Covering Europe, Africa, Asia and the Middle East
by Charles Alcock

Twelve months ago, the introduction to AIN’s 2008 international FBO special report remarked that there had probably never been a better time to be in the FBO business. At the time, business aircraft traffic growth was in full flow in markets outside North America and there was no obvious sign that this trend would diminish to any great extent.

Now the shockwaves from a financial crisis that began in the U.S. are cascading around world economies, and business aviation is clearly one of the casualties. Most European FBOs have seen a relatively steep downturn in traffic that began in September or October. The smallest decline in traffic over the past six months reported to AIN has been around 3 percent, but quite a few bases have seen month-on-month declines of just above 20 percent.

The optimists among the FBO managers AIN surveyed seem to believe that this dip in fortunes is symptomatic of an extreme, knee-jerk reaction to the exceptional uncertainty in business circles. However, the more pessimistic took the view that worse may yet come and that it could take at least until the middle of this year to ascertain where the bottom of the downturn lies.

At the same time, many FBO managers believe that commercial aircraft operators and charter brokers have become much more sensitive to the cost of handling services and are more ready to shop around among FBOs to get reduced prices. Several also reported significant problems with slow payments from customers and indicated that the credit-worthiness of some clients has become a much bigger consideration against the backdrop of several bankruptcies among operators.

That said, there is ample sign of stoicism and a survival instinct among FBO executives. Many pointed out that the drop in traffic has to be viewed against a backdrop of unprecedented strong growth in markets such as Europe, the Middle East and Asia over recent years. It remains to be seen whether the downturn in these fortunes will dampen the appetite of companies to invest in ambitious expansion plans that have been laid for these emerging business aviation markets.

With handling operations in Europe, the Middle East, Africa, Asia and Australia, ExecuJet Aviation is of the opinion that the FBO market is by no means uniform geographically. Group executive director Graeme Duckworth told AIN that in Europe and South Africa traffic started to dip in the three months beginning in September 2008 but that it has since picked up to varying degrees. By contrast, the company’s Dubai FBO didn’t see a drop in business so early but then experienced quite a sharp fall in December and January as charter operations tumbled in a location that now appears to be caught in the grips of a global financial crisis to which until very recently it had seemed immune.

Duckworth is among many in the FBO sector who have seen a more pronounced decline in handling work for charter operators, which seem to be slowing operations at a greater rate than those flying private owners. That said, charter activity still appears to be healthy in South Africa, where ExecuJet recently opened a new FBO at Cape Town.

“We are still cautiously optimistic but have to assume there could be a decline in traffic volumes this year,” he commented. “But new aircraft are still being delivered in most of the regions, which should mitigate this trend, and emerging markets [such as Asia] normally lag behind the U.S. and Europe.” As of February, ExecuJet was still 4 percent above budgeted figures for the number of movements it expects to handle in the financial year that began at the end of July 2008.

As an operator of some 151 business aircraft around the world, ExecuJet is also well qualified to comment on the standard of FBO service. “We still find a lot of inconsistency,” said Duckworth. “Some of this is due to cultural differences and some of it due to FBOs having to deal with factors such as poorly conceived security arrangements that can stand in the way of good service.”

ExecuJet, which started operating international FBOs in 1997, is increasing the training that it provides to handling staff and is bringing more services in-house to ensure acceptable standards and to help keep costs under control.

According to Duckworth, generally customers are becoming more sensitive to handling prices, which he said have continued to rise in many locations. “We are trying to increase our revenues by providing more services, but at the same time we are aiming to provide better value,” he maintained.

Looking to the future of the FBO sector,

The AIN FBO Survey asks readers to rate FBOs that they frequent in four key categories: line service; passenger amenities; pilot amenities and services; and facilities. For each of the four categories, the survey participant can assign a number from one to 10, one being worst and 10 the highest rating. To arrive at the averages for the categories, each FBO’s ratings for each of the four categories are added and the resulting sum is divided by the number of responses received for that FBO. The overall average for that FBO is computed by adding the FBO’s four category scores and dividing that sum by the total number of responses received in all four categories.

Only those invited to participate in the AIN FBO Survey can access the Web site to fill out the online ballot form. Each invitee receives a code that must be used when filling out the ballot, and that code can’t be used by anyone else, thus preventing ballot-box stuffing and ensuring that only those invited to participate can post their opinions.

Forecast International received 2,661 completed survey returns, up substantially from last year’s 1,963. The completed return rate was 18.1 percent compared with 13.3 percent last year.

Respondents provided a total of 41,098 FBO ratings, which averages to 15 FBOs each (this includes 141 respondents who began but did not complete the survey). Last year respondents averaged 16 FBOs each; and the 2007 number was the same as this year.

The survey asks AIN readers to rate FBOs and handlers worldwide. In this issue only the results for facilities in Europe, Africa, Asia and the Middle East are listed. The results covering the Americas FBOs (North, Central and South America, and the Caribbean) were published in AIN’s April issue and can be found in their entirety at www.ainonline.com/resource-center/.

Survey participants added 110 FBOs to this year’s list by writing ratings for facilities they use that were not listed. The total number of FBOs originally available to be rated was 1,509, so 1,819 received ratings. Write-in FBOs are added to the final results if they receive enough ratings, and they are also added to the list for next year’s FBO survey.

SURVEY RULES AND METHODOLOGY
Duckworth predicted that companies will have to offer more services, such as maintenance, to remain competitive and that equipping ramps to handle large aircraft will result in more investment. At the same time, a new wave of regulations will force more spending on training. He also predicted that FBOs will have to become less reliant on third-party service providers. “Only the best managed FBOs will survive, and many of these will be part of bigger groups that have the resources to maintain standards,” Duckworth commented.

The strained current market conditions have prompted ExecuJet to be more cautious in pursuing expansion plans that it has harbored for some time in Europe, the Middle East and Asia. However, he indicated that this could be just a brief respite. “This is a good time for us to be looking at traffic volumes and to assess opportunities more carefully,” Duckworth explained. “We will come out of this [depressed] market one day and this is a good time to get in position for further growth. There may even be unforeseen opportunities to expand, such as corporate flight departments that no longer want to do their own maintenance.”

ExecuJet recently opened its refurbished FBO at Berlin’s Schoenefeld Airport. This airport will eventually receive all business aviation traffic heading for the German capital when Tegel Airport is shut down.

Credit Crunch Slows Consolidation

For John Enticknap, vice president for business development with Mercury Air Group, one of the main ramifications of the credit crunch will be a slowdown in consolidation in the FBO business. “This will come to an end temporarily and it will result in more investment. At the same time, a new wave of regulations will force more spending on training. He also predicted that FBOs will have to become less reliant on third-party service providers. “Only the best managed FBOs will survive, and many of these will be part of bigger groups that have the resources to maintain standards,” Duckworth commented.

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In Cartwright’s view the near total squeeze on credit is also stifling further FBO developments in international markets that had seemed so attractive just a year ago. “I expect everyone to look for a new and see way ahead with new developments when they are unsure what the return on these investments will be. On the other hand, the squeeze on credit from the banks could lead to a cleansing of the marketplace. “Smaller players might be financially compromised,” he predicted. “We expect to see the market shrink and some FBOs could disappear.”

Universal Aviation’s vp Adolf Aragon also sees the international FBO sector as being in a state of flux. On the one hand, he told AIN, companies are reluctant to push ahead with new developments when they are unsure what the return on these investments will be. On the other hand, Aragon acknowledged that revenue streams from the fuel refining business could lead to a cleansing of the marketplace. “Smaller players might be financially compromised,” he predicted. “We expect to see the market shrink and some FBOs could disappear.”

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“What can FBOs do to beat the recession?”

• “Don’t get rid of good quality staff because you want to save money. Use them more efficiently, getting them to do more work, spreading job descriptions and doing more effective forward planning. It is important that you maintain your customers because trying to get new customers in a down market is expensive. Your best staff have relationships with your customers, and this is a relationship business.”

• “International FBOs should try to get more control over the fueling side of their operations. In many locations there are still effectively fueling monopolies that hurt FBOs and their customers alike.”—John Enticknap, president, Aviation Business Strategies Group

• “It will be a tough year, but those who look after their customers like their lives depend on it and offer exemplary service will be well positioned when conditions improve. It’s all about personal, individual service with no compromises. We have always understood that.”—Brandon O’Reilly, chief executive, TAG Farnborough

• “Underselling service levels is the fastest way to destroy business. You need to listen to customers and be flexible and innovative in providing the service they need. It is also important not to depend on just one source of income by offering a full range of revenue-generating services.”—Steve Grimes, CEO, Ocean Sky Jet Centres

• “Give the best service possible. Do not turn down work on account of price if you have capacity. This is a time to be entrepreneurial.”—Robert Walters, business development manager, London Biggin Hill Airport

• “It is at times like this that you can really show the difference between you and your competitors. You need to take extra special care of your customers now because competitors will easily try to take customers away with lower prices. The only way to avoid losing clients is to make them really aware of why your service is different. Our management understands this.”—Erturk Yildiz, handling manager, TAG Aviation Geneva

• “Definitely not by price dumping but instead by raising standards and giving clients value for money. FBOs inte-grated into a global aviation company will have more chance to survive, thanks to the network and to the cross-selling effect.”—Bernard Ratsira, FBO director, Jet Aviation Geneva

• “You now have to get a bigger piece of the pie so do everything in your power to increase your service offer-ing. perhaps by getting into new areas such as handling for small regional airlines. Service differentiation is the key, and for this FBOs are reliant on a few very customer-service-oriented people. Reducing headcount will negatively impact service levels.”—Graeme Duckworth, group executive director, ExecuJet Aviation

• “Just like any business: conserve cash, make painful but necessary cuts, focus on service and client retention, look cautiously for opportunities, manage risk with more attention to detail and give less credit. We already see that many fewer FBOs now give credit terms; this is worldwide. Three years ago FBOs would take incredible credit risks with operators they hardly knew. Now most FBOs internationally want credit cards or some kind of security if you are not a Blue Chip operator. And by the way, who is a ‘Blue Chip’ operator these days? Quite a reduced field of operators now.”—Chris Cartwright, co-managing director, Feras

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its current facilities at the airport. This is situated on Luton’s south ramp and is immediately parallel to the runway. The expansion is being spearheaded by the group’s new Ocean Sky Jet Centres subsidiary, led by newly appointed CEO Steve Grimes. The company is also active in executive charter and already owns FBOs at Prestwick in Scotland and at Manchester in the northwest of England.

Ocean Sky has plans to establish a network of FBOs right across Europe and it is currently in the advanced stages of pursuing two other opportunities in both the FBO and MRO business. Sweden is one possible location for a new base.

Grimes sees the current downturn in business aviation activity as a good time for expanding an FBO network as long as the investors have a long-term strategy. Ocean Sky’s main backer is a group of trust companies that has invested in the Luton Lloyd. He said that the opportunity to enter Luton as its third FBO would probably not have arisen a year or two ago when the airport was still in growth mode with new services such as Silverjet, the now-bankrupt all-business-class operation. “This [recession] is a good time to be entering an [FBO] platform because opportunities are opening up at airports in Europe that would not have been there recently,” said Grimes.

He predicted that the current market downturn will force some weaker FBOs out of the business. This is the ideal time to be building growth opportunities for the three or four FBO groups that are committed to building large networks of international bases.

**UK Gateways**

Luton has become one of the UK’s capital’s main business aviation gateways. At the same time, it has seen rapid growth in low-cost air services and last year this resulted in mandatory full slot coordination there. How- ever, Grimes acknowledged that many business operators are still in growth mode with new services such as Silverjet, the now-bankrupt all-business-class operation. “This [recession] is a good time to be entering an [FBO] platform because opportunities are opening up at airports in Europe that would not have been there recently,” said Grimes.

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**Oxfordjet**

Oxfordjet is trying to position its FBO facility at Oxford Airport as a convenient and less expensive alternative to London-area airports.

In February, Dubai-based JetEx Flight Support completed its first move into FBO management by acquiring the Flying Group facility at Paris Le Bourget Airport. The Belgian company has sold the FBO for an undisclosed sum so it can focus on its air- craft charter and management activities.

According to JetEx CEO Adel Mardini, the Paris acquisition is part of a long-term strategy to establish an international net- work of FBOs. The company plans to begin a comprehensive redevelopment of the Le Bourget premises to provide addi- tional lounges and aircraft parking areas large enough to receive the Airbus A380. Its aim is to cater to the top end of business aviation, including head-of-state flights.

Mardini told AIN that JetEx has chosen to start its FBO network at a major busi- ness aviation gateway like Le Bourget, where there are already several established FBOs. Its aim is to raise the company’s profile in the sector quickly and to demon- strate its resolve to set a high standard for service and facilities even in the face of stiff competition.

Until February 1, Flying Group occu- pied half of one of Le Bourget’s main business aviation facilities, located at the airport entrance, but JetEx will now occupy the whole building. JetEx had owned half of the space but never occupied it because it deemed the site too small.

Flying Group has found Le Bourget to be an expensive and troublesome place to do business, having spent more than two years trying to overcome legal and bureaucratic hurdles to completing its planned development. The company spokesmen described this effort as “the cost of entering the French market” and said that “only large companies with a lot of money” can survive in such intensely competitive FBO environments.

For Sandrine Jackson, director of Uni- versal Aviation France, the fundamentals of successful ground handling for business aviation are unchanged. “The facilities themselves are nice to have but they are not the main thing,” she told AIN. “It’s the contact you have with people that can make all the difference. Retaining staff is important because it is hard to find quali- fied people and we need to keep them even during an economic crisis.”

Jackson and her colleagues in the UK and Italy all agreed that while other busi- nesses are quick to reduce their payroll during a downturn, this is a completely false economy in the FBO sector. Universal is taking advantage of the somewhat quicker periods to increase training opportuni- ties for its staff.

“We are also investing in helping our third-party suppliers to provide better value and service levels,” said Universal Aviation UK director, Liam McManus. She said that bureaucratic restrictions continue to stand in the way of improved service levels at many Italian airports, especially with regard to getting dedicated facilities and access to suitable aircraft parking space. By contrast, Universal’s Le Bourget base has ample parking areas and sees this as a big competitive advantage.

As part of the wider Universal Weather & Aviation flight planning and support group, Universal Aviation has always viewed itself as more than just an FBO chain. “You need to find services that others are not providing and be more of a concierge than just a handler,” said Universal Aviation UK director Sean Raferty.

“FBOs need to review their own busi- nesses to examine how they are competing,” said Raferty. “In the UK we are seeing more robust immigration and customs procedures that can stand in the way of service. But they are beyond our control so we have to find a way to work the system to the best advantage of our customers. Our service culture is all about anticipating customers’ service needs rather than always reacting.”

At London Stansted Airport, Universal

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wants to build a new facility as soon as the airport agrees to release the land needed for this. However, a recent UK government decision forcing airport group BAA to sell Stansted could delay this decision.

All of Universal’s European managers reported increased price sensitivity among their customers. “Some clients are demanding reduced prices, and while we won’t get into a price war we can offer some discount for volume business,” said Jackson.

Biggin Hill Airport—located about 12 miles southeast of London’s financial district—has also seen the negative impact of the credit crunch. Overall, business aviation traffic levels in 2008 remained the same as in 2007 at 15,000 movements. However, a growth curve came to an end in the fourth quarter of last year when traffic dropped by 25 percent. According to business development manager Robert Walters, the traffic decline in January was closer to 15 percent, suggesting that the slowdown might have abated.

“There will be a lot of consolidation in 2009 and those emerging on the other side will come out stronger with better working practices and maybe more stable for the future,” he told AIN. “Hopefully people will not forget this time and will learn from it because it will happen again, maybe not for the same reasons.”

In Walters’ view the anticipated consolidation of the international FBO market will not necessarily be good for aircraft operators in the short term. “Some airports will have just one FBO, where there was competition before, and so prices could rise,” he predicted.

According to Walters, another factor in the evolution of the market will be the arrival of growing numbers of light airplanes, whose operators will not necessarily want to pay for everything provided by the full-service FBOs. “All they need is the most basic of services, and they may even self-handle,” he said. “This will mean that some operators might be forced out of airports, but even there traffic levels have been falling since around last September. According to Erturk Yildiz, handling manager of the TAG Aviation Geneva FBO, the number of movements received in January 2009 was 24 percent down from the same month in 2008. The sudden decline has come after several years of growth rates that were as high as 25 percent per annum, although the increase experienced over the whole of 2008 was already slowing to 8 percent.

In Yildiz’s view, the downturn in traffic is directly related to the mounting recession and its impact on what he described as the “luxury end” of business aviation. He said that charter traffic has been affected particularly strongly by reduced demand for flights and added that it will probably not be clear until after this month’s EBACE show in Geneva whether the business aviation industry has reached the bottom of the trough in the market’s current cycle. In any case, TAG Aviation is not planning any reduction in the resources it commits to the handling side of its business, at least until June, when the situation might have to be reviewed if demand continues to fall at such a steep rate.

According to Bernard Ratsira, the FBO director at TAG’s Geneva neighbor Jet Aviation, the slight softening in traffic levels experienced in the early part of this year has to be viewed against a backdrop of well above average growth in the previous two years (24 percent in 2007 and 6.5 percent in 2008). The 326 aircraft handled in January 2009 represented an 18-percent decline from January 2008, but revenues did not decline to the same degree because the average size of the aircraft received was relatively high. Also, Jet Aviation benefited from extended stays of aircraft operated by clients from the Arabian Gulf states.

Ratsira told AIN that beginning in October there was reduced activity among executive charter and fractional ownership operators. However, in this view it is by no means a clear or lasting trend because in the months since then there have been fluctuations, with charter flights by operators based in Austria, the UK and France picking up over this period. At the same time, he maintained that aircraft directly owned and operated by private individuals and companies with healthy cash flows have not stopped flying to any significant degree.

Meanwhile, Jet Aviation and the three other FBOs at Geneva have continued to struggle with the airport’s insistence that most of their customers park their aircraft in a converted automobile parking lot three miles away on the opposite side of Runway 05. Further headaches have come from runway capacity restrictions and new security requirements that mean it can take up to 10 minutes to make the short journey from groundside to airside through a single control point shared by Jet Aviation, TAG and PrivatPort.

These factors have significantly increased the workload of FBO personnel. Ratsira said that even though he added three employees last year the amount of time spent with bureaucracy means that it is hard to pay sufficient personal attention to customers, who in some cases have become frustrated. He gave the example of a single Cessna Citation movement that had generated more than 30 pages of e-mails and faxes in order to ensure that all arrangements were in place. The remote parking situation, in particular, has made it hard to ensure that fuel and catering are provided in a timely way.

Indeed, the daily grind of delivering quality service at Geneva became such a hassle that five experienced staff left Jet Aviation during 2008. Ratsira said that the company now has to pay even more attention to staff training and quality management to ensure that logistical challenges that are beyond its control don’t undermine service standards.

He said that ideally Jet Aviation would like to expand its facilities at Geneva but that in the current business climate this is “wishful thinking.”

The picture is fairly similar at Jet Aviation’s Zurich base, where there has been a decline in traffic in recent months but not for entirely predictable reasons. FBO director Robert Whitehead said that recent slot statistics show traffic down by as much as 29 percent. This number hides significant fluctuation in that November saw a big drop but was followed by a busy December, with throughput boosted by a bumper skiing season. January’s subsequent shift in weather saw skiers opt to fly direct to St. Moritz, and what might have otherwise been a quiet January was bolstered by traffic generated by the World Economic Forum in Davos.

Some of the decline in traffic at Zurich has been due also to the July 2008 move to mandatory handling, which has discouraged some smaller aircraft from landing there. Looking ahead of this year, Whitehead expects to see an overall fall in traffic, especially in the number of larger aircraft arriving from North America.

Jet Aviation’s Zurich team has faced an increased workload from the new requirement to provide security screening for flights. The process of checking passengers’
bag and coats has become time-consuming, as has the constant challenge of juggling the restricted aircraft parking space at the airport.

One trend that might be related to pressure for business aircraft operators to reduce costs is that flight crew seem to be spending more time in the Zurich FBO and are doing fewer overnight stays requiring hotels. This has prompted Jet Aviation to introduce a sleeping room that was scheduled to open at the end of last month to allow pilots to rest away from the noise of televisions and computers in the main lounge.

Whitehead said there is little scope for FBOs such as his to reduce handling prices because their overheads continue to be high. “Everyone in our industry is just hanging on to see what will happen, but this is a good time to show that you are good at what you do and to be even more conscious of service standards,” he told AIN. He added that difficulties in getting some bills paid on time has made Jet Aviation less inclined to extend credit to some operators.

“It is a fine line that we [FBO managers] now walk,” Whitehead commented. “We have to hope traffic doesn’t go too low and that it won’t stay low for long. If it did, we would eventually have to downsize, but we employ quite a few part-timers and so can play around with hours. Also, we now hire ground support equipment rather than owning, so that is an easier cost to control.”

The company is still pretty awkward in many places, and many operators have to deal with handlers, which announced its $11 million plans last year and intends to use this as a bridgehead for expanding into the European business aviation services market. The company has also announced plans to develop FBOs in Jordan, Bahrain and Qatar.

The FBO, which is equipped for all modern flight support functions, features four separate passenger lounges to serve different guest groups, ranging from business people to members of royal families. The building also includes two crew lounges, customs and immigration facilities, a five-star restaurant, an Arabic coffee house and a mini-mall filled with luxury stores.

There is ample ramp space immediately adjoining the terminal. This includes partially covered structures to allow up to eight airliner-sized aircraft to be parked in the shade.

Despite the fact that economic growth in the Middle East now seems to be somewhat constrained by the worldwide financial crisis, Enticknap said there is still plenty of scope for further market growth in the region’s young FBO sector, albeit at a somewhat slower rate over the next year or so. Mercury has further ambitions for FBO development in the region and stands by its marketing studies, which showed that around 20 to 25 percent of new business aircraft on order are heading for that part of the world.

According to Enticknap, many of the Middle East’s executive terminals are still effectively under government control. He said that the Kuwait development was a rare example of an airport authority leasing land to an FBO developer—a business model that is close to the standard model of FBO development in the U.S. In his view, opportunities to develop true FBOs in countries such as Saudi Arabia have been limited, but he suggested that this situation might be improving.

“The infrastructure [in the Middle East] is still pretty awkward in many places, and many operators have to deal with handlers who are effectively just middlemen,” he explained to AIN. “Parking arrangements can be fairly haphazard and the handling can get messy and needs better coordination.”

In Dubai, business aviation service companies are positioning themselves to expand into the new Al Maktoum International Airport (also known as Dubai World Central). One of the first to commit to establishing an FBO is Palm Aviation, which announced its $11 million plans last November, and both JetEx and Elite Jets intend to open FBOs at the new gateway before the end of next year.

Abu Dhabi-based Prestige Jet bought Spanish executive charter operator Flylink Services last year and intends to use this as a bridgehead for its A319s and other business aviation services market. The company has also announced plans to develop FBOs in Jordan, Bahrain and Qatar.

Australia-based Hawker Pacific has set for itself the ambitious goal of building the top FBO network in Asia. In addition to its existing bases at Sydney, Brisbane, Cairns and Singapore, the company last year opened
the new Skypark FBO Malaysia facility at Kuala Lumpur’s Subang Airport through a joint venture with ExecuJet Aviation.

In December 2008, the company broke ground on the development of a new business aviation center at Shanghai’s downtown Hongqiao Airport and this is expected to be open by year-end. The complex is a joint venture with the Shanghai Airport Authority and will consist of a 27,000-sq-ft building and more than 100,000 sq ft of ramp space, along with adjoining aircraft maintenance facilities.

The new Chinese FBO will be run jointly by Hawker Pacific and the airport authority, and the partners are now starting the planning phase to begin operations, including staff recruitment. Some staff will be appointed by the airport authority and some by Hawker Pacific. All will report to a general manager who is accountable to the joint venture’s board, which consists of directors from both organizations.

According to Douglas Hendry, Hawker Pacific’s general manager for FBOs, while the company has seen a reduction in international traffic coming to its Australian bases, domestic business aviation traffic seems to be holding steady. He indicated to AIN that an initial period of “panic” in reaction to the worldwide financial crisis has cut into flying activity but that the industry might now be entering a more moderate period of consolidation.

Meanwhile, government-owned Airports of Thailand and the ASA Group have resumed discussions about plans to establish a pair of FBOs in Thailand. Under the proposed deal, ASA, which is owned by British entrepreneur and security specialist Simon Wagstaff, would take over the management of the Thai government’s VIP terminals in Bangkok and Phuket.

The VIP terminals at Bangkok Don Muang Airport and Phuket International Airport are currently used only by a small number of government aircraft and some occasional corporate traffic. Under an agreement with the government’s Airports of Thailand authority, ASA hopes to be able to draw more business aircraft to the facilities and share the increased revenues with the government. ASA intends to make the premises fully available to customers of other handling providers.

Customs and immigration clearance can be handled quickly at the two buildings, both of which have extensive adjoining ramp space for aircraft parking. According to Wagstaff, Don Muang Airport is a far more convenient gateway to the Thai capital than the new Bangkok International Airport and is a 15-minute drive from the city center.

Last year, one of Jet Aviation’s greatest achievements was to open a new executive terminal at Beijing Capital Airport in time to receive business aircraft flocking to the Chinese capital for the 2008 Olympic Games. The 35,474-sq-ft facility, opened in partnership with Deer Air, includes conference rooms, executive and crew lounges, refreshment areas, weather briefing and flight-planning space and client offices. Full customs, immigration and security screening is available around the clock and passenger handling is provided in partnership with Capital Jet.

Separately, Jet Aviation’s Singapore FBO team has received the 2009 Frost & Sullivan Asia Pacific Aerospace and Defense Award for FBO Operator of the Year. The Switzerland-based group has long had an FBO at Sæletar Airport and provides handling at Changi International Airport.

CORRECTION: BUSIEST FBOs WORLDWIDE

Last month AIN listed the top-40 busiest FBOs worldwide by the number of responses (page 24). The overall averages listed were incorrect. The correct chart is now available in the online version of the report at www.ainonline.com/resource-center. AIN apologizes for the error.