobility and safety for critical pushback operations and a variety of other ground support applications. Rugged components include wireless gateways, controllers and headsets that allow crew members to communicate up to 300 feet from the controller, without being tethered to the aircraft or equipment.

For more information
call **800-298-6235** or
visit **www.davidclark.com**



© 2011 David Clark Company Incorporated
© Green headset domes are a David Clark registered trademark.

WWW.DAVIDCLARK.COM

as for the refurbishment and upgrade of existing cargo loaders.

ITW's Converters To Marines: ITW Military GSE, a division of Hobart Ground Systems, has been selected to provide its Dual Output Facility Converters for the construction of a new aircraft hangar at Iwakuni Marine Corp Air Station in Iwakuni, Japan. The converters can supply power to legacy

aircraft with 400Hz AC electrical system and newer aircraft with 270V DC. The contract, worth \$2.9 million, calls for delivery by January.

People in the News



Paul Sundby was promoted to vice president of sales and marketing for Garsite. Sundby has been in the aviation industry

for more than 15 years and with Garsite for more than five years as senior sales manager of above ground storage tanks.



Trine Berntsen will join Aviator Norge as managing director, taking responsibility for all business and operations.

Previously, Berntsen worked at the Compass Group where she occupied a number of senior roles including Nordic development director and operations director, Norway. She also has 15 years of experience in service provision at a number of Norwegian airports.



Jay B. Shelat was appointed senior vice president of cargo terminal service in North America by WFS North

America. Previously, Shelat was vice president of cargo for Jet Airways in Mumbai, India, where he helped lead the expansion of the airline's network in India and internationally, significantly increasing its cargo revenues.



Vincent R. Davis was promoted to director, U.S. sales and service by Malabar International. Davis was promoted from

his prior positions as senior inspector and field and technical support representative at Malabar's headquarters in Simi Valley. He has been with Malabar eight years.



David D. Cawthon was promoted to general manager of HBD/Thermoid, Inc.'s Chanute, KS, manufacturing plant. Cawthon

has been an employee at the plant for 38 years. Most recently, Cawthon was responsible for and managed the company's compliance with AS 9100C, other quality management systems, customer audits and recertification audits. He is a Certified Lean Six Sigma Green Belt with formal training in quality control, process improvement, root cause analysis and maintenance.

MODEL 715J1000A AIR OPERATED TIRE BEAD BREAKER

• Our **Bead Breaker** is designed and built to meet or exceed the most demanding requirements of domestic and international ground support wheel shops and to provide low maintenance operation.

• Most of our **Bead Breakers** are ringless and can support all rotary wing, general aviation, commuter, regional, narrow and wide body aircraft with bias and radial tires.

• They will withstand harsh environmental conditions, rugged use and provide many years of long and dependable service.

• All **Bead Breaker Fingers** are easily adjusted to the diameter of the wheel assembly.



Columbus JACK / Regent
"The Strength of Experience"

2222 S. Third St., Columbus OH 43207
Ph: (614) 443-7492 Fax: (614) 444-9337

sales@columbusjack.com ■ www.columbusjack.com

Visit complete product catalog on our website.

AviationPros.com/company/10134078

WORKING TOGETHER TO KEEP THE WORLD FLYING



AVIATION PROSLIVE

***Las Vegas
Convention Center
March 12-14, 2013***

Amy LaTessa
Show Director
847.454.2723

Michelle Kohn
Show Sales
952.808.3344

The premier event for aviation operations, this conference and exhibition includes education on ground support, airfield operations, and aircraft maintenance. Featured for 2013 is our expanded outdoor exhibits and LIVE Demo area. See equipment in action and get a first-hand experience of the latest products available. Don't forget to check out our Maintenance Skills Competition; this event features the best and the brightest of aircraft technicians.



Visit our
website
for more
info!

AVIATIONPROS.com GROUND SUPPORT WORLDWIDE airport business



AMT Aircraft Maintenance Technology

**Registration
opening
soon!**

Somerset GSE Finance Ltd. provided a \$1 million lease line for Metro Flight Services to handle cargo at Detroit Metro Airport.



FULL SERVICE

Asset Management For GSE

Rent, lease, trade-in, buy/sell or refurbish, Somerset GSE Finance, Ltd., specializes in 'cradle-to-grave' financial services for the GSE industry.

By Steve Smith

William Long didn't start out to offer financing for ground support equipment, but since 2011 he's building a global lessor specializing in what he calls "cradle-to-grave" asset management and financial services for the aviation industry.

"The primary business of a ground handling company, airline and cargo carrier is to move and fly people, baggage

and cargo around, and not be an asset manager," says Long, senior vice president, Somerset GSE Finance, Vernon, NJ. "That's the role we play."

In short order, Somerset GSE Finance has developed a wide array of asset management and financial services that as Long puts it, "specifically target synergistic vertical services all tied to GSE

capex and service." In other words, if a customer needs to rent, lease, trade-in, refurbish or dispose of excess GSE, Somerset has a solution to make it happen.

About three years ago, Long, a veteran leasing professional with three decades of leasing and finance experience, joined Somerset Capital Group, Ltd., Milford, CT, that's been

offering leasing and customized financial solutions to American corporations since 1984.

"I joined Somerset to grow our direct origination efforts and establish relationships with larger clients," Long explains. One such client he'd worked with prior to joining Somerset was with one of the major ground handling companies.

"We did deal No. 1," Long says. "We did deal No. 2. We did deal No. 3. At that point I began to realize that the GSE market presented a much larger business opportunity for Somerset."

Long prepared his business plan outlining the GSE market opportunity and his vision to create a global lessor, asset manager and financial services provider for GSE.

"What would set this company apart would be to create a company providing a wide array of services that go way beyond traditional vanilla lease financing of GSE," he explains. With that vision, he identified rentals, lease, buy/sell, trade-in and refurbishment services as the targeted areas of focus.

Long got the green light from Somerset senior management in late 2010 and established Somerset GSE Finance in January 2011. Long also recruited Jerry Crump to join Somerset as vice president for new business development. Crump brought 14 years of commercial and military GSE experience, as well as airport and airline operations background.

"Jerry is a GSE guy," Long says. "I'm a finance guy. Our skill sets are very complimentary. Jerry has been a big help to me."

Crump calls his time at Somerset exciting. "One way we add value is because we are able to provide a wide range of equipment options to our clients who may not have a huge support staff," he adds. "So we can help them in evaluation and selection of their equipment. We are manufacturer neutral and have relationships with most of the GSE vendors."



William Long, senior vice president, and Jerry Crump, vice president of business development, Somerset GSE Finance Ltd., have developed full service asset management for the GSE industry.

BACKBONE

Rentals and lease deals are the backbone of Somerset's business.

"Normally, we first establish a relationship," Long explains. "We're looking to understand the client's business and equipment needs and then suggest a comprehensive plan that normally starts with a rental and/or lease. Sometimes a rental turns into a longer term lease. We recently closed a deal with a major airline for air conditioning units. It started as a short-term rental and ended up as a three-year lease. We try to be very flexible and meet our clients' needs. Our present client base includes a nice mix of relationships with ground handlers, airlines, cargo carriers and FBOs both domestic and abroad and it is growing every day." One early deal was to provide a \$1 million lease line to a Detroit-based FBO, Metro Flight Services. Lee Lancaster, vice president and general manager, needed GSE to support a new contract to handle cargo for a global airline. "We didn't have any GSE other than fuel trucks and forklifts," he says. Lancaster knew what type of equipment he needed, but he also

needed a creative financial solution to work within his cargo service. "It's simple," Lancaster adds. "I have a pie that can only be cut so many ways. Our FBO, Somerset, the OEM and the airline all needed to figure out a deal that was realistic." That's what Lancaster says he received for the equipment financing which enabled Metro to acquire a new main deck loader, wide-body pushback and dollies.

The flexibility Long speaks of comes into play for GSE in a number of ways:

- **Quick Turnarounds:** Ground handlers are noted for quickly turning around an aircraft at the gate, but their businesses also have to quickly set up new stations. "Sometimes they only have 60 days to have their operation running," Long adds. "If they need a particular type of loader or tractor, depending on the time of the year, the OEM may not be able to deliver in time. We try to maintain an inventory of loaders and tractors to meet any equipment need the ground handlers may have."
- **Here Today:** ... gone tomorrow. Ground handlers need expensive

equipment for business with airlines that offer little guarantees for such major capital expenditures. "Today, a company may be pushing an A380, but doesn't know if it will keep that same flight three or four years from now," Long says. "We try to provide our clients with lease or rental alternatives that provides them with the flexibility they need to maximize profitability."

- **Seasonal Needs:** Maybe a cargo carrier needs loaders during the holiday season. That's not long enough to write a big check. Somerset can provide a short-term rental from three to 12 months to meet that demand.
- **New Improvements:** New aircraft made with composites and the continued trend to reduce emissions can make even "new" equipment obsolete much quicker.

SYNERGIES

For these reasons, Somerset's synergistic services help move relationships forward. Let's take a look at how some of these services work together to address full life cycle needs.

- **Rent:** Short-term need? Tentative business opportunity? Somerset's rental program makes perfect sense. But as Long points out, the rental program also serves as a hedge for times when customers know what equipment they want, but can't get it delivered in time from the OEM. "The majority of the equipment in our rental fleet is new," says Long. "All our equipment is available for rent, lease or purchase. If any of our rental equipment either gets converted to a lease or purchase we re-purchase new equipment and replenish our rental fleet. This way we will always maintain

a variety of new equipment in our rental fleet to meet client needs."

- **Lease:** Somerset's lease business is the sister business to its rental program. Rental customers can convert their short-term rental to a longer term lease to reduce monthly costs or use the lease product as a hedge when working with a firm term contract. Clients lease for a variety of reasons but most common reasons are for economic, meet budgetary goals or match the lease term to a fixed contract term. Somerset can structure a lease term from 12 to 84 months.
- **Trade-In:** Somerset can offer to take a client's equipment back in trade for new equipment. The client's lease cost is based on the net difference in cost between the new equipment and the trade-in value. Long described a recent lease deal for four new



Harlan Global Manufacturing

Charger HLE 80V AC Electric
Baggage/Cargo/Pushback tractors
* Express HBLE 80V AC Electric
Beltloaders * Freedom HLH Hybrid
Baggage/Cargo tractor

Universal Components for Fleet Commonality

All design work and manufacturing is done in-house at our Harlan Kansas Factory

- ALL LED Lighting at no additional cost
- More robust HARLAN BUILT Rockwell style steer axle

- GERMAN designed - Harlan BUILT integrated Drive axle with wet disc brakes
- Higher capacity efficient HARLAN DESIGNED defroster/heater



The green choice



The right choice



Harlan WORLD CLASS support
Quick DELIVERY on machines

www.harlan-corp.com

27 Stanley Road * Kansas City, Kansas 66115 * USA
913-342-5650 * 800-255-4262 * Fax 913-321-5802

AviationPros.com/company/10017401



deicers. "One of our clients had a need to add a fourth deicer to its GSE fleet to address an increase in flights," he adds. "We sat down with them and listened to their needs both in terms of equipment and budget guidelines. We came back with a proposal where Somerset would take back three older deicers, apply the trade-in value to the cost of the new deicers and the client's lease payment would be based on the net cost. By utilizing our trade-in program the client was able to add the fourth unit and at the same time upgrade three older deicers. The client was very happy with our proposal. It's a win-win for everybody. The vendor makes a sale for four new deicers, the client is happy because he gets four new deicers and at the same time he is able to lower his maintenance footprint by replacing three older deicers with new deicers and we put three deicers in our inventory for either rent, lease or purchase."

- **Buy/Sell:** Somerset can simply offer to buy a client's excess GSE.
- **Refurbishment:** Here's the key to making all these financial services work. "The refurbishment side of the business came along when we started thinking about providing trade-in's," Long explains. "The ability to do that is predicated on our ability to re-market the equipment, either by rent, lease or sale." Some of the equipment might be resalable "as is." But some of it might require a paint job or a major overhaul. To handle refurbishment, Somerset formed a strategic partnership with a company based in New Jersey that has been providing remanufacturing services to commercial and military GSE since 1949. "This place does amazing work," Crump says. "And their facilities are the best. We spent six months visiting other companies and when one of

our OEMs introduced us, we knew this was the right company to provide our refurbishment needs. They also manage the logistical side of our rental fleet so they serve a dual purpose."

Step back and it's plain to see the cradle, grave and the in between: From the cradle, a client can start with a simple short-term rental (three-12

months). The client could continue to rent or convert the rental to a longer term lease (12-84 months). Later, another client trades-in old equipment to upgrade to new. In the meantime, a trade-in heads to refurbishment where it will be put back into Somerset's rental program for rent, lease or sale. The grave? Simply put, Somerset can dispose of excess GSE. ■

TOWING



DC9, MD80

MAKE IT EASY WITH WASP

FAST DELIVERY



727 A300/310

COMPETITIVE PRICES



747

BASIC REPAIR PARTS



737 (ALL SERIES)
100-900
757 A318/319/320/321
767, 777, DC10, MD11, L1011

MODELS TO FIT MOST MAJOR AIRCRAFT

All Certified Welders!

WASP's Custom Built Products

Access Stands, Ball Mat Decking, Belly Stands, Cabin Service Trucks, Cabin Service Carts, Caster Decking, Commissary Carts, Conveyor Systems, Floating Dock Bumpers, Human Remains Cart, Lower Lobe Access Stands, Mail Carts, Mail Dump Carts, Maintenance Platforms, Mine Carts, Nitrogen Carts, Online Removal Stand, Oxygen Carts, Push Carts, Refueling Stairs, Scat Trailers, Scissor Lifts, Ski Carts, STU Trailers, Test Weights, Tire Changer Carts, Tire Inflating Cages, Tub Carts, USI Decks, Under Carriages for Bag Carts



100% Employee Owned

GSE Sales: Kevin Hanson
Email: khanson@waspinc.com
Phone: 320-634-5885 Fax: 320-634-5881
Parts & Service: Ruth Beam
Email: rbeam@waspinc.com
Phone: 320-634-5886 Fax: 320-634-5266

PO Box 249, Glenwood, MN 56334 USA www.waspinc.com EOE/AA



Suvarnabhumi Expands, But Still Struggles With Baggage Basics

The architectural gem is a beauty on the outside, but decidedly less so on the inside.

By Manik Mehta and Steve Smith

Sitting at our desks on the other side of the world, it's hard to comprehend everything we've read about Thailand's six-year-old international gateway, Suvarnabhumi Airport, located about 16 miles from Bangkok.

From 200 armed thugs taking over a parking lot for an afternoon to demonstrators occupying the terminal for days. From sinkholes in the runways to an outage in BKK's otherwise "Uninterruptible Power Supply" that knocked out radar.

We've read so much about BKK that we wonder if each and every one of the airport's problems could be true.

But we don't doubt the truth behind the airport's expansion plans. Last year, 48 million travelers passed through BKK, and the number is likely to reach more than 52 million this year.

The problem is BKK was designed to handle 45 million annually and passed that threshold years ago.

"We are, consequently, planning to expand our passenger capacity to 60 million," says Toompetch Boonyaridh, vice president of corporate communications for Airports of Thailand Public Company Ltd., the airport authority for BKK and five other Thai airports.

As a result, AOT is speeding up completion of BKK's expansion by one year with Phase 2 scheduled for completion in 2016.

Under Phase 2, a satellite terminal will be built with 28 gates, eight of which will be able to handle the A380.

The expansion also includes more than 10 million square feet of new apron area for aircraft parking.

But the added space will only catch up with projected traffic demand by 2016.

BAGGAGE DELAYS

Meanwhile, the airport is addressing problems with baggage handling at its current capacity. Neither of the airport's two main ground support companies can meet the set time limit for delivering baggage.

Right: The airport, already past its capacity, will finish its current expansion in 2016. But even that extra space for planes and passengers will just keep pace with flight projections.

Below: A routine day at Suvarnabhumi Airport includes 830 flights and 150,000 passengers.





Thai Ground Services, a part of the Thai Airways brand, could meet the mark only a third of the time. That's particularly alarming since Thai Ground Services handles about three-quarters of the bags at BKK.

Bangkok Flight Services, a joint venture between Worldwide Flight Services and Bangkok Airways, handles most of the rest of the load and did better, but still met the set time limit 63 percent of the time.

According to Somchai Sawasdeepon, director of Suvarnabhumi Airport, guidelines call for the first bags to appear in baggage claim no more than 20 minutes after deplanement with the last bag to appear within a half hour.

"I'm afraid the problems persist despite numerous warnings and they have yet to get their acts together," Sawasdeepon told the *Bangkok Post* last July.

He blamed delays on insufficient manpower and equipment rather than any glitches with airport's baggage system.

We reached out to both ground handlers for their comments and heard this from BFS.

"The issue with the baggage handling is mainly directed at TG and AOT have met with them to get their commitment to improve the service," Robert Ruesz, director of passenger services and sales, BFS, told us by email. "We are working with the Airport Baggage Committee identifying infrastructure and other issues that are challenges at such a large, single terminal airport."

He added that the company rarely receives any complaints from its customers since he believes BFS operates well compared with airports of a similar size.

"However, we are always looking for improvement and have suggested some areas that could reduce delivery

The airport's two main baggage handlers have failed to meet the set time limits for delivering passengers' luggage.

times," he adds. "These are ongoing discussions with the airport authority."

With the expansion of BKK years away, AOT is taking other action to ease congestion at the airport.

Last March, the government ordered all low-cost carriers to move to Don Mueang International Airport – once the country's premier gateway that was originally closed the day BKK opened.

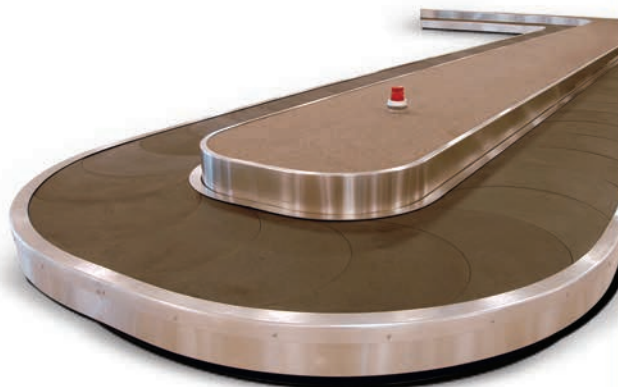
Some 10 LCCs began moving to the airport's single runway as of Oct. 1. These include some LCCs that might be

EXCEPTIONAL[®]

SERVICE FROM THE GROUND UP.

Professionals that get the job done right.

From conducting routine maintenance to responding immediately to a mechanical emergency, when time and reliability are critical, you can count on ASIG to deliver. Our Technical Service department is made up of a team of highly skilled and trained specialists. Because programs and procedures are only as effective as the people providing the actual services, ASIG emphasizes hiring the most qualified electricians, mechanics, HVAC and technical specialists. Proprietary asset management software and national bulk purchasing programs for parts and supplies allow us to provide timely, efficient and reliable service while maximizing our customers' budgets. Our programs cover routine and preventive maintenance for fleet vehicles, GSE equipment, baggage handling systems, jet bridges and other airport facility equipment such as escalators, moving sidewalks, terminal doors and more.



For professionals that get the job done right,
call or visit us online today.

407.648.7373 • www.asig.com

Fuel | Ground | Technical

AviationPros.com/company/10017012



ASIG
AIRCRAFT SERVICE INTERNATIONAL GROUP[®]
BBA Aviation
© 2012 ASIG

GSE Maintenance | Jet Bridges
Deicing | Baggage Systems
Fleet Maintenance | Airport Equipment

light on price, but are heavy on passengers. Thai AirAsia, for example, carried 7.2 million passengers in 2011.

Of course, that amounts to half the total capacity for Terminal 1, but DMK has two other unused terminals.

While the government order to move LCC traffic to DMK began Oct. 1, it isn't scheduled to conclude until next summer.

However, the fast pace to hire two ground handlers by Oct. 1 for DMK has many asking questions about the process.

Bidders complained that the process gave them three business days to prepare bids and that the period of time granted to the winning bidders was for three years instead of the usual five years that AOT typically grants. ■

Thailand's Traffic Continues To Grow

Airports of Thailand Public Company Limited also has plans for one other airport. **Phuket International Airport** will get a new taxiway and aircraft parking bay, as well as a new international passenger terminal to accommodate an additional 5 million passengers.

The AOT is also renovating the existing domestic passenger terminal to accommodate 7.5 million passengers annually. AOT is working on other facilities at HKT, including an aircraft fueling pipeline.

When the improvements are completed, HKT will be able to handle 12.5 million passengers annually.

Tourism has made HKT the country's second busiest airport. But much of the growth will come at the country's current busiest airport and its one-time busiest airport.


Passengers passing through **Suvarnabhumi Airport** and **Don Mueang International Airport** are expected to soar from 69.5 million in 2017, to 84.7 million in 2022 before reaching 102 million in 2027, according to long-term projections from the International Civil Aviation Organization and International Air Transport Association

SUVARNABHUMI AIRPORT



BKK currently handles around 830 flights operated by 100 international carriers with some 150,000 passengers passing through each day. In 2011, commercial airline movements totaled 288,540 flights or a 10 percent increase over 2010. The vast majority of this growth was from international flights. The number of passengers totaled 47.8 million or a 12 percent increase over 2011.



DON MUEANG INTERNATIONAL AIRPORT


DMK only accommodated two domestic scheduled airlines in 2011, but business will pick up considerably as more low-cost carriers move operations from BKK to DMK. However, it's easy to see the growth in low-cost carrier operations to Bangkok from DMK's statistics. The number of commercial flights in 2011 totaled 47,508 flights or an increase of 41 percent over 2010. The number of passengers totaled 3.9 million or a 44 percent increase.




GLOBAL LEADERS IN AVIATION REFUELING EQUIPMENT








LIQUIP INTERNATIONAL USA
1209 Freeway Drive
Rendville, NC 27130
Tollfree 1877-4-LIQUIP
Outside US +1 336 342 0306



LIQUIP INTERNATIONAL
602-606 Somerville Rd
Sunshine West VIC 3020
Phone +61 3 8311 6600



ALMAC TANK INTERNATIONAL
1 rue Pinet
Lamoignon QC
Canada J0K 1E0



ALMAC EUROPE
ZA La Gravière
Chemin de la gravière Lot 5
01480 Fareins, France

Aviationpros.com/company/10017048

How To Change A 'Culture Of Noncompliance'

This kind of change requires personal action and a commitment to safety.

By Katrina Bedell Avers, Ph.D., Research Scientist, FAA

The temptation to compare ourselves to others and use someone else's behavior as an excuse doesn't end with childhood. We have likely all been guilty of asking the question, "Why do I have to? Nobody else is doing it that way."

We are all too willing to blame our actions (or inactions) on the culture of our organization ... our management ... overly restrictive regulations ... and the list could go on.

Organizational norms are powerful, but the bottom line is: Change begins with me!

In the aviation industry, inadequate technical documentation or failure to follow procedures accounts for a large number of safety violations. To truly fix the problem, the culture must be changed.

A "culture of noncompliance" contributes to issues in technical documenta-

tion and following procedures. Although a number of efforts should be taken to change such a culture, two interventions should be made priorities:

- First, initiate an industry mandate requiring users to address *known documentation issues* – at all levels of the organization.
- Second, *expand incident investigations* to identify details associated with documentation issues.

Changing a culture requires a collective effort at all levels of the organization and typically begins with senior leadership commitment. Change, however, does not end with senior leadership. As aviation professionals, each of us has a responsibility to lead change through our own actions.

ADDRESS KNOWN ISSUES

Requests from users for manual revisions are often lumped with other com-

pany requests and not addressed in a timely manner. Even when addressed quickly, the users may not be informed.

When users do not see timely results from manual revision requests, they frequently give up and create "work-arounds" to complete tasks, ignoring deficiencies in the manuals until a problem occurs. The operators and

Five Challenges To Getting Things Done Right

A government and industry workshop met earlier this year to untangle the web of technical information and regulations and make it easier to follow procedures. (See "Procedures 101,"

April 2012, *Ground Support Worldwide*.) At the end of the two-day summit, the attendees identified five challenges to getting things done right:

- Consistent technical documentation. (See "How To Play By The Same Rules," June/July 2012, *Ground Support Worldwide*.)
- Accurate content for users. (See "Give Me The Right Instructions - Please!" September 2012, *Ground Support Worldwide*.)
- Industry culture and professionalism.
- Business case for documentation improvement.
- Industry standards.



Changing a culture requires a collective effort at all levels of the organization. As aviation professionals, each of us has a responsibility to lead change through our own actions.

manufacturers must make a renewed commitment to expedite the process to address issues with documentation.

Industry Actions

- Revisit (with airlines, in particular) the process for timeliness of documentation revision.

Government Actions

- Hold manufacturers, airlines, maintenance organizations and individuals responsible for inferior documents that they knowingly create and/or continue to use.

Individual Actions

- Report bad documentation when you see it. Request that it be addressed. Actively change the culture!

EXPAND INCIDENT INVESTIGATIONS

Guidelines for incident/accident investigations must require a complete root cause analysis (RCA) when it appears a procedure was not followed.

The cause may be an error, where a well-documented procedure was not properly executed. Or the cause may be a document-related issue where the instruction was not clear, complete or correct.

Although sufficient for an investigation, the categories are too broad from the standpoint of actionable change to mitigate future risk. Also, existing reporting systems may contain information relevant to an investigation, but that does not explicitly state what the precursor was to the error.

As an industry, we must focus on improving outcomes of formal and informal investigations of errors and document-related issues by improving the data quality and developing analysis tools. We must determine what the "right" questions are for a reporting system during a formal investigation.

Industry Actions

- Change current event and accident investigation forms to have a section dedicated to the use of technical documentation. If technical documentation is suspect, then ensure sufficient root cause analyses.
- Create internal procedures for immediate correction of technical documentation any time it may be a small (or large) contributing factor to a safety event.

Government Actions

- Create procedures and training to help event investigators recognize the manner in which technical documentation may have been a contributing factor to an event.
- Ensure that all FAA accident investigations that identify procedures or documentation as contributing factors also ensure that a proper root cause analysis is conducted.

Individual Actions

- Report all detailed information about documentation issues that contributed to an error/event/accident.
- Use voluntary reporting to describe when and why a job card or procedure was not used properly or at all.

To summarize, there are a number of ways to change a culture of noncompliance, and we've mentioned two that should take priority.

Programs and leadership commitment are necessary, but not enough. Change requires personal action and a commitment to safety. Programs and processes are only successful if followed.

Are you ready to change the culture in your organization? It begins with you, the aviation professional. ■

Dr. Katrina Avers is a Research Scientist at the Federal Aviation Administration in the Civil Aerospace Medical Institute Human Factors Research Lab. Dr. Avers takes a practical, science-based approach and has worked to develop applied solutions that can be used across the industry.

We Lead the Industry in Innovation

Orion Deicer
880 gallons
47 Foot working height
10 minute heat time

New!

New!

GRV Glycol Recovery Vehicle
750, 1300, 2100 gallon options

Learn about the latest from Global Ground Support, and how these new products save you time and money.

2200 XR 57 Foot
working height
NO stabilizers

New!

Training Simulator - Deicing

Grades Students on Performance



540 East 56 HWY
Olathe, KS 66061-4640 USA
(913) 780-0300 www.globalgroundsupport.com

ISO 9001:2008-
certified quality
management system



AviationPros.com/company/10017340

Charlatte Of America Unplugged

The company's newest vehicle will come with a decidedly different feature — a fuel tank.

By Steve Smith

Charlatte of America, well-known for a line of battery-powered baggage tractors, belt loaders, utility vehicles, lav/water trucks, tow tractors and pushbacks, is pulling the plug on its latest vehicle.

The CT5G Baggage Tractor will get its power from either a tank of gasoline or diesel.

"We've been very successful with selling our electric vehicles," says Rob Lamb, the company's vice president of sales and marketing. "At the same

Charlatte of America



The new vehicle resembles the company's CT5E, an electric cargo tractor introduced in 2011.

Corporate Time Line

Charlatte, a member of the Fayat Group, has factory operations in Brienon, France; Bluefield, VA; and Crawley, West Sussex, UK. Total manufacturing area at all three locations exceeds 250,000 square feet and employs over 18,000 worldwide.



CHARLATTE
A M E R I C A
FAYAT GROUP

1961: Charlatte SA in Migennes, France, starts out specializing in machining of metal parts and anti-hammer bladder tanks.

1980: Charlatte SA diversifies by creating Charlatte Manutention (France), which adds battery-powered tractors and flatbeds to its product line. Charlatte Manutention quickly becomes the leader in battery-powered vehicles used throughout Europe.

1990: Charlatte Manutention further diversifies by adding even more battery-powered tractor models to its product line.

1991: Charlatte acquires Mathieu-Sofraola located in eastern France, which adds industrial sweepers and equipment to its product line.

1993: Charlatte expands to the U.S. market, and creates Charlatte of America, which quickly becomes the leading U.S. manufacturer of battery-powered vehicles used on airport ramps.

1998: Charlatte Manutention (France) relocates to a new manufacturing facility in Brienon, France to accommodate growing European customer demands.

1999: The Fayat Group acquires Charlatte. Fayat employs 18,000 around the world in construction, civil engineering, public works and handling equipment.

2000: Charlatte of America relocates to a larger manufacturing facility located in Bluefield, VA, to accommodate growing U.S. and European customer demand.

2009: Charlatte of America launches a new Charlatte America Web site that includes, among other benefits, MyCharlatte.com, which allows customers to order parts and access manuals and service bulletins.

2010-present: Charlatte of America continues to add to its American-made product line with the CPB35E, an 80V AC electric-powered pushback tractor, the CT5E Cargo Tractor with 5,000 pounds of drawbar pull and the CT5G, a gas/diesel-powered Baggage Tractor.

The company first introduced a gas model a decade ago, but electric orders took priority.

time the pie for electric vehicles in the Americas is just not big enough."

When Lamb says "the Americas," he's referring to a market that goes from Canada to Latin America. And when he says the company's been

successful, he means it. Lamb figures Charlotte of America has 80 percent of the electric baggage tractor market within that expanse of space.

"But that drives about 300 vehicles a year," he adds.

To diversify, Charlotte of America's newest vehicle will initially come with a choice of two gas engines.

"It's in the paint booth right now," Lamb told us when we talked with him in late September. The CT5G can come with a Ford four-cylinder, 2.5-liter engine or a four-cylinder, 2.8-liter engine from Zenith Power Products LLC.

Zenith's Bristol, VA, location isn't far from Lamb's facility in Bluefield, VA. The industrial engine maker has recently done business with logistic companies to repower their GSE with the same engine going in the CT5G. All Zenith engines also currently meet California Air Resources Board and EPA requirements.



The CT5G can come with either this Ford four-cylinder, 2.5-liter engine or a four-cylinder, 2.8-liter engine from Zenith Power Products LLC.

**MODEL MT65P21
"EXPRESS HEAT" DEICER**

The "Premier" Model MT65P21 "Express Heat" Deicer utilizes the Versalift Extended Reach Model VST6000 Aerial lift, providing 65' of working height. More important, the MT65P21 incorporates the **Premier** boom forward design to provide the maximum amount of reach off the front of the vehicle utilizing the rapid deploy down riggers. During mobile operations, side reach of 34' and vertical reach of 46' can easily be accomplished.

Premier
ENGINEERING & MANUFACTURING, INC.
Simple, Dependable and Affordable

"Express Heat" reliability, easy access maintenance, extend reach capabilities, and lowest cost of operation is why we are the "Premier" deicer manufacturer.

Tel - 715-735-6440, www.premier-deicers.com

AviationPros.com/company/10132282

Speaking of requirements, the new tractor will also come with a Deutz diesel engine.

"We're still waiting to hear more about Tier 4, and specifically, the cost of going from Tier 3 to Tier 4," Lamb adds.

The new vehicle will have a Paillard axle up front and an AxleTech in back.

The new vehicle resembles the company's CT5E, an electric cargo tractor introduced in 2011.

"It has the same body style so it does have some lines to it," Lamb



The CT5G has the same rear seating configuration as the CT5E. This seating position allows an unequaled visibility of the rear hitch that can now be easily actuated from the driver's seat.

adds. "It doesn't look like an antique or generic-looking version of a baggage tractor."

The company's hardly throwing in the towel on the electric market.

"It's not that customers don't want to go with electric equipment," he says.

Many times, however, his customers have to match the same pace as the airport does in making the necessary infrastructure improvements to allow for electric GSE.

"The beauty of a gas or diesel vehicle is that when the flat truck comes with a delivery, the new vehicles can immediately be put into service," Lamb says.

This isn't the first time, Charlotte of America has unplugged itself. Lamb, who joined the company in 2005, says the earlier attempt was about a decade ago.

"But it wasn't marketed right or built to the right spec," Lamb says. "And around that time, plenty of electric

orders were coming in so the product was shelved."

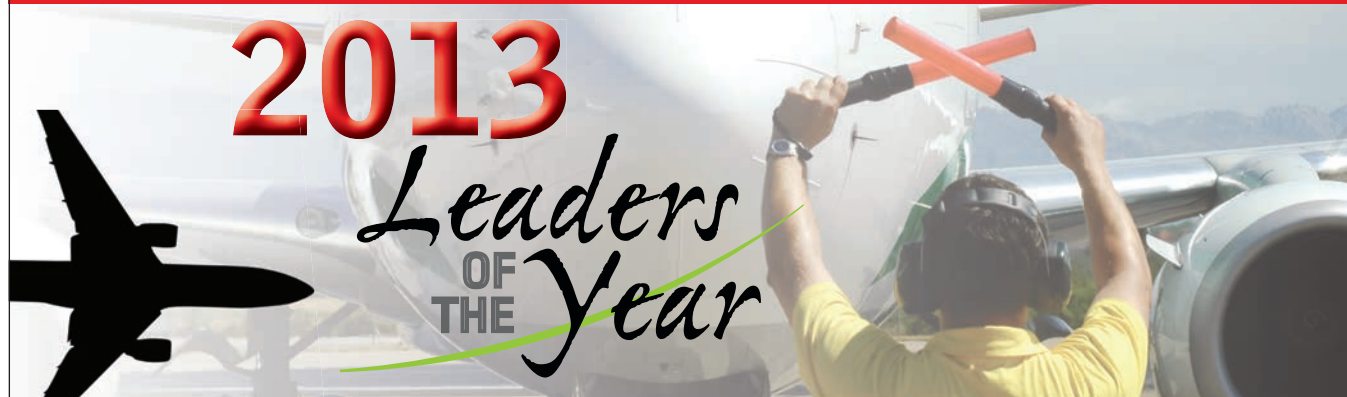
Meanwhile, Charlotte's French manufacturing plant has also long sold the diesel-powered TD 225 tractor. Lamb says the company has had tremendous success selling the TD 225 — overseas, that is. He adds the price would be an issue on this side of the Atlantic and, besides, the vehicle does not have the drawing power U.S. airlines require.

While the American-made CT5G is an entirely new vehicle designed with Lamb's territory in mind, he did add that he would also consider exporting this to Europe as long as it didn't cannibalize sales of TD 225.

Until then, he'll be glad to see how "the Americas" shake out.

"Plenty of gas and diesel GSE manufacturers have introduced electric models to come after our market," Lamb says. "Now I have the opportunity to go after theirs." ■

SUBMIT YOUR ENTRIES



Get Your Nominations In Today!

The deadline for submitting your nominations for the "Leaders of the Year" awards is fast approaching. These prestigious awards will be presented during the "Leaders of the Year" awards ceremony at AviationPROS LIVE, during which the individuals will be recognized for outstanding professional accomplishments.

Deadline for submissions is **January 15, 2013.**

Visit www.AviationPros.com

PRESENTED BY: **GROUND SUPPORT**
WORLDWIDE

LEADERS OF THE YEAR CATEGORIES:

- **Lifetime Achievement Award:** This award will go to a person who has demonstrated commitment to the industry through numerous years of dedicated service.
- **Team Leader Award:** This award will go to an individual who has taken a leadership role with personnel.
- **Product/Service Award:** This award celebrates the products, services and manufacturers making a difference in the industry.

Flying Food Delivers With Hybrid Truck

Regenerative brake system provides power to truck and scissor lift.

By Steve Smith

There's one catering truck out of some 200 high-lift vehicles that drivers from the Flying Food Group operate with a bit more care.

"We tell them that they should drive it like their grandmother would – if, of course, she drove a catering truck with a scissors lift out on the ramp," says Greg Brown, vice president of procurement for the Chicago-based airline caterer.

That's because every time a driver steps on the brake in the company's newest vehicle a regenerative braking

system provides the power to raise the lift and drive the truck.

There's much more to the driver's training than advice to act like Grandma, but slow and steady is what wins this race.

"You don't just hop in the driver's seat, turn the key and take off," Brown says. "We had plenty of training to operate the vehicle since there are specific procedures to follow to make this truck work its best."

Such a braking system sounds counter-intuitive at first. Brakes stop power; they don't create power. Or



Global Ground Support supplied the rear body and scissor lift for the hybrid truck.

GARSITE

CELEBRATING 60 YEARS

1952-2012

Visit Garsite at

 NBAA2012

**Booth#
1946**

AVIATION REFUELING EQUIPMENT

ADVANTAGES FLOW WITH GARSITE.



WWW.GARSITE.COM

AviationPros.com/company/10017318

do they? We think the best advice to think about this is to keep an eye on the "re" in "regeneration." When those two letters are fixed before a word, it means both "backward" and "again."

Typically, we all slam on the brakes in our car and that energy of slowing and stopping a 2,000-pound vehicle is wasted as friction turns that energy into heat, which does a number on your brake pads before dissipating in the air.

REUSING ENERGY

With a regenerative braking system, we're going backward and using the energy again. And, of course, considering a catering truck weighs many times more than a car, we're starting out with that much more energy.

To create the system, the truck's engine is about the only thing under the hood that isn't a part of Eaton's patented electric hybrid system. The engine is coupled with Eaton's UltraShift® automated manual transmission and clutch.

Conventional Brakes

It's friction that stops a moving vehicle. Whether it's between the brakes and tires or the tires and the road. Friction means heat and heat in this case mean lost energy — a lot of lost energy. Over time, this cycle of friction and wasted heat reduces a vehicle's fuel efficiency. More energy from the engine is required to replace the energy lost by braking.

VS

Regenerative Brakes

Hybrids and all-electric vehicles all use some variation of regenerative brakes. It's one way, for example, to keep the batteries charged. Because a hybrid without charged batteries is just another fossil fuel car. (An all-electric car without charged batteries is another car stopped on the road.) Energy recouped during braking is saved in batteries and used later to power the motor or, in our case, lift the rear body of a catering truck.

Between the output side of the clutch and the transmission, an integrated electric motor/generator is connected to a power inverter and lithium ion batteries, all controlled by an electronic control module.

This parallel hybrid maintains the truck's traditional drivetrain layout, but uses controls to blend engine torque with electric torque to move the vehicle. The energy normally lost in braking can also be stored in batteries and provide the power to lift the rear body.

Ideally, Brown says the drivers may be able to operate the truck during delivery service on the ramp with nothing but electrical power.

"It's perfect for us," Brown says. "We don't put a lot of miles on these trucks, but we do put a lot of hours on them."

In particular, it's the stop-and-go nature of Flying Food Group's business that makes this system work best. A long-haul truck going down the Interstate at 55 mph? Not so much. Ironically, driving like a Grandma, slow, steady and maybe with a lot of stops, is exactly the kind of "power" needed for this hybrid.

NO IDLING

Without the regenerative system, the company's other catering trucks use the truck's diesel engine for the power to raise the rear body. While it may not seem like much for each delivery, Brown says a catering truck can idle up to two hours a day.

As a result, the system cuts costs in two ways:

- Diesel use for driving can be cut by 30 percent.
- Diesel use can be cut another 20 percent since the rear body will ideally be powered only by electricity.

Brown says as far as he knows this is the only such vehicle of its kind being used for aircraft catering in the United States. It's definitely the only one at his company. Flying Food plans to test the new vehicle for six months to better judge reductions in diesel consumption.



Representatives from Eaton Corporation offered training to Flying Food Group's drivers and mechanics on how to properly operate and maintain the hybrid truck.

NEW CRUSH PROOF LAVATORY DUMP HOSE

You can Run over it, Smash it or Drag it and STILL USE IT!

CRUSH PROOF LAV HOSE

WATER HOSES, COUPLINGS AND FITTINGS

LAV COUPLINGS AND FITTINGS

GSE PRODUCTS

GSE PARTS

ATTACHABLE PLUGS AND RECEPTACLES

AC/DC CABLE PROTECTOR COVER

JET STARTER HOSES AND COUPLINGS

FULLY WELDED PCA HOSE

MANUFACTURERS OF: AC & DC GROUND POWER STARTING CABLES PER MIL SPEC. MS90328, MS90347, MS25486, MS25488 • PLUGS AND RECEPTACLES AC & DC MS25486, MS25488, MS25487, MS25019, MS90362, MS3506.

HOSES: LAVATORY DRAIN-BLUE & POTABLE WATER-PCA-AIR/HEAT-JET STARTER COUPLINGS FITTINGS AND CONNECTORS • CASTERS • WHEEL CHOCKS • DAVID CLARK LAV METERS • PARTS FOR TUG • HOBART • TRILECTRON • PARKAN • FMC • CLYDE

CONVEYOR BELTS • SAFETY VEST • DIRECTIONAL WAND • TOW BARS • CARGO NETS STRAPS • TIEDOWN RINGS • MATERIAL HANDLING AND MORE



U.S. AIRMOTIVE GSE
YOUR ONE STOP SOURCE SINCE 1963

MAIN FLORIDA OFFICE
P.O. Box 660474

Miami Springs, Florida 33266
Tel: 305.885.4992 Fax: 305.885.9537
Email: sales@usairmotivegse.com

CALIFORNIA SALES OFFICE
2110 Artesia Blvd. # B209

Redondo Beach, California 90278
Tel: 310.327.8407 Fax: 310.327.8439
Email: paula@usairmotivegse.com

www.usairmotivegse.com

AviationPros.com/company/10017906

"We have excellent records throughout the company to see how the truck does," he says.

While cutting fuel use is the primary reason the company decided to try the Eaton system, cutting all that idling time may also show a benefit in maintenance costs, too.

"Every business that is out every day conducting business in a large public space like an airport is also interested in ways to reduce carbon emissions," Brown adds.

At the end of the day, Global's scissor lift and the rear body supplied on the Navistar engine and chassis doesn't care how it's lifted.

Global originally entered the catering and cabin service truck business in 1998. Global manufactures a wide range of scissor-lift trucks to service every type of aircraft from small regional airplanes to large wide-body aircraft. With varying height and width ranges from 89 inches to 228



The hybrid truck made its first delivery run to O'Hare International Airport just last summer.

inches, the body styles include stainless steel, aluminum and fiberglass reinforced plywood. Global's line of aviation catering and cabin service lift trucks is designed with an exclusive scissor lift along with two single-stage hydraulic lift cylinders.

Since 1998, the company has sold more than 200 units to major airlines and in-flight catering companies across the country and internationally.



The Flying Food Group produces more than 300,000 meals and snacks daily for 70 airlines.

Global's scissor lift and rear body are on many of the Flying Food Group trucks that operate from 18 production kitchens throughout the United States and one in Shanghai, China, delivering \$369 million in annual food service to 70 airlines and other retail customers, such as Starbucks.

The company counts some of the best-known international airlines, such as Air France, British Airways, JAL and Lufthansa, as customers and produces more than 300,000 meals and snacks daily.

Owner Sue Gin founded the business in Chicago in 1983 to provide passenger meals for a single domestic carrier out of Midway Airport. She later expanded to ORD. Under a decades-long partnership, her company and Air France's catering arm Servair jointly operate kitchens at five gateway cities in Chicago, Miami, New York, Seattle and San Francisco. ■



Hydraulics International, Inc.
OXYGEN & NITROGEN SYSTEMS

Portable BOOSTER SYSTEMS designed for general aviation

Primary use for filling or topping off...

- Onboard Oxygen Bottle
- Underwater Breathing Apparatus (UBA)
- High Altitude High Opening (HAHO)
- Tires
- Accumulators
- Struts
- Escape Chute
- Life Rafts

Even if your cascade system pressure drops below 200-PSI

ELECTRIC DRIVEN SERIES 2G

Weight: 145-LBS
Dimensions: 32"L x 11.5"H x 20"D
Noise Level: 60-dBa
Double acting or 2-stage design uses no belts or pulleys



PNEUMATIC DRIVEN SERIES HIHPG3

Weight: 40-LBS
Dimensions: 20"L x 12.5"H x 11.5"D
Noise Level: 78-dBa



www.hiigroup.com

9201 Independence Ave., Chatsworth, CA 91311 USA

(Toll-Free) 888-780-7867

(Phone) 818-407-3400 (Fax) 818-407-3428

AviationPros.com/company/10017435

Pushbacks, Tractors & Utility Vehicles



REDESIGNED PUSHBACK JBT AeroTech, Jetway Systems

The 60,000-pound GVW, JBT AeroTech B600 pushback tractor, has been given a complete makeover with a new frame, three-person cab, Cummins Tier 4 engine, Kessler axles, ZF fully automatic transmission and service hatches providing easy access maintenance. Options include an integral jacking system, hydraulic suspension and air-conditioning.

AviationPros.com/company/10017293



TOW TRACTOR Bliss-Fox Ground Support Equipment

The Bliss-Fox F1-150 aircraft pushback and extended towing tractor is designed in Australia for both pushback and extended towing of fully laden aircraft from 110-182 tons. This tractor suits pushback and towing on A321 and B737 aircraft. With power to spare, the all-new F1-150 features a 138-hp diesel engine with 125.6kN of draw bar pull. This modern styled, unique tractor is available as a standard 11-ton base model with options for air-conditioning and ballast up to 18 tons of total tractor mass.

AviationPros.com/company/10018418



DIESEL TOW TRACTOR Toyota Material Handling, U.S.A. Inc.

Toyota's diesel tow tractor is available with a 5,500-pound drawbar pull capacity. With a powerful 2.4-liter Toyota 1DZ-III diesel engine, this model provides the power to overcome the challenges of hauling large loads at high speed over long distances and up steep ramps and grades. Plus, with fast traveling speeds and a small turning radius, this high-performance tractor brings outstanding maneuverability to any worksite. Toyota's 1DZ-III diesel engine used in the 2TD25 tow tractor has been certified to EPA's Interim Tier IV standards.

AviationPros.com/company/10017864

Goldhofer



AIRPORT TRANSPORT TECHNOLOGY AT THE HIGHEST LEVELS

WE BRING YOU SAFELY TO TAKE-OFF.

The heavy traffic load at modern airports demands a high degree of economic efficiency and safety and leaves no room for failure or compromise. For this reason, Goldhofer equipment is used to move aircraft of all sizes at airports around the world. Our towbarless aircraft tractors offer you solutions and services of the highest level, ensuring smooth, safe and economical manoeuvres of your aircraft on the ground.

Invest in your future. Goldhofer – The Original.



WWW.GOLDHOFER.COM

AviationPros.com/company/10017352



HERCULES

Harlan Global Manufacturing LLC

The Harlan Hercules is currently available in a 16,000- to 20,000-pound drawbar. Future line expansion will have these available in 12,000- to 25,000-pound drawbar. This heavy-duty unit is in use all over the globe and will take care of towing requirements for aircraft up to a B-737.

AviationPros.com/company/10017401



TOWBARLESS ELECTRIC AIRCRAFT TOWING VEHICLES

Lektro, Inc.

LEKTRO, Inc. manufactures towbarless electric aircraft towing vehicles. At the company's factory in Warrenton, OR, LEKTRO produces nine models of towbarless aircraft tugs, ranging in towing capacity from 28,000 to 180,000 pounds. Since inventing the towbarless concept in 1967, LEKTRO has remained the world's leading manufacturer of towbarless aircraft towing vehicles. As a testament to the reliability and durability of LEKTRO vehicles, you can find them in operation on nearly every continent around the globe.

AviationPros.com/company/10017532



FLEETRENU PROGRAM

A&V Rebuilding, Inc.

A&V Rebuilding's "FleetRenu" program offers customers frame up remanufactured tractors for a fraction of the new cost. Engine options range from remanufactured Ford 300s to new CARB/EPA-certified Ford DSG-423 2.3L and various diesel options. All tractors are built to customer specs and come with a full manufacturer's warranty.

AviationPros.com/company/10363030

Power up!

The most advanced ramp and hangar GPUs!

See us at NBAA, Booth 3600, 10/30-11/1 in Orlando, Florida

JetGo 28V DC Diesel Hybrid GPUs

- Aircraft maintenance or starting with the available 2300 peak amp capability
- Compact, lightweight and quiet
- Lowest operating costs in the industry

Unitron 400 Hz & 28V DC GPUs

- Handles all starting and maintenance applications
- Advanced controls and voltage monitoring
- Best warranty in the business



+1 208-378-9888 | www.aerospecialties.com

AviationPros.com/company/10016920



ELECTRIC TOW TRACTOR

NMC-Wollard

Compact, maneuverable 60-hp electric AC-powered M40e Tow Tractor features the highly efficient Corvus lithium ion polymer battery system. Pull capacity is 4,000 pounds at the drawbar. Rear drive axle is planetary reduction type for efficient torque multiplication in baggage, light cargo and small to medium aircraft moving/towing applications. Short 60-inch wheelbase and cab-forward position provides maximum maneuverability.

AviationPros.com/company/10017615



BRAWNY UPGRADE Coxreels

Coxreels® introduces the brawny upgrade available for any hand crank and motorized 1125 Series hose reel. The Brawny reels are designed with 10-gauge steel plates welded into each disc to keep them from bowing. The center drum is thickened and upgraded from standard 16-gauge to 14-gauge steel to prevent deformation and eventual crushing of the drum that can be caused by hose pressure.

AviationPros.com/company/10017143



UTILITY VEHICLES Aeroservicios USA Inc.

Aeroservicios USA Inc. keeps in stock more than 20 used utility vehicles for sale, rent or lease, in brands such as Harlan, Lift and Tug. Several options are available from 3,500- to 6,500-pound GVW, with gasoline engines, propane option or diesel engines, available in several conditions: good for parts, as is, only operational, reconditioned or full overhaul to a new condition.

AviationPros.com/company/10016926



WORLDWIDE GSE SCHOPF Maschinenbau GmbH

SCHOPF designs, manufactures and sells worldwide high-class GSE equipment for civil aviation and military deployments including a complete range of aircraft tow tractors between 5,000- and 70,000-kg operating weight, cargo equipment such as container/pallet loaders and transporters as well as passenger stairs. Customers from more than 160 countries place their trust in the exceptional reputation for top quality and reliability, yet with low operating costs. More than 4,500 aircraft tow tractors have been sold worldwide.

AviationPros.com/company/10017746



MIGHT-E TRUCK Canadian Electric Vehicles

Electric powered utility vehicle with customized bed options. With an on-board battery charger and solid state speed controller, powered by a 72-volt, 225 Ah battery pack and an 16- or 35-hp AC motor, it has a field adjustable top speed of up to 25 mph. A zero emission service vehicle.

AviationPros.com/company/10017077

"More than you Expected"



MANUFACTURERS OF:

- Lavatory trucks & carts • Water trucks & carts
- Passenger stairs from RJ to wide body • Crew stairs
- Maintenance lifts 15-20 feet • Water cabinets
- 737 Provisioning Trucks • Mobile Belt Loader

CELEBRATING OUR 17TH YEAR!



3000 Industrial Avenue 3,
Fort Pierce, FL 34946
Phone: 772-595-6386 Fax: 772-595-6389
Email: phoenixgse@earthlink.net
Web: www.phoenixgse.com

AviationPros.com/company/10017661



AIRCRAFT MOVING EQUIPMENT - TUGS

Priceless Aviation Products

Priceless Aviation Products introduces a "Transaxle" to its 701 model tugs. The 701 battery-operated tug will now come standard with a transaxle. The introduction of the transaxle will allow the tug to turn freely and eliminates the need to pick up and reposition the tug to make tight turns. Another advantage of the transaxle is that it will also reduce the amount of wear on tires during usage.

AviationPros.com/company/10132286



ALTERNATIVE DRIVE TECHNOLOGY

MULAG Fahrzeugwerk GmbH u. Co. KG

The MULAG GSE product range offers the customer a good choice of innovative concepts, such as hybrid drives, LPG- or CNG-drives and fuel cell drives that are all suitable for reliable application on the apron and provide just the edge of technology advantage that is needed for a future-oriented ground handling concept.

AviationPros.com/company/10017611

ELECTRIC TOWBARLESS TUGS

Tronair Inc.

Tronair offers environmentally friendly electric towbarless tugs. Models include the JP30, JP75 and JP100 with towing capacities of 30,000 pounds, 75,000 pounds and 100,000

pounds, respectively. Move your units safely and efficiently with these rugged, compact and maneuverable units.

AviationPros.com/company/10017892



LED WORK LIGHT

DMK USA Inc.

DMK, Inc. recently released a new series of LED work lights to be used as a primary or auxiliary light source. The low-profile design offers more mounting location options than conventional work lights. The VL Series was designed to handle severe environmental conditions common to off-road applications.

AviationPros.com/company/10018492



Not just a... tug

It's a... **LEKTRO** Since 1945

www.lektro.com • sales@lektro.com

LEKTRO

The ultimate aircraft tug...

800-535-8767
503-861-2288

1190 S.E. Flightline Drive
Warrenton, Oregon 97146 USA

AviationPros.com/company/10017532

"Simply the best hoists for every aircraft."

- Boeing
- Airbus
- Fokker
- DeHavilland
- Bombardier
- Embraer
- US Air Force

PF FISHPOLE HOISTS®

SALES • SERVICE

1505 S. 93rd St, Unit BL, Seattle, WA 98106 USA
206.767.3887 • Fax 206.767.4006 • pffishpolehoists.com

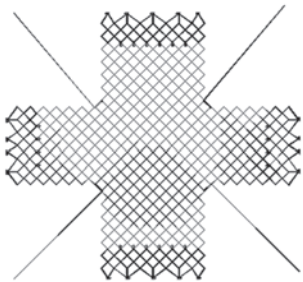
AviationPros.com/company/10017652



TMX-350 AIRCRAFT TRACTOR TLD

TLD introduces the TMX-350 medium size aircraft tractor with GVW 53,000–61,600 pounds and DBP of 43,000–47,200 pounds. For aircraft up to 660,000-pound GATW, including the new B-787 and A350. Coordinated 4-wheel steering is standard for very tight turning and a compact size. Powertrain includes a Cummins diesel engine with a Dana-Spicer transmission and axles. A large ergonomic cab, suspended seats and a spring suspension provide unprecedented operator comfort.

AviationPros.com/company/10017848



CARGO NET TotalPack Inc.

This one-piece, knotted, adjustable, woven polyester/nylon rope cargo net has been the net of choice of the world's leading cargo airlines for more than 30 years. Different sizes available.

AviationPros.com/company/10018337



T137 HEAVY-DUTY TOW TRACTOR Charlotte of America

This Charlotte tractor tows more than 20 tons. Charlotte has units in stock to help you meet upcoming environmental regulations.

AviationPros.com/company/10017106



ELECTRIC TOW TRACTOR AERO Specialties

The Eagle Tugs eXL-16 Electric AWD/AWS Commercial Aircraft Tow Tractor features utilitarian characteristics that are unrivaled on the ramp. Capable of towing 115,000 pounds, the eXL-16 front-operated, three-seat tug features an 80V AC electric drive motor. Environmentally friendly power for all-weather towing, the eXL-16 will safely meet your towing requirements.

AviationPros.com/company/10016920



TANK TRAP™ Andax Industries LLC

The TANK TRAP™ is an instant, portable containment system for containing leaks and spills from fuel tanks, drums/cargo, toxic substances, soils and materials. It is also great for instant hazardous, biological or chemical decontamination. It is reusable and comes in 50-, 10- and 150-gallon sizes.

AviationPros.com/company/10016994

www.juniper-liverpool.com



Juniper's lightweight 5 gallon capacity fluid replenishment rig - JMP/125/D/0174/C901

**Affordable, Adaptable
and manoeuvrable.**

*Using Juniper equipment
makes the job easier.*

Find out more now.



Tel: +44(0)151 733 1553

Email: gse@juniper-liverpool.com

AviationPros.com/company/10017987

SUPPORT from the ground up

Carts

Baggage

Lavatory

Fuel Service

Oxygen/Nitrogen

Potable Water

& Container Dollies



Par-Kan
COMPANY
Ground Support Systems

**Call today for
our complete
support line**

800-291-5487 www.par-kan.com
Silver Lake, Indiana
gsesales@par-kan.com

AviationPros.com/company/10017637



RECHARGEABLE LED HANDS-FREE LIGHT

KH Industries

The HazLoc Lantern is a portable, hands-free spotlight with a 10-hour run time and is certified for Class I Division 1, Groups A, B, C and D Hazardous Locations. The Lantern features a 340-degree rotating head with 70-degree pivoting angle allowing the operator to position the light either horizontally or vertically and angle the medium spotlight beam directly at the worksite.

AviationPros.com/company/10753376

Stop, Drop and Load

Load faster and more efficiently with a Lo Riser Inclining Platform Trailer.

A flip of a switch hydraulically lowers the deck to ground height providing smooth, drive-on access. The 4 or 5° load angle then allows equipment with as little as a 1/2 inch ground clearance to easily drive up the built-in ramp. But there's more...

- 4 to 1 Payload to Weight Ratio
- High Strength Steel Construction
- Hydraulics Above Decking
- Models with GVWR of 8,100, 13,400, 15,400, 17,550 & 19,850 lbs

4 or 5 Degrees*

**Load angle depends on model.*

LO RISER
Inclining Platform Trailers
Manufactured by: The Advance Metalworking Company, Inc. • www.advancemetalworking.com

Call 800-369-5365 for Information!

AviationPros.com/company/10018516



CONTIRV20

Continental Tire

Continental's ContiRV20 industrial tire, designed specifically for ground support vehicles, has an expanded size range. The ContiRV20 is now available in the new 8.75R16.5 size, and by late 2012 will include

225/75R16. The ContiRV20 features rugged construction for maximum service life and is used in airport ground support operations worldwide.

AviationPros.com/company/10018554

Statement of Ownership, Management, and Circulation (Requester Publications Only)


1. Publication Title Ground Support Worldwide	2. Publication No. 015-386	3. Filing Date September 14, 2012
4. Issue Frequency February, March, April, May, Jun/Jul, August, September, October, November, Dec/Jan	5. No. of Issues Published Annually 10	6. Annual Subscription Price Free to Qualified Subscribers
7. Complete Mailing Address of Known Office of Publication (Street, City, County, State, and Zip+4) Cygnus Business Media, Inc. 1233 Janesville Ave PO Box 803 Fort Atkinson, WI 53538	Contact Person Debbie Dumke Telephone 920/563-6388	
8. Complete Mailing Address of Headquarters or General Business Office of Publisher Cygnus Business Media, 1233 Janesville Ave; PO Box 803, Fort Atkinson, WI 53538		
9. Full Names and Complete Mailing Addresses of Publisher, Editor, and Managing Editor Publisher (Name and Complete Mailing Address) Missy Zingsheim 1233 Janesville Ave Fort Atkinson, WI 53538 Editor (Name and Complete Mailing Address) Steve Smith 1233 Janesville Ave Fort Atkinson, WI 53538 Managing Editor (Name and Complete Mailing Address)		
10. Owner Full Name Cygnus Business Media Complete Mailing Address 1233 Janesville Ave, Fort Atkinson WI 53538		
11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or more of Total Amount of Bonds, Mortgages or Other Securities. If none, check here. <input type="checkbox"/> None Full Name Complete Mailing Address General Electric Capital Corporate 2325 Lakeview Parkway, Suite 700 Alpharetta GA 30009 Black Diamond Capital Management LLC 1 Sound Shore Dr, Suite 200, Greenwich CT 06830 Van Kampen Senior Income Trust 1 Parkview Plaza, Suite 100 4th Floor, Oakbrook Terrace IL 60181 Van Kampen Senior Loan Fund 1 Parkview Plaza, Suite 100 4th Floor, Oakbrook Terrace IL 60181 Genesis CLO 2007-1 Ltd 650 5th Ave 9th Floor, New York NY 10019 Genesis CLO 2007-2 Ltd 335 N Maple Dr Suite 130, Beverly Hills CA 90210 Morgan Stanley Prime Income Trust 1 Parkview Plaza, Suite 100 4th Floor, Oakbrook Terrace IL 60181 Woodside Capital Partners V LLC 25 Mall Rd, Burlington MA 01803 Granite Ventures I Ltd (Stone Tower) 152 W 57th St, 33rd Floor, New York NY 10019		
12. For completion by nonprofit organizations authorized to mail at nonprofit rates. The purpose, function, and nonprofit status of this organization and the exempt status for federal income tax purposes: <input type="checkbox"/> Has Not Changed During Preceding 12 Months <input type="checkbox"/> Has Changed During Preceding 12 Months		

PS Form 3526-R Facsimile

13. Publication Title Ground Support Worldwide	14. Issue Date for Circulation Data Below September 2012	
15. Extent and Nature of Circulation	Average No. Copies Each Issue During Preceding 12 Months	No. Copies of Single Issue Published Nearest to Filing Date
a. Total No. Copies (net press run)	15122	15170
(1) Outside County Paid/Requested Mail Subscriptions stated on PS Form 3541. (Include direct written request from recipient, telemarketing and Internet requests from recipient, paid subscriptions including nominal rate subscriptions, employer requests, advertiser's proof copies, and exchange copies.)	8012	7104
b. Legitimate Paid and/or Requested Distribution (by mail and outside the mail)		
(2) In-County Paid/Requested Mail Subscriptions stated on PS Form 3541. (Include direct written request from recipient, telemarketing and Internet requests from recipient, paid subscriptions including nominal rate subscriptions, employer requests, advertiser's proof copies, and exchange copies.)	0	0
(3) Sales through Dealers & Carriers, Street Vendors, Counter Sales, and Other Paid or Requested distribution Outside USPS.	1120	2670
(4) Requested Copies Distributed by Other Mail Classes Through the USPS. (e.g. first-class Mail)	0	0
c. Total Paid and/or Requested Circulation (Sum of 15b(1), (2), (3), (4))	9132	9774
d. Nonrequested Distribution (by mail and outside the mail)		
(1) Outside County Nonrequested Copies stated on PS form 3541. (Include Sample copies, Requests Over 3 years old, Requests induced by a Premium, Bulk Sales and Requests including Association Requests, Names obtained from Business directories, Lists, and other sources.)	5520	4872
(2) In-County Nonrequested Copies stated on PS form 3541. (Include Sample copies, Requests Over 3 years old, Requests induced by a Premium, Bulk Sales and Requests including Association Requests, Names obtained from Business directories, Lists, and other sources.)	0	0
(3) Nonrequested Copies Distributed Through the USPS by Other Classes of Mail (e.g. First Class Mail, Nonrequestor Copies mailed in excess of 10% limit mailed at Standard Mail or Package Services Rates)	0	0
(4) Nonrequested Copies Distributed Outside the Mail (Include Pickup Stands, Trade Shows, Showrooms, & other sources)	158	335
e. Total Nonrequested Distribution (Sum of 15d(1), (2), and (3))	5678	5207
f. Total Distribution (Sum of 15c and e)	14809	14981
g. Copies Not Distributed	312	189
h. Total (Sum of 15f and g)	15122	15170
Percent Paid and/or Requested Circulation (15c / 15f x 100)	61.7	65.2
16. Publication of Statement of Ownership for a Requester Publication is required and will be printed in the October 2012 issue of this publication.		
17. Signature and Title of Editor, Publisher, Business Manager, or Owner		Date
Julie Nachtigal, VP Audience Development		September 14, 2012

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

PS Form 3526-R Facsimile



FORTBRAND

SERVICES INC

www.fortbrand.com

516 576-3200

fax 516 576-3221

info@fortbrand.com

SALES	RENTALS	LEASING	FINANCE	CONSULTING
AIRCRAFT TOW TRACTORS TLD TPX-200-MT towbarless 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-12 (12,000 lbs DBP) United SML120 (12,000 lbs DBP) Tiger TC-80, propane	BAGGAGE TRACTORS Tug MA50, gas Tug MA3, electric Tug M1A, gas Harlan HTC 50, gas DEICERS Premier MT43D15, forced air Trump D2-40, open bucket Global 2,200 gallon, open bucket Global 2,100 gallon, closed bucket Premier MT43P21, open bucket FMC Tempest, open bucket DCF TDI-1100-46	GPU TLD 90KVA, 120Kva & 140Kva Trilectron 90 Kva Hobart Jet Ex5D 28V CONVEYORS NMC-Wollard TC-888, diesel SOLID STATE CONVERTERS Hobart 90Kva/28V dual output LAVATORY TRUCK NMC-Wollard TLS 770 Phoenix Metal TL 600 w/lift WATER TRUCK & CART Stinar 300 gallons	PASSENGER STAIRS Phoenix Metal PAS200 wide body Stinar SPS-2513 narrow body REFUELERS Par-Kan 600 gallon trailer (gas + diesel) AIR CONDITIONERS TLD 302 30 ton w/heat Trilectron DAC200 - 20 ton w/heat TOWBARS ERJ 145 HEATERS Trilectron 5050D MAINTENANCE STANDS B-4 stand - 37"-87" B-5 stand - 88"-135"	

FOR SALE OR LEASE

New One-Piece

800-746-8273

RED POWER

HYDRAULIC DOORS

with REMOTES

See Our New Pump!



LIFT-STRAP BI-FOLD DOORS

800-746-8273

with AUTO LATCH-STRAPS

SCHWEISSDOORS.COM

...Lift Straps
 0228

Use us for your GSE needs



(305) 888 01 89

(305) 851 81 44

Cualquier asesoria tambien en español

- Electronic Repair
- Equipment and Training
- Replacement Parts

GPU • ASU • ACU • LOADERS • ENGINES
BAGGAGE TRACTORS • BELT LOADERS
TRANSMISSIONS • RAMP ACCESSORIES
www.SGSequipment.com

FOR SALE LEKTRO'S

LEKTRO AP8750B-AL-700

TOWBARLESS TRACTORS

GSE INTERNATIONAL INC.

TEL: 954-632-2851 • EMAIL: GSEINTL@AOL.COM



Hall Industries, Inc

Providing complete GSE Technical Services to support airline ground support equipment including: belt loaders, pushback tractors, baggage tractors and carts as well as baggage handling systems, passenger boarding bridges, potable water units, ground power units and lavatory service vehicles.






www.hallindustries.com • 724-752-2000

MERCURY GSE

www.mercurygse.com

for current stock of air starts, bag tugs, beltloaders, bobtails, crew and passenger stairs, gpu's, loaders — main and lower deck, tow tractors and other items.

SALES LEASE RENTAL APPRAISAL

WE BUY SURPLUS GSE

PH: (562) 653-0654 FAX: (562) 653-0665

E-MAIL: dtaylor@mercurygse.com

12519 Cerise Ave., Hawthorne, CA 90250

DAVIN Inc.

FOR SALE OR LEASE

AIR CONDITIONERS
1991 ACE, Model 802-620, F600 mounted 110-ton unit.

AIR START UNIT
2007 Tronair, SA280G2 Stored Air Start. 260lb mass usable air.

BAGGAGE/CARGO TOW TRACTORS
2010 TUG, MA-40-27LP Ford LPG w/cab.
(2) 2001 TUG, MA-30-1 Ford 300 gas, w/cab.
(2) 2003 TUG, MT-8-1 Ford gas 8K DBP, w/cab.
(3) 2003 Harlan HTAG-80 Ford gas 8K DBP, w/cab.
1998 Harlan, HTAG-50 Ford 300 gas engine.
1997 Toyota, Model 2-02TD25 diesel engine.

BELTLOADERS
1987 NMC-Wollard, Model TC-886-D Perkins diesel engine.
1987 TUG, Model 660-1, Ford 300 6-cylinder gas engine.
1996 WASP A0177D walk-behind, Kolher gas engine.

CONTAINER LOADER
1988 LANTIS, Model 818-218-161-125, High & Wide 161" elevator.

DEICERS
(2) 2002 Premier, Model MT43D15 deicers, enclosed basket & air system.
1996 FMC/Landoll, Model TM1800, Ford F800 diesel chassis.
2000 Superior, Model TD530, 600 gallon towable, 30' telescopic lift

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
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)
1982 S&S, Model MB-2, Detroit diesel, 53K GVW
2000 S&S TUG, Model GT-50DZH, Deutz diesel, 60K GVW
2010 JBT, Model B1200 Cummins Diesel, w/cab 100K GVW

SALES, LEASING, FINANCING

631/499-6363

Fax: 631/499-4222

www.davin-inc.com

FOR SALE ERJ/CRJ GROUND SUPPORT EQUIP.

TUGS, GPU'S, AIR COND,
TOWBARS, LAV/H2O, etc.

EAGLE TT8
DIESEL TUG

GSE INTERNATIONAL INC.

TEL: 954-632-2851 • EMAIL: GSEINTL@AOL.COM

JACKS 3 Ton to 100 Ton
B-1, B-2, B-4, and B-5 Work Stands,
Wheel & Brake Dollies, tow Bars,
Engine Cranes, Engine Stands, etc.
Overhauled, Reconditioned like New

**AIRCRAFT PARTS &
GROUND SUPPORT EQUIPMENT, INC.**

Tel: 305-871-2192

Fax: 305-871-6081

pdsge@bellsouth.net

FOR SALE

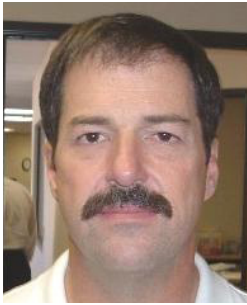
HOBART
28.5v DC GPU's

HOBART
GPU-400 & -600

HOBART
JETX4D & -5D's

GSE INTERNATIONAL INC.

TEL: 954-632-2851 • EMAIL: GSEINTL@AOL.COM



Ensure Safety And Service With A GSE Inspection Program

A well-managed daily GSE checklist program puts safety first, but customer service right behind.

By Brett Barrett, Station Manager, Matheson Flight Extenders

A daily GSE-user checklist inspection program is a must for all operational organizations.

Our Matheson program, for example, is designed to capture potential issues prior to any actual breakdowns that could cause unsafe conditions, disrupt the quality of our service to our customers and cost several times the amount to repair.

We assign equipment for user checks as a part of our daily shift assignment roster. We have one person conduct a pre-use inspection and note any issues. We also have the operator of the equipment make additional post-use remarks.

Let's say that during a pre-use check on a tug, our assigned inspector drives the vehicle, applies the brakes and thinks they are holding just fine. The inspector will assume the brakes are fine in all conditions.

But during operation, the tug driver with a heavy load might notice that the brakes are slowly fading under pressure. If so, that would be an indicator that the master cylinder is starting to fail.

These notes would require the GSE mechanic to inspect the situation more critically.

We keep our user check sheets very simple. Recommended standard procedures would include equipment numbers preprinted on respective forms with space to include names, notes and space to have the GSE mechanic sign off on any repairs.

In order to ensure accountability, we assign each piece of equipment to an employee and the employee's name is listed on the GSE-user checklist sheet. To ensure a properly completed and thorough system is in place, some simple items must be preprinted as handy check-off boxes in order to make this an easy-to-use checklist:

- Check all fluid levels.
- Visually inspect belts, hoses, tires and lug nuts.
- Record any puddles where the unit was parked that might indicate a leak of critical fluids.
- Check that all lights and indicators are properly operating.
- Conduct brake checks, including the emergency brake.

These are just basic examples and your list could include others.

The single most important element of a successful GSE-user checklist program is accountability. A critical element of a successful program is instilling confidence in the hearts and minds of our employees by repairing noted items in a timely fashion. This lets them know the program is a corporate priority.

One of the biggest problems you might encounter *without* a checklist in place is "pencil whipping" or incorrect reporting. And this is the primary reason for our simple form.

Case in point: Several years ago, I was a load master riding in aircraft between Las Vegas and Salt Lake City every night. We were on our approach back into Salt Lake City, when we

noticed some flashing lights between the taxiway and runway.

As we landed, we tried to figure out what was going on. Mowing the lawns at 4 a.m.?

As it turned out the flashing lights belonged to a tractor that one of the cargo companies was using as a tug. Push on the pedal and it would engage the transmission. If the transmission was left in forward, the tractor would take off on its own. Which it had that particular morning.

Later, we found out the pedal is held up with a tension spring that had worn out and no one had reported it. But this spring takes time to get this bad!

This is a good example of why we need the pre-trip *and* post-trip inspections and forms and to be followed up by the lead of the shift to ensure the correct information gets posted and repairs, if necessary, get made.

In summary, a well-managed GSE-user checklist program is essential to operating a safety-oriented, customer-focused business. This is achieved with a defined team effort at all levels of the operating unit. A steady approach focused on the simple items pays huge dividends that transfer to the bottom line. ■

BRETT BARRETT has 28 years of experience in aviation starting with Evergreen Eagle where he ultimately oversaw 21 mechanics and a rebuild program for more than 200 pieces of GSE. As a station agent for Matheson Flight Extenders, he also oversees GSE purchases and the operations of a GSE rebuild facility.

A man with short dark hair and safety glasses, wearing a blue and white striped button-down shirt, is leaning over a large, heavy-duty tire. He is holding a yellow tool, possibly a tire lever or a similar safety device. The background is a blurred industrial or warehouse setting with various equipment and structures. The text is overlaid on the left side of the image in large, white, bold, sans-serif capital letters.

**LESS
DOWNTIME,
INJURIES
AND COSTS.
AVAILABLE IN
OVER 80,000
SAFETY
PRODUCTS.**

As North America's largest safety products distributor, we have what you need to help keep your people and facility protected. Call, click or stop by a branch today. grainger.com/safety

The Grainger shipping box design is a registered trademark of W.W. Grainger, Inc.



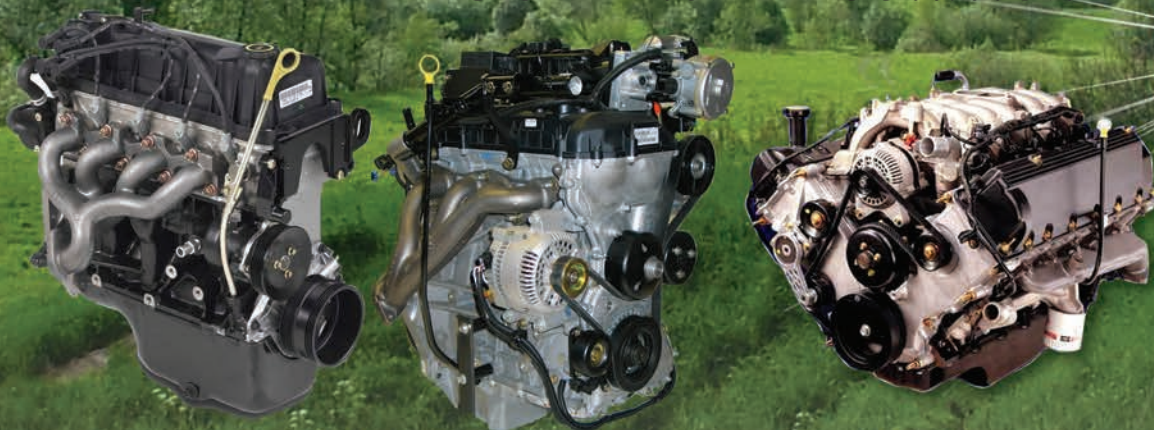
Go Green With Ford Advanced Technology Engines.

A Green Alternative to Diesel from

**ENGINE
DISTRIBUTORS
INC.**



YOUR Tier IV Solution



Reliable — Durable — Clean — Green.

Featuring a complete line of EPA and CARB Certified 1.6, 2.5, and 6.8 L LSI Engines ranging from 20 to 200 hp. Available in Gasoline, LPG, CNG, Natural Gas and Dual Fuel. Our engines are the solution to high priced Tier 4 Diesels. Secured Volumes, Longer Life Cycles, Dry Fuel and Flex Fuel Valve Trains – You Can Find It At EDI. Performance you can count on!

Contact One Of Our Distributors Today!

Our line of LSI industrialized Ford engines are serviced through a Global Dealer Network.

Anderson Industrial Engines Co.
Omaha, NE 402-558-8700

Southwest Products Corp.
Phoenix, AZ 877-779-3581

Diesel Power Equipment
Chicago, IL 877-876-3732
Farmington, MO 800-876-3732

Engine Distributors Inc.
Archdale, NC 800-220-7080
Blackwood, NJ 800-220-2700
Ft Lauderdale, FL 800-257-6605
Holliston, MA 800-220-2700
Jacksonville, FL 800-342-3575

Engines, Inc.
Jonesboro, AR 800-562-8049

Powertech Engines Inc.
Fresno, CA (800) 750-1776
Fullerton, CA (800) 784-1776

Perkins Pacific
Ridgefield, WA 877-877-3311

McDonald Equipment Co.
Willoughby, OH 800-589-9025
Portland, MI 800-445-5273

**M. G. Bryan
Equipment Co.**
Grand Prairie, TX
972-623-4300

**D A C Industrial
Engines Inc.**
Dartmouth, NS, Canada
902-468-3765

Marindustriel
Montréal, QC, Canada
514-342-2748

Oakville, ON, Canada
800-866-3831

Simson Maxwell
Edmonton, AB, Canada
800-374-6766

Calgary, AB, Canada
800-374-6766
Port Coquitlam, BC, Canada
800-374-6766

Nanaimo, BC, Canada
800-374-6766
Prince George, BC, Canada
800-374-6766

All Marine Spares
Mona Vale, N.S.W., Australia
61-2-99972788

Compagnia Tecnica Motori S.p.A.
Milano, Italy
+39 0245058238
Fornaut Ehm Sa
Le Pre St Gervais, France
01133148450394

Power Torque Engineering Ltd
Binley, Coventry, UK
011-44-247-663-5757

Sauer Motive Systems
Sauer and Sohn KG
Dieburg, Germany
011-49-607-120-6330

Engine Distributors Inc. • 400 University Court • Blackwood, NJ 0812-3214
Phone: (856) 228-7298 or (800) 220-2700 • www.edi-dist.com