



IN THIS ISSUE:

- ▶ New AirBP Rewards: "Bravo!" 1
- ▶ CFO / Controller / Author 2
- ▶ Our "Night Man" 2
- ▶ Winter Ops Update 3
- ▶ For a Stronger Business Aviation 4
- ▶ *FIRST* at NBAA..... 4
- ▶ A Snippet of TEB History..... 4



FROM THE TOP

– Bill Thomas, Managing Director/CEO

Few will miss 2009! But here at *FIRST*, we have a lot to celebrate.

Our market share in fuel sales has increased as we offer the lowest Jet-A prices at TEB. Our emphasis on customer care is showing results, even as we tool up future enhance-

ments. No wonder more new customers are realizing that *FIRST* is ready for them.

I want to wish each of you and your families a very HAPPY HOLIDAY and all the best for 2010. All indications are that we will see steady improvement in our operations throughout the new year.



Business Aviation's Newest Rewards Program Available To *FIRST* Customers

AirBP has launched a better customer loyalty rewards program – Bravo.™

What's the big difference?



Bravo offers far more options for exchanging fuel purchase "points" for valuable rewards. More? How about 45 million merchandise options including travel, savings bonds and event tickets? There's even a concierge service to help you find custom items you want as an award.

"We didn't want to offer just any rewards program. More options, more flexibility and more value were (our) criteria..." said AirBP Sales and Marketing VP Steve McCullough, announcing the program at NBAA.

Flight departments and crews can share points earned. The program awards two points for each gallon purchased, plus an additional point per gallon if purchased with the AirBP Sterling Card. Points can be divided among up to four flight crew members and shared with schedulers and dispatchers, per customer request.

An added feature for these troubled times: Points may be donated to designated charities and industry programs. Currently, they include Challenge Air and GA Serves America.

Bravo membership is free. Register by sending an e-mail to Bravo@AirBPaviation.com or sign up at First Aviation Services – Teterboro.

Track your earnings online at www.MyBravoPoints.com, a secure Web site. Some 85 AirBP participating locations are already listed there. ➡

Happy Holidays and Best Wishes for a Prosperous New Year!

Staff Profiles:

GREG FARRELL – CFO/Controller



Meet Greg Farrell, our CFO and controller. He's a relative newbie here at **FIRST**, hired in 2008 as we began to create the "new" First Aviation Services.

He's no beginner in financial management, however. With a Duke economics degree and an MBA from Columbia, he's held top posts at specialty chemicals giant Akzo Nobel and at Nabisco Brands.

Today, the Basking Ridge, New Jersey, resident is excited about his new career in business aviation. "It's different!" He himself is a different kind of accountant.

"If I could, I'd be a writer," he says. In fact he IS a published author, having penned "*A Funny Thing Happened at the Interview...*" about his experiences with job hopefuls in the corporate world. The book continues to sell at Amazon. Meanwhile, he writes business columns regularly for National Business Employment Weekly and other titles—mostly focusing on candidate interviewing (for which few of us are truly well prepared)!

His dream is a future sci-fi novel, but he's no dreamer. For him, accounting is not just "numbers." It's insight into what's happening with the business. "Like instrument flying, you monitor what's going on, distill information, spot trends, put them in context and, if necessary, perform 'quick surgery.'"

In the fast-changing world of aviation business today, that's valuable work. And at First Aviation Services, Greg is helping us write a new chapter in our story. ➡

Short Takes:

LAUREN CAMPBELL – Customer Service Rep

One of our newer customer service reps, Lauren's been with us three years. But in fact, she's "second generation" at **FIRST!** (Her mother worked at our old facility.) That bright, engaging personality says something about **FIRST** today: "It's changed..." says Lauren, "...the service, the attitude."

FRANK SMITH – Night Facility Manager



Frank Smith has been with **FIRST** 19 years, some 15 of them keeping this place running overnight. That means handling late-night flights and getting aircraft ready for morning departures. There are aircraft moves into maintenance plus three to eight aircraft per night headed for aircraft appearance care.

Years and years of night work? "You gotta like it. It's just 'in you,'" says Frank. It also allows him daytime hours for his other passion: decades as a leading local volunteer fireman and EMT certified for heavy rescue. He's already been chief of the fire district covering Teterboro Airport. Soon, he'll captain the First Aid squad. Many of his First Aviation third shift team also work with him at the fire station.

"The fire and ambulance service is a big thing in my life," said Smith. "The only thing I'm more proud of is my five-year-old son. He's a little fireman with all the 'turn-out' gear, radios and (of course) a huge collection of toy fire trucks."

Frank also can be justifiably proud of his overnight team at **FIRST**, which often receives glowing customer praise. **FIRST's** recent selection as an AvWeb "FBO of the Month" was based on our special care for a tired crew on a late-night organ transplant flight.

But then, what else would you expect when firemen are—as always—manning the night watch? ➡



New York BIZAV Comes to First Aviation Services for Winter Ops Update

More than 125 air crew, airport operations staffs and safety experts attended a New York-area Safety/Training Day at First Aviation Services—Teterboro in October.

Call it “continuing education” for the winter flying season now upon us.

Hosted by FIRST, the event was co-sponsored by the Teterboro Users Group, the Morristown Aviation Association, Westchester Aviation Association and the National Business Aviation Association.

Winter flying requires precautions against icing aloft and ice or snow on the airport. De-icing fluid is sprayed pre-departure to remove accumulations on parked aircraft. Application of anti-icing fluid protects aircraft performance in icing and snow during taxi, take-off and climb-out. (On-board equipment, if needed, handles de-ice/anti-ice duties en route or on approach.)

Following a technical presentation by NASA’s Dr. Judith Van Zante, pilots and aircraft operators reviewed pre-departure procedures with Walter Randa, president of Leading Edge De-icing Specialists of St. Columban, Quebec, Canada.



Noting numerous variables in the process, Randa said “pilots and operations people must be their own ‘final inspectors’ of de-ice/anti-ice spraying.” (Here at *FIRST*, our ground crews are specially trained and certified for this work. Not all are.)



Walter Randa of Leading Edge Deicing Specialists “inspects” the wing of an inflatable “Learjet” to illustrate the finer points of de-icing/anti-icing fluid application.

A hit of the event was Randa’s use of an inflatable “Learjet” to illustrate full inspection of de-ice/anti-ice application on wings, fuselage and tail surfaces. Randa will be offering similar presentations around the nation this season.

The full-day session continued with airport operations people discussing runway friction measurement. Several aircraft manufacturers covered operations from “contaminated” (snow- or ice-covered) runways. FAA air traffic controllers discussed their role.

Of special note: This season, pilots will no longer receive highly technical runway friction measurements used to monitor pavement condition and treatment. The airport’s friction measurements are too detailed for pilot purposes. Instead, arriving flights will continue to use “good-fair-poor-nil” braking action reports forwarded by ATC from other pilots who have just landed. ➔

Guarding Against Flu and Colds This Season

We’ve all noticed extra precautions this year because of H1N1, like those hand sanitizer products out for public use at groceries, doctor’s offices...all over.

Behind the scenes, our aircraft care staff is watching out for your health by cleaning and disinfecting customer aircraft with Sanikleen—a Boeing D6-7127-approved cleaner/disinfectant. This powerful germicide and heavy duty detergent is safe to use on any aircraft interior surface where water is acceptable.

Working Together for a Stronger Business Aviation

NBAA regional representative Dean Saucier and others wrapped up our October 6 Safety/Training Day with a reminder on the importance of local and national advocacy for business aviation. Just such industry cooperation was symbolized by co-sponsorship of the event by the user organizations at the NY-area's three largest BIZAV airports.

Below, Dr. Judith Van Zante of NASA is joined (from left) by Jeff Lee of the Westchester Aviation Association, NBAA regional representative Dean Saucier and Pete Bellini of the Teterboro Users Group (TUG.) Not shown: Mike Burns, Morristown Aviation Association.



Left to right: Westchester's Jeff Lee (IBM), NBAA's Dean Saucier, Dr. Judith Van Zante of NASA and Pete Bellini of TUG, the Teterboro Users Group.

First Aviation Services Meets Customers at NBAA



That's VP-Business Development Millie Becker in *FIRST's* booth at NBAA in Orlando October 20-22.

VP-Maintenance Bill Dunne looks on as *FIRST* Managing Director/CEO Bill Thomas momentarily checks email.

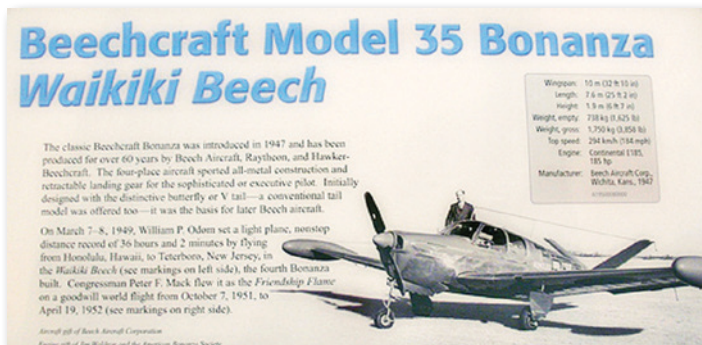
Our strong presence in the AirBP exhibit area included Director of Sales Julia Muriale and Customer Service Supervisor Nora Salib. This year's National Business Aviation Association extravaganza welcomed over 22,000 attendees to the annual meeting, trade show and aircraft display. ➡

NEW AMELIA EARHARDT MOVIE REMINDS US:

Did you know that Teterboro Airport...

...was the finishing line for a record-breaking 1949 single-engine flight from Honolulu, Hawaii? Pilot Bill Odom and his specially modified Beech Bonanza "Waikiki Beech" flew 5,273 miles in 36 hours. (See it today at the National Air and Space Museum in Washington.)

These days, ocean-spanning flights are no stranger to Teterboro. But Hawker Beechcraft business jets and turboprops are now more common at *FIRST*



than Bonanza piston singles, despite our genesis at TEB as the small "Beechcraft East" FBO decades ago.