

**Humanitarian Air Transport Services
For Eastern Democratic Republic of Congo
And the Great Lakes Region**

**Quarterly Operational Report
October 1, 2003 to December 30, 2003**



Twin Otter on Rotation

Grant AOT-G-00-99-00241-00/DROC



I. EXECUTIVE SUMMARY

Organisation	Air Serv International	Date	15 January 2004
Mailing Address:	6583 Merchant Place Suite 100 Warrenton, VA 20187	HQ Contact Person:	Kurt Kneuenschwander
		Telephone:	1-540-428-2323
		Fax:	1-540-428-2326
		E-mail address:	dcressman@airserv.org
		Web site:	www.airserv.org
		Country Director:	Clarisse Goussaud
		E-mail address:	cgoussaud@airserv.org

Programme Title: Humanitarian Air Transport Services for Eastern Democratic Republic of Congo (DRC) and the Great Lakes Region

Countries / Region: DRC, Uganda and neighbouring countries in the region

Disaster / Hazard: Complex emergency

This report Period: 1 October 2003 to 31 December 2003

Air Serv International (ASI) continues to provide crucial air support for NGOs and relief organizations working in the Eastern Congo. This year Air Serv made some aircraft changes, bringing in an additional aircraft due to increased fighting around Bunia and in the Ituri Region (aircraft started flying in August 2004) as well as adding a more powerful aircraft to its fleet, the Pilatus PC-12 as things have settled in other areas. Though seemingly slight these operational changes have allowed us to increase our destination list by adding more landing sites in the Southern Province of Katanga. Additionally the increased capacity of the PC-12 has allowed us to increase passenger capacity while decreasing travel time. The continued demand for flight 6 months on, confirms the necessity of increased capacity. In view of the number of IDPs, refugees, and recipients of humanitarian assistance, Air Serv continues to look for new ways to reach populations in remote and insecure areas, supporting the humanitarian community.

Objective 1: Provision of humanitarian flight services in the DRC and Great Lakes region in support of urgent relief efforts addressing the needs of the populations at risk in Eastern DRC.

In spite of reducing flights for over week, due to the end of the year holiday season, this quarter continued with high demand. This quarter we flew slightly less hours due to the holiday closing. The average block hours for the quarter flown were 276.6 block hours per month. Each month an average of 1086 passenger legs (an increase of 24%), and 54 tonnes of freight (an increase of 17%) were carried on Air Serv aircraft.

Objective 2: Provide 100 hours of emergency DC-3 flights

This objective, providing for a humanitarian airlift to Kisangani in June and July 2000, was completed in a previous reporting period.

Objective 3: Provide 160 hours of emergency DC-3 flights in Katanga province in support of a food lift for WFP.

This airlift moved 441.85mt of food out of Kalemie in 159.9 hours of flying time, over June and July 2001.

Objective 4: Improved humanitarian access to vulnerable populations and improved capacity for access negotiations amongst the humanitarian community throughout Ituri by the provision of safe, reliable, appropriate dedicated humanitarian air transport.

This objective, a response to the increasing violence in Ituri area, continues to be met with an aircraft based in the area for the week. This quarter we flew 218 block hours for Bunia. There has been less violence since the worst months of fighting over the summer, but thousands of IDPs remain in need of support.

US Government Resources (USD):

	Objective 1 & 4	Objective 2	Objective 3	Grant Total
Budget through 31 May 2003	8,358,735	275,282	249,858	8,883,875
Expended this period	544,250	0	0	544,250
Expended to date	7,949,527	283,547	269,840	7,949,527
Remaining Balance	409,208	(8,265)	19,982)	934,348

II. PROGRAM PERFORMANCE

A. Performance against Objectives

Objective 1: Provision of Humanitarian Flight Services

Indicator A: Block Hours Flown by Aircraft by Month in this Quarter

Objective 1

	Twin Otter	Grand Caravan	Grand Caravan 2 PC-12
Target Hours/Month/Aircraft**	90	90	90 or equivalent ¹
Actual Hours/Month/Aircraft	87.9	79.4	111

**Target Hours / Month / Aircraft are based on the new budget of 90 hours per month, up from 75 hours.

Objective 4

	Grand Caravan
Target Hours/Month/Aircraft**	60
Actual Hours/Month/Aircraft	54.5

¹ The PC-12 flies 220 knots to the Caravan's 150 knots. PC-12 hours have thus been multiplied by 220/150 or 1.467 to give comparable information.



On the ground, Air Serv's team continues to monitor the humanitarian situation, by participating in the weekly humanitarian meetings. As in the past two years, the DR Congo team are vigilant in their attempts to keep the program operating smoothly and most effectively. Changes in the program are the reflection of operational changes of our partners, who in turn are responding to the changing reality on the ground.

A key factor is our ability to continue operating throughout most of the region, in spite of the fighting. Air Serv is recognized as a neutral humanitarian operator and therefore has been able to keep extraordinary access. The final Quarter of the year has brought significant changes which are highlighted here:

- Rachel Scott, the former CD, worked hard to maintain neutral relations with all factions, and had established strong links to the area leaders, resulting in accessibility. The new CD, Clarisse Goussaud has keenly taken up the reins and has continued our strong relationships. Clarisse has recognized the changing role in government and worked to establish direct ministerial relations with the Kinshasa government. This has resulted in country wide NGO status and a request from the Ministry of Humanitarian Affairs to run the logistics for all humanitarian organizations. Air Serv has not yet responded to this request.

Since the outset, the Kivu shuttle has been extraordinarily critical to humanitarian operations. In South Kivu province Aiserv provides air services to partners (IRC, FHI, ACTED, OCHA, FAO, WFP, MSF H (DRC and Burundi), IMC, ACF, CARE INTERNATIONAL and others) to the following destinations: Bukavu, Kamituga, Kitutu, Shabunda, Kampene, Lulingu, Baraka, Kilembwe, Namoya, Baraka, Kazimia, Walikale, Kama. Last report there were some assessments in Lulingu and Kama and we continue to fly there. There are new ones such as Kazimia and Kampene where we flew OCHA and Care International respectively. The Kivu Shuttle is executed by the Twin Otter on every Wednesday.

- Our relationship with the Mai Mai is strong and we have not had any more problems thus far. In early December NGOs and UN agencies obtained a signed clearance from the Mai Mai former leader and current Commander of the 9th military region (Kisangani) major General Padini. All Mai Mai forces scattered in Kivu province are instructed to grant free movement of humanitarian and UN actors and secure local populations and their properties. They are to remove all road blocks and cooperate with OCHA, NGOs, MONUC and other UN agencies.
- With peace arriving to the southern province of Katanga South we have been flying to Lubumbashi at the request of the Lubumbashi based NGOs. There is a Katanga shuttle south on Mondays and from Lubumbashi we provide flights to the southern destinations for OCHA, IFESH, CARITAS, World Vision, UMCOR, ACF going to Dubie, Mitwaba, Kitwa, Pweto, Malembankulu, Kisenge, Kolwezi. The demand for shuttle service is extremely high. This quarter we had 64 flights and have often had to overnight an aircraft in Lubumbashi.
- Under the leadership of our Country Director, Clarisse Goussaud and Chief Pilot, Ted Horeau we have strengthened our relationship with the Government. We are in the final stages of securing a 5 year, country-wide clearance authorization



Indicator B: Passengers and Freight Flown by Month

There has been no significant increase or decrease in passengers. Passenger numbers are slightly down from last quarter, but it is the approximate number of people that would be carried for a week, and therefore is most likely due to the holiday. The average number of passengers that were flown this quarter was 1,256 per month an increase over last quarter, though hours were decreased overall. This is due to the increase of passenger numbers flying from Bunia. Bunia

Indicator C: Medical and Security Evacuation Availability

At least one aircraft was available each and every day of the Quarter for medical and security evacuation purposes.

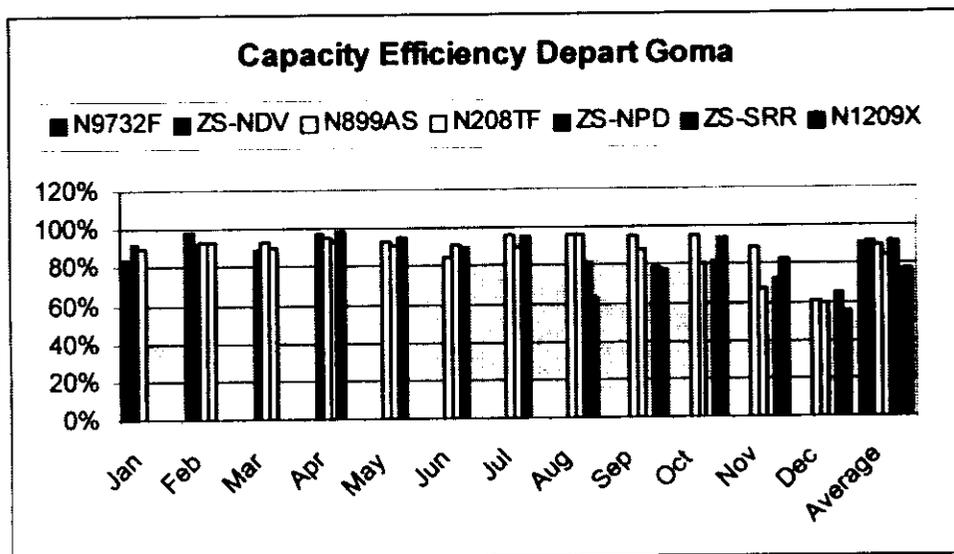
Indicator D: Flight Days Available

Similarly, an aircraft was available to fly on every day during the Quarter.

Although Air Serv does not usually fly on Sundays due to flight and duty time restrictions on pilots², some exceptions were made for emergency cases during the grant period.

Capacity Efficiency Indicators

In response to comments that Air Serv aircraft were not using space efficiently on a regular basis³. We continue to use these indicator so determine how we can best use our capacity. These indicators have been incredibly useful to Air Serv's operations staff in showing areas where improvements in capacity efficiency can be made.



The capacity efficiency for Goma was slightly lower in December, reflective of the holidays and several assessment trips that took place. In the effort to expand our operations, we have had to

² These restrictions comply with international air law and Air Serv's Flight Operations Manual.

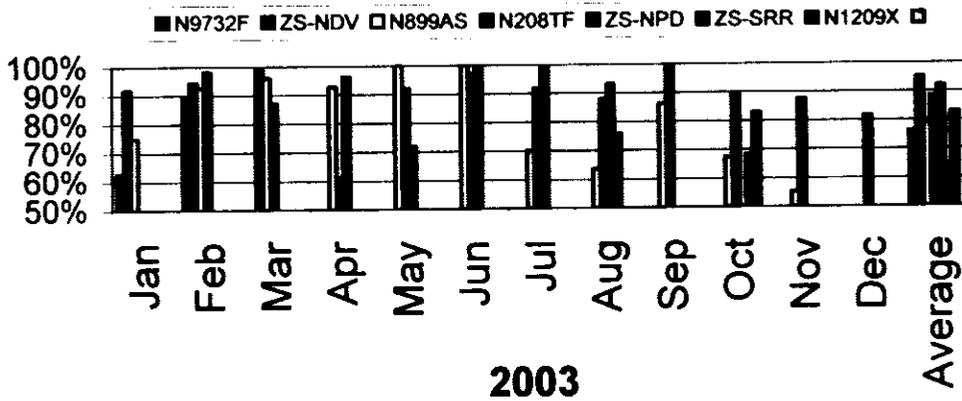
³ Please note that Air Serv continues to refute these accusations.



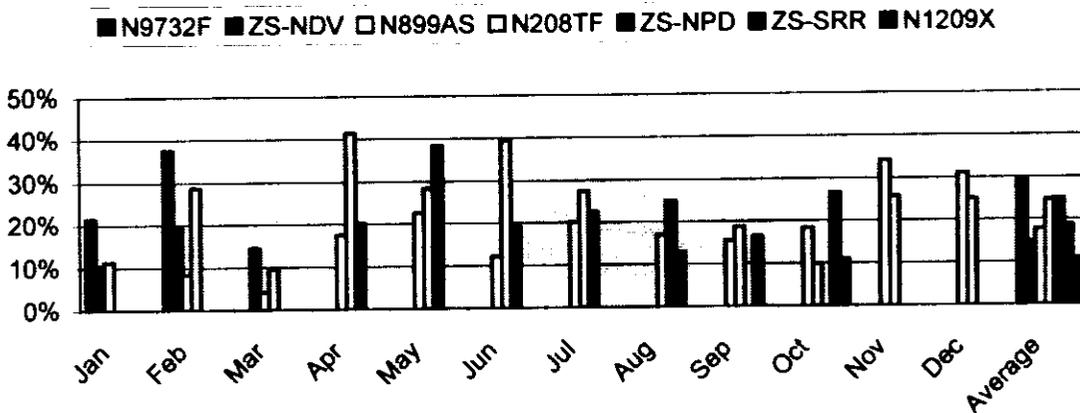
continue with several assessment trips, thereby not utilizing the maximum payload. Two assessment trips occurred in December. Otherwise, on average capacity has remained above 70% on all aircraft from Goma. This illustrates the intense planning our route schedulers put on filling the aircraft.

The Katanga Shuttle continues to have an impact, used to move people from areas in Katanga not from Goma. Otherwise, capacity efficiency was consistently high.

Capacity Efficiency Depart Bukavu



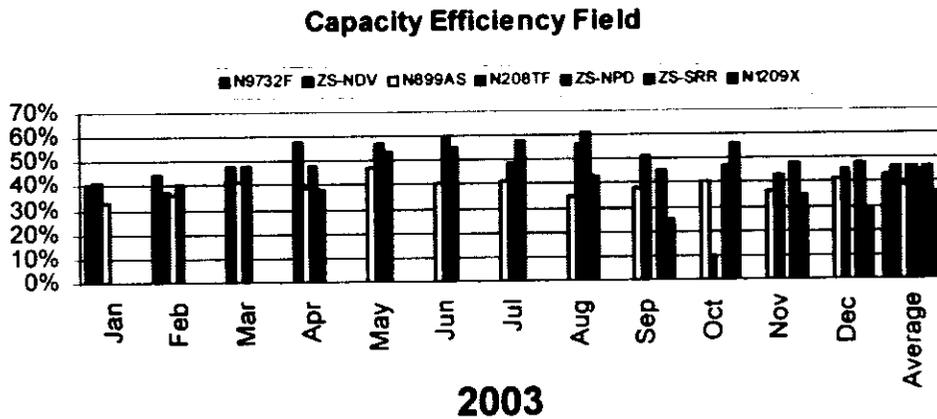
Capacity Efficiency Positioning Buk



Though this is just a positioning flight, we do try to shoot for at least 20% . We have been pleased that we have been able to achieve that for the last two months, though the aircraft schedules is really

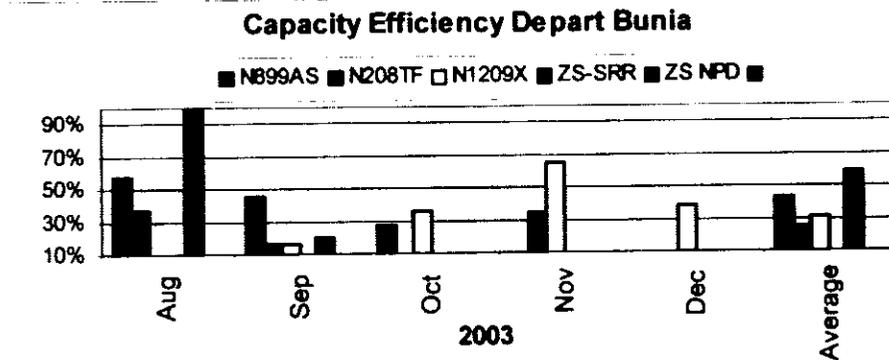


booked for the flights leaving from Bukavu. As noted we are trying to fill capacity to as much as possible and will continue to do so.



As you know, Air Serv set an ambitious target of 40% capacity efficiency in the field (i.e. for legs between field sites, and on return to Bukavu or Goma). There has been consistent improvement in these statistics over the year. The Twin Otter continue to be used for its STOL (short take off and landing) abilities and not due to its capacity.

It is the concerted efforts of reservations staff to optimize capacity utilization that has led to the majority of the improvements. Work to maintain these standards will continue throughout the year.



Objective 4: Improved humanitarian access to vulnerable populations throughout Ituri⁴

Indicator A: Block Hours Flown by Aircraft by Month in this Quarter

Block hours flown this Quarter averaged 274.9 hours per month.

⁴ Objective commenced 15 July, runs to 31 January 2004.



This part of the operation, with one aircraft based in Bunia, has been added to the grant to provide humanitarian access to the population in wider Ituri. An aircraft had started making trips to Bunia in July and was officially operating by Aug. After a slight delay, things have been going very well and the aircraft is quite busy.

There remains issues of insecurity and lack of capacity. Lack of capacity has been the biggest drawback as NGOs continue to state that they are constrained by financial and human resources. Most NGOs are still focusing on Bunia Town.

As we did in last quarter, Air Serv has been able to provide vital humanitarian transport to destinations including Djugu, Rethy, Mahagi, Aru, Beni and Dungu, plus cargo transported from Entebbe and Goma.

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Indicator	Target	Actual Performance	Comments
Block hours flown/month (Twin Otter aircraft)	90 hours /month	Average 87.9 hours /month	This quarter we flew 98 % of projected hours.
Block hours flown/month (Grand Caravan 1 aircraft)	90 hours /month	Average 79.4 hours /month	This quarter we flew 88% of projected hours.
Block hours flown/month (PC-12 aircraft)	90 hours /month <i>*or equivalent</i>	Average 111 hours /month	This is an additional aircraft added within the grant budget to provide air transport to previously inaccessible areas. This quarter we flew 123% of projected hours.
Block hours flown/month (Grand Caravan 3 aircraft)	60 hours /month	54.5 hours /month	This quarter we flew 91 % of projected hours.
Objective 1: Provision of humanitarian flight services in the DRC and Great Lakes region in support of urgent relief efforts addressing the needs of the populations at risk in Eastern DRC.	Increase humanitarian access and provide safe and reliable air transportation to humanitarians.	Average 278.4 block hours, 1256 passengers and 59.1 metric tons of freight/month	•This quarter we flew 15% more passengers than last quarter and 10% more cargo was carried compared to last quarter.
Objective 2: Provide 100 hours of emergency DC-3 flights.			Completed in a previous reporting period.
Objective 3: Provide 160 hours of emergency DC-3 flights in Katanga province in support of food lift for WFP.			Completed in a previous reporting period.
Objective 4: Improved humanitarian access to vulnerable populations and improved capacity for access negotiations amongst the humanitarian community throughout Ituri by the provision of safe, reliable, appropriate dedicated humanitarian air transport.	60 hours/month	Average block hours 72.8 /month**, average passengers 231 /month and 13.9 metric tons of freight/month.	We have flown a total of 692 passengers and carried 41.628 metric tons of freight this quarter.
Evacuation and Medevac availability.	Every Day	Available every day. 3 medical evacuations were carried out this quarter.	At least one aircraft was available on every day of the quarter.
Flight days available	90 days	90 days	At least one aircraft was available on every day of the quarter.

*The PC-12 flies 220 knots to the Caravan's 150 knots. This has been taken into account and PC-12 hours have been multiplied by 1.4 to give comparable information.

** Objective 4 (Ituri flights) block hours, passengers, and freight are included in the aircraft totals reported in the rows above.

Indicator B: Days aircraft available for emergency evacuations

At least one aircraft was available for emergency evacuations from Ituri every day during the Quarter.

B. Success stories and program highlights

- Seven evacuations were carried out this quarter:

October 28 th , 2003:	Merlin	: Punia/Goma . A/C Caravan TF
November 1 st , 2003:	Merlin	: Punia/Goma . A/C Twin Otter
November 05 th , 2003:	World Relief	: Goma/Kigali . A/C PC-12
November 05 th , 2003:	World Relief	: Goma/Kigali . A/C PC-12
December 13 th , 2003:	Goal	: Manono/Goma . A/C Twin Otter
December 20 th , 2003:	Africa Air Rescue	: Goma/Kigali/Ebbe. A/C PC-12
December 21 st , 2003:	MSF SWISS	: Bunia/Kigali/Entebbe. A/C Caravan 9X

- The recognition Air Serv has built in a relatively short time has opened up huge areas for assistance and support. The overall expansion of air transport services is the culmination of strong teamwork on the part of the humanitarian community as a whole. This effort and Air Serv's ability to react quickly to the changes in need have strengthened our credibility and reputation. We have been able to build on that base with the Government. Air Serv is increasingly viewed as a partner in capacity building and expertise in the area of humanitarian transport and logistics.

C. Problems Encountered, Solutions Implemented

- Recently we have run into difficulties to obtain Uganda clearances for direct flights in and out DRC and Uganda. The problem has been temporarily resolved by routing all flights through Kigali rather than directly to Goma. Our new Field Officer, Anna Dira, based in Ebb, is handling this file, as a priority.
- There continues to be NGO complaints toward ASI aircraft to carry NGOs from some bases to field locations. We continue to work with NGOs to meet as many needs as possible.
- Humanitarian assistance is being expanded as violence decreases, and more areas are opened up. Safety has to be maintained as runways that were previously closed are now usable. Air Serv has identified and listed many runways that are in need of some repairs. This would protect the aircraft and ensure the highest available safety standards possible. Runways need to be repaired (Lubao) especially for the PC-12, other such as Pweto, Kasongo, Kama should be lengthened.
- We continue to hear protest of the raise in flight fees. Passenger numbers and flight hours are slightly down this quarter, but more likely due to the holiday season. NGOs do continue to struggle to cover the costs. NGOs continue to voice their concerns vocally in meetings, and actively by canceling standing weekly flights (eg IRC, MSF-H). ECHO's insistence on



cutting its partners' budgets so that they must use ECHO Flight has not assisted. NGO concerns remain the same including leaving people in the field for longer periods without adequate support, effective supervision and information exchange, and decrease in access to needy populations.

III. RESOURCE USE / EXPENDITURES

The opening up of new areas, and with the Katanga and Kivu Shuttles in place, Air Serv continues to strive to use its resources for the highest benefit to NGOs and the program. The no-cost extension of the Grant from December 31 to March 31 clearly demonstrates that we were able to keep costs down and successfully increase our length of operation. In the following three months we expect our hours to be maintained and perhaps even increase if we clean up some runways. We are also looking at improving infrastructure on a small scale.

Income for the past year was extremely close to our projected amount and we are confident that we could keep it up if NGOs can continue to pay the current 50% fare. Next year may be another story as a prolonged fare increase may take a toll on resources. In the meantime the NGOs continue to protest over fare increases, and we are waiting the fallout that could occur. Fortunately to date it has not. As one of a few air transport providers there is not much competition.

OBJECTIVE 1: GOMA CORE OPS

These figures come from the Ops 2 Report

Block hours per aircraft (Avg for Quarter)

Aircraft	Oct	Nov	Dec	Total	Avg	Last 1/4 Ave	Difference
N208TF Grand Caravan 1	66.00	72.20	51.30	189.50	63.2	78.9	-19.9%
ZSNPD Grand Caravan 2	-	-	-	-	-	78.6	-100.0%
ZSSRR PC-12*	111.61333	125.5	95.92	333.08	111.0	58.9	88.6%
N899AS Twin Otter	95.2	63.4	101.5	260.1	86.7	88.2	-1.7%
N1209X Grand Caravan 3	24.2	10.70	12.30	47.2	15.7	28.6	-45.0%
	297.0	271.8	261.0				
TOTAL			829.9		276.6	314.1	-11.9%

Passengers Carried Per Month

Aircraft	Oct	Nov	Dec		Avg	Last 1/4 Ave	Difference
N208TF Grand Caravan 1	193	219	138	550	183.3	240	-23.6%
ZSNPD Grand Caravan 2	-	-	-	-	-	264	-100.0%
ZSSRR PC-12	440	475	300	1215	405.0	314	29.0%
N899AS Twin Otter	403	228	465	1096	365.3	348	5.0%
N1209X Grand Caravan 3	90	32	95	217	72.3	71	1.9%
	1126	954	998				
			3078		1026	1086	-5.5%

Freight Carried Per Month (Metric Tons)

Aircraft	Oct	Nov	Dec		Avg	Last 1/4 Ave	Difference
N208TF Grand Caravan 1	11.469	17.088	8.043	36.600	12.200	16.3	-25.2%
ZSNPD Grand Caravan 2	-	-	-	-	-	11.1	-100.0%
ZSSRR PC-12	9.713	10.592	6.457	26.762	8.921	7.8	14.4%
N899AS Twin Otter	23.483	17.600	24.307	65.390	21.797	17.6	23.8%
N1209X Grand Caravan 3	5.236	0.979	0.682	6.897	2.299	10.4	-77.9%
	44.665	45.280	39.490				
			129.434		43.1	53.7	-19.7%

OBJECTIVE 4: BUNIA OPS

These figures come from the Ops 2 Report, plus the Aircraft Timesheet

Block hours per aircraft (Avg for Quarter)

Aircraft	Oct	Nov	Dec	Avg	Last 1/4 Avg	Diff
N208TF Grand Caravan 1	19.1	24.60	5.10	48.80	16.27	40.70 -60%
ZSNPD Grand Caravan 2	-	-	-	-	-	6.00 -100%
ZSSRR PC-12	-	-	-	-	-	-
N899AS Twin Otter	3.7	-	-	-	3.70	6.55 -44%
N1209X Grand Caravan 3	39.7	36.60	89.60	165.90	55.30	12.95 327%
	<u>62.5</u>	<u>61.20</u>	<u>94.70</u>			
TOTAL			218.40		72.80	66.20 10%

Passengers Carried Per Month

Aircraft	Oct	Nov	Dec	Avg	Last 1/4	Diff
N208TF Grand Caravan 1	114	117	8	239	80	74 8%
ZSNPD Grand Caravan 2	-	-	-	-	-	35 -100%
ZSSRR PC-12	-	-	-	-	-	-
N899AS Twin Otter	31	-	-	-	31	20 55%
N1209X Grand Caravan 3	132	66	224	422	141	29 394%
	<u>277</u>	<u>183</u>	<u>232</u>			
			692		231	158 46%

Freight Carried Per Month (Metric Tons)

Aircraft	Oct	Nov	Dec	Avg	Last 1/4	Diff
N208TF Grand Caravan 1	1.066	4.569	0.550	6.185	2.062	7.600 -73%
ZSNPD Grand Caravan 2	-	-	-	-	-	0.200 -100%
ZSSRR PC-12	-	-	-	-	-	-
N899AS Twin Otter	-	-	-	-	-	2.100 -100%
N1209X Grand Caravan 3	9.280	8.747	17.415	35.443	11.814	2.900 307%
	<u>10.346</u>	<u>13.316</u>	<u>17.965</u>			
			4628		13.876	7.590 83%

TOTAL GOMA OPS		
Block hours per aircraft (Avg for Quarter)		
	Total Block Time QTR	Avg
N208TF Grand Caravan 1	238.3	79.4
ZSNPD Grand Caravan 2	-	-
ZSSRR PC-12	333.1	111.0
N899AS Twin Otter	263.8	87.9
N1209X Grand Caravan 3	213.1	54.5
	835.2	
Avg/Month	278.4	
Passengers Carried 4th Quarter		
N208TF Grand Caravan 1	789	263.0
ZSNPD Grand Caravan 2	-	-
ZSSRR PC-12	1215	405.0
N899AS Twin Otter	1127	375.7
N1209X Grand Caravan 3	639	213.0
	3770	
Avg/Month	1256.67	
Freight Carried 4th Quarter (Metric Tons)		
N208TF Grand Caravan 1	42.786	14.262
ZSNPD Grand Caravan 2	-	-
ZSSRR PC-12	26.762	8.921
N899AS Twin Otter	65.390	21.797
N1209X Grand Caravan 3	42.340	14.113
	177.277	
Avg/Month	59.092	

* The PC-12 flies 220 knots to the Caravan's 150 knots.
 PC-12 hours have been multiplied by 220/150
 to give comparable information.