



# WFP Aviation Annual Review 2009



World Food Programme

# WFP Aviation 2009 in numbers

Total cost	<b>US\$144 million</b>
Agencies served	<b>700</b>
Passengers	<b>323,713</b>
Cargo	<b>12,412 mt</b>
Flight hours	<b>44,200</b>
Destinations	<b>200</b>
Medical evacuations	<b>135</b>
Security evacuations	<b>782</b>
Aviation training	<b>291 persons</b> (1000 from 2006-2009)
Flight dispatcher course	<b>15 persons</b>

## Acronyms used in this publication

CAR	Central African Republic	PRRO	protracted relief and recovery operation
CERF	Central Emergency Response Fund	SO	special operation
DEV	development project	TSA	Technical Service Agreement
DRC	Democratic Republic of the Congo	UNAMA	United Nations Assistance Mission in Afghanistan
DSCAF	direct support costs advance facility	UNDFS	United Nations Department of Field Support
ECHO	European Community Humanitarian Office	UNDSS	United Nations Department of Safety and Security
EMOP	emergency operation	UNHAS	United Nations Humanitarian Air Service
ICAO	International Civil Aviation Organization	UNHCR	United Nations High Commissioner for Refugees
ICRC	International Committee of the Red Cross		
LTSH	landside transport, storage and handling		
MONUC	United Nations Organization Mission to DRC		
NGO	non-governmental organisation		



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# Overview of Operations

To save lives during emergencies, time is of the essence. Air transport is the fastest way to get aid workers, food and medicines to an emergency. The challenge is greater when emergencies run into years of humanitarian intervention, as in Afghanistan, the Democratic Republic of the Congo (DRC), Somalia and the Sudan. Given a 48-hour lead time, WFP Aviation is the most timely, efficient and cost-effective humanitarian air service provider during emergencies and recovery periods, or where aid workers have no commercial alternatives.

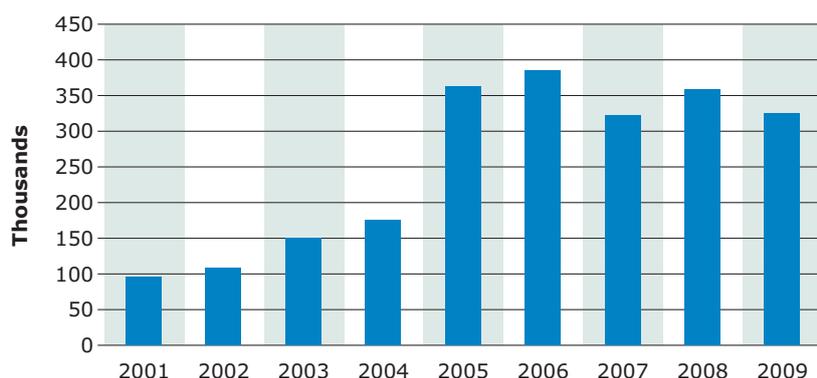
In 2009, WFP Aviation provided safe, efficient and reliable air transport services: using an average of 53 aircraft per month, WFP Aviation transported 323,713 passengers and 12,412 mt of humanitarian cargo in 44,200 flying hours to 200 destinations in 14 country operations. Compared with 2008, the number of passengers fell by 11 percent and the tonnage of cargo by 5 percent. This reduction is a result of insecurity in Afghanistan related to the elections, the smaller number of accessible airstrips in Somalia at a time of increasing insecurity in South Central Zone, the temporary withdrawal of some non-governmental organizations (NGOs) in the Sudan and the withdrawal of one aircraft from the West Africa Coastal operation. Total annual expenditure for 2009 was US\$144 million, compared with US\$155 million in 2008.

## Response to Emergencies

WFP Aviation responded to the Philippines emergency with two Mil Mi-171 helicopters, which transported 348 mt of food and 13 mt of non-food items. One aircraft was maintained in Myanmar until August 2009 to assist in the aftermath of the 2008 cyclone; emergency operations in Haiti ended in February.

To enhance its management and efficiency, in 2009 WFP Aviation completed the roll-out of its Flight Management Application in all regular operations to standardize tasking and reporting. The global tracking system is now operational, enabling real-time monitoring of flights and immediate reaction if contact is lost.

Passengers transported, 2001-2009





Quality service delivery is a priority. WFP Aviation training, which started in 2006, had reached 1,000 trainees after the round of training in 2009. An intensive flight dispatcher course was conducted for 15 aviation personnel. WFP Aviation also started implementation of its internal quality management system and obtained an aviation third-party insurance to cover liabilities associated with its aviation work worldwide.

WFP Aviation had a financially challenging year, with most of its regular operations threatened by imminent closure. Operations in Afghanistan, Chad, Ethiopia, Niger and West Africa experienced difficulties due to lack of funding. Budget plans were not all fully implemented, largely because of lack of resources in the time required. The United Nations Humanitarian

Air Service (UNHAS) is constantly seeking improved funding mechanisms to sustain vital operations. One of the options is an annual allocation of Central Emergency Response Fund (CERF) resources for protracted operations to ensure that basic requirements in terms of mobility and security are covered; guidelines prepared jointly with WFP were issued by the Office for the Coordination of Humanitarian Affairs to Humanitarian Coordinators and Resident Coordinators to that effect.

In spite of the challenges, our commitments remain the same: to provide the best air transport service possible so that assistance reaches those in need.

# Financial Highlights

This section sets out the costs and revenues of WFP air operations, comparison of planned indicators with actual performance and planning and funding requirements for 2010.

## Annual Expenditure (US\$million)

Project category	Operational	ISC	Total
Special Operations	111.3	7.8	119.06
LTSH	10.8	0.8	11.6
Special Account funded	14.3		14.3
Special Account eliminations	-0.8		-0.8
<b>Total</b>	<b>136</b>	<b>8.5</b>	<b>144</b>

WFP's aviation activities in 2009 were implemented through the following funding modalities: i) the Aviation Special Account for strategic airlifts for internal and external clients, and dedicated aircraft service for external clients; ii) the Aviation Special Operations for common humanitarian passenger and cargo air services; and iii) the landside transport, storage and handling (LTSH) component of emergency operations (EMOPs) and protracted relief and recovery operations (PRROs). The cost of air operations in 2009 amounted to US\$144 million.

The breakdown of costs by funding modality is shown in the table above.

## Special Air Operations

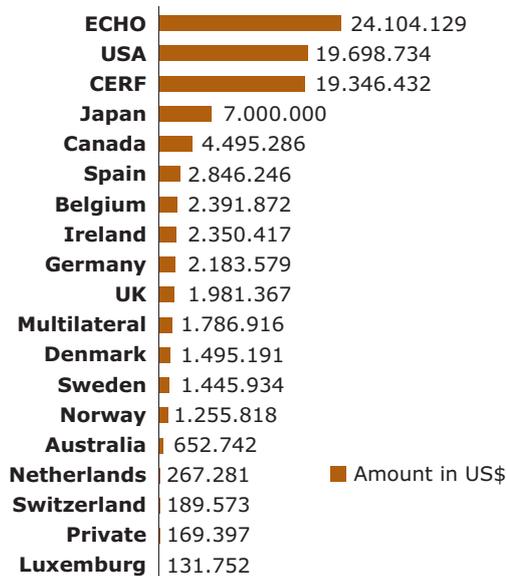
WFP budgeted US\$194 million for 12 special air operations in 15 countries. Generous contributions from donors and cost recovery during 2009 amounted to US\$125 million, 64 percent of the requirement while revenue from ticket sales and booking fees (cost recovery) amounted to US\$31.4 million, 16 percent of the requirement. Some planned activities were not fully implemented for various reasons, mainly lack of resources at the required time. WFP Aviation received contributions from 19 donors that kept operations afloat. Funding of US\$24 million from the European Community Humanitarian Office (ECHO) accounted for the largest part of financing in 2009. The United States was the second largest donor, contributing US\$19.6 million; CERF contributed US\$19.3 million, and Japan US\$7 million.

## Summary of Annual Income (US\$million)

<b>Total budget planned (a)</b>	193.1
Income from donor contributions	93.7
Income from recovery	31.4
<b>Total income 2008 (b)</b>	125.2
<b>Project shortfall (a-b)</b>	<b>67.8</b>
<b>Percentage</b>	<b>35%</b>



### Donors' contributions 2009



### Challenges: Sustainable Funding

At a time of growing demands on WFP's air services, uncertainty as to confirmation dates and the amounts and conditions of funding prevent long-term operational planning. This affects operations in several ways by preventing:

- cost-efficient contracts for aircraft charters;
- long-term planning with air operators; and

- maintenance of capacity to provide medical and security evacuations for humanitarian staff.

It is therefore crucial that more sustainable funding sources for UNHAS be found. Options for sustainable funding include an annual allocation of CERF funding for protracted operations to ensure that mobility and security are assured or a funding mechanism similar to that used by the United Nations Department of Safety and Security (UNDSS) whereby each agency contributes to the cost of the service in a given country according to its staffing level.

### Operational Requirements for 2010

The budget for special operations (SOs) is US\$138.1 million. Wherever possible, WFP uses cost-recovery schemes, with expected income of US\$31 million. The balance carried forward from 2009 amounts to US\$15.8 million, leaving a balance of US\$76.4 million to be funded by donors.

# Special Operations

## Afghanistan: SO 10514.0

United Nations Humanitarian Air Service (Project  
Duration: 1 April 2006 – 31 December 2010)

### Performance

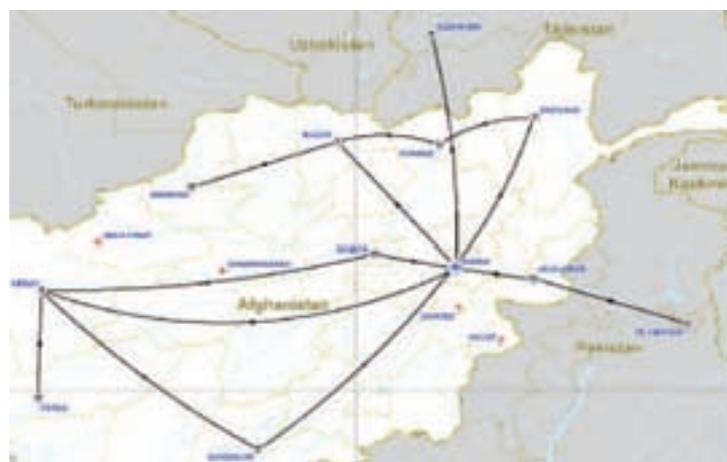
	2009	2008
Chartered aircraft	5	3
Hours flown	3,015	2,894
Passengers	37,424	34,708
Cargo (MT)	723	560

The UNHAS was established as a United Nations inter-agency service to provide passenger and cargo air services for humanitarian and development workers involved in rehabilitation and reconstruction in Afghanistan. Some aviation services such as refuelling were also provided for the United Nations Department of Peace-Keeping Operations and the United Nations Assistance Mission in Afghanistan (UNAMA).

The Afghanistan UNHAS fleet at the beginning of 2009 consisted of one Embraer Emb-120ER, one DHC Dash-8 and one McDonnell Douglas DC-9 based in Kabul. At the end of April, another DC-9 was contracted and a Beriev BE-200 Altair came into service in May as part of the plan to increase the number of destinations served and to increase passenger capacity. The contract for the DC-9 was cancelled when the Dubai route was cut off at the end of September at the request of the Afghan Government. At the end of the year, the operation was using an Emb-120ER, a DHC Dash-8 and a Beriev BE-200.

In 2009, the fleet flew 3,000 hours, carrying 37,500 passengers and 720 mt of cargo. Following the Government's decision to discontinue flights to Dubai, UNHAS now operates international routes to Islamabad in Pakistan and connections with commercial airlines. UNHAS is the only provider of reliable services for a large number of humanitarian

actors who cannot use UNAMA Department of Field Services flights because non-UNAMA staff are only accepted on a case-by-case basis; the Idaho-based company PACTEC reduced its fleet to a single small aircraft, and ICRC services are not easily accessible to other humanitarian workers. It is expected that the capacity increase will enable UNHAS to resume several destinations and maintain the capacity for security evacuations.



### Financial Review

The 2009 budget was set at US\$26 million; the total project cost was US\$18 million after cancellation of the Kabul/Dubai service. Revenue in 2009 amounted to US\$15.2 million. The project operates on a partial cost recovery basis and generated 70 percent of revenue from ticket sales at the beginning of 2009; this fell to 30 percent in mid-2009 because of security problems and a consequent reduction in humanitarian requirements. In 2009, the project was supported by Canada, Japan and Norway. The 2010 budget is approved at US\$18.6 million; US\$11 million is still required from donors.



## Chad: SO 10560.0

WFP Humanitarian Air Service in Chad in Support of EMOP 10559.0 (29 December 2006 – 31 December 2010)

### Performance

	2009	2008
Chartered aircraft	9 (5 av.)	6
Hours flown	5,979	5,420
Passengers	55,921	43,739
Cargo (MT)	217 <sup>420mt for DFS</sup>	164

WFP's air operation in Chad provided well-coordinated, safe and reliable air services for 4,250 aid workers, who reached 188,000 internally displaced Chadians, 255,000 Darfur refugees in Eastern Chad and 66,500 refugees from the Central African Republic (CAR) in Southern Chad who depend entirely on humanitarian assistance. Air transport is essential because most roads are impassable from June to October when riverbeds are flooded.

The Chad air operation utilized two Bombardier B-1900Ds, one B-1900C, one Embraer EMB-120, two Pacific Aerospace PAC-750XLs, one Cessna C-208B Caravan, one Let Kunovice Let-410 and one Bombardier Dash-8 to replace one of the PAC-750XLs and the EMB-120 in October, serving 12 locations. In 2009, the service carried 55,921 passengers – 25 percent more than planned – and transported 217 mt of cargo – 23 percent more than planned. Thirty medical evacuations were carried out during the reporting year, 23 to N'Djamena and seven to Abeche; there was also one casualty evacuation. The operation made 26 special flights for diplomatic missions, United Nations agencies and NGOs.

Passenger traffic continued to increase as the number of NGOs in Chad grew in 2009 and major United Nations agencies in Eastern Chad augmented their staff. Between June and July, WFP Aviation managed a Lockheed C-130 cargo aircraft for the United Nations Department of Field Support (UNDFS), transporting 420 mt of cargo; passengers were 60 percent NGO staff, 38 percent United Nations staff and 2 percent diplomatic personnel and others.



### Financial Review

The 2009 project budget was set at US\$16.6 million, but the cost was reduced to US\$11.9 million after a review of the fleet and network. Contributions received in 2009 amounted to US\$16.3 million, of which US\$2.6 million will be carried forward to 2010. The project is fully funded by donors because a cost-recovery system is legally impossible in Chad. In 2009, the project was supported by CERF and ECHO and by Belgium, Canada, Ireland, the Netherlands, Sweden, Switzerland, the United Kingdom and the United States.

The budget for 2010 is approved at US\$11.3 million. With the resources available, the operation is covered until 15 April 2010; US\$5.7 million is still required for operations in 2010.

### Passengers transported, 2001-2009



## Ethiopia: SO 10713.0

Inter-Agency Passenger Air Services for the Somali Region in Ethiopia (15 November 2007 – 31 December 2010)

Performance		
	2009	2008
Chartered aircraft	2	1
Hours flown	1,787	728
Passengers	8,723	3,091
Cargo (MT)	59	29

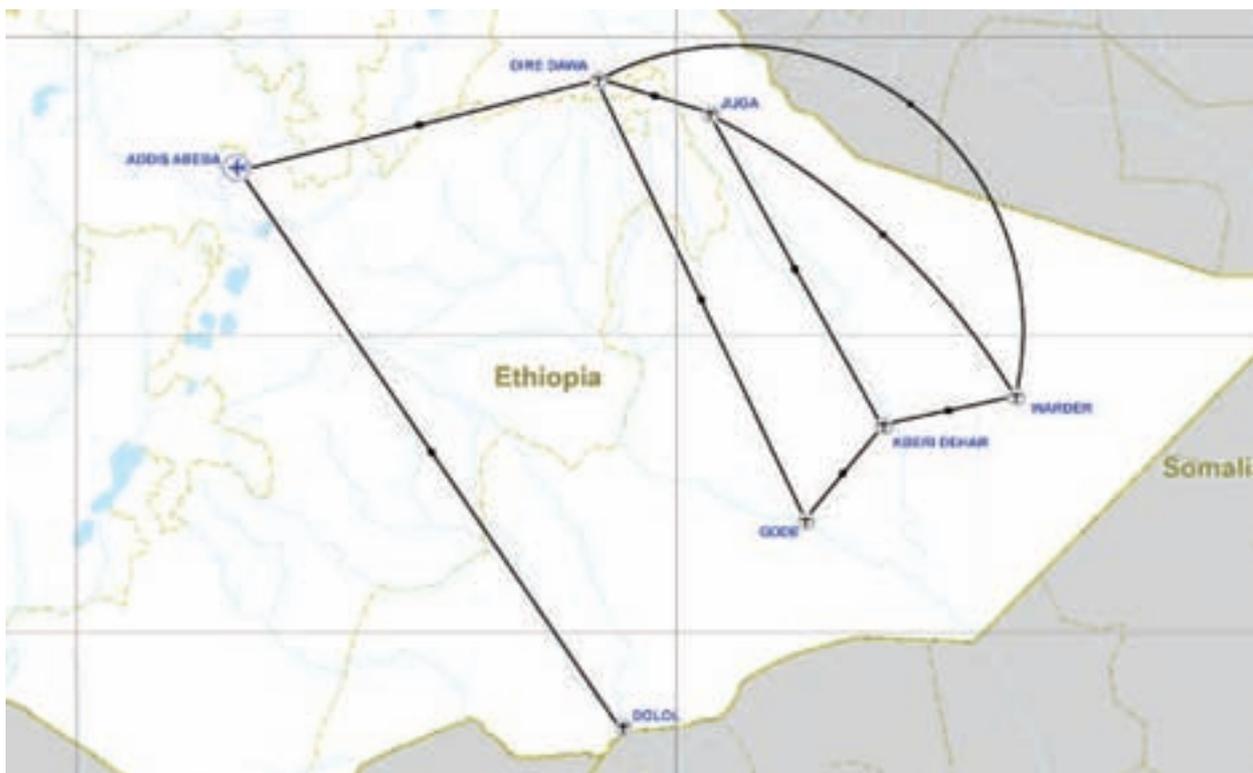
The operation was launched to facilitate passenger movements in the Somali region of Ethiopia in support of humanitarian programmes in an area where insecurity, poor roads, poorly maintained airstrips and the absence of commercial flights hinder access to needy populations. The service, which operates from Addis Ababa, is provided for United Nations and NGO staff, donors and government counterparts working in the Somali region and the refugee emergency operation in southern Ethiopia.

In 2009, the Ethiopia UNHAS transported 8,700 passengers, a 65 percent increase over 2008, and 59 mt of cargo, a 50 percent increase; it also carried out 30 medical and security evacuations. This increase in requirements was met by adding a second Cessna 208B in August 2009. Aircraft fly into the Somali region to Dire Dawa, Jijiga, Warder, KebriDehar, Gode, Dolo and Fik six times a week; the service is available during weekends if required and in emergencies.

### Financial Review

The 2009 budget was set at US\$2.7million; the project cost was US\$2.3 million. Revenue in 2009 amounted to US\$2.8 million, of which US\$900,000 will be carried forward to 2010. In 2009, the operation was fully funded by donors and supported by CERF, the United Kingdom and the United States.

The 2010 budget is approved at US\$4.1 million. With the resources available, operations are covered until 30 April 2010. Until now, the passenger services were provided free of charge, but the user group agreed to start a cost-recovery scheme from 15 April 2010. US\$2.6 million is required for operations in 2010.



## Democratic Republic of the Congo: SO 10744.0

Provision of humanitarian air services  
(Project Duration: 1 May 2008 – 30 July 2010)

In 2009, following military operations and the subsequent increase in relief needs, an efficient and cost-effective air service became an imperative for the humanitarian community. UNDSS had mandated all United Nations staff to travel only on United Nations Organization Mission to DRC (MONUC) flights because the alternatives did not meet United Nations safety standards. But the MONUC and ECHO air services could not meet these needs, and the UNHAS was started in May using a Dornier J-328/300 based in Kinshasa, a Let-410 operating out of Goma and a Let-420 operating from Kalamie. Between May and December 2009, 7,597 passengers from 130 United Nations agencies, NGOs and donor organizations were carried: the UNHAS operated flights to 30 locations in DRC, primarily areas where safe access to beneficiaries was impossible by road; it also supported security and medical evacuations. The UNHAS also transported 79 mt of cargo, mainly medical supplies and office equipment. The UNHAS established a partnership with Aviation sans frontières, which operates two Cessna 208B aircraft to remote locations in Equateur and Orientale provinces in connection with the UNHAS network.

The operation provided humanitarian workers with safer, quicker and cheaper access to beneficiaries; assessments, project monitoring, resource mobilization and media visits would not have been possible without UNHAS.

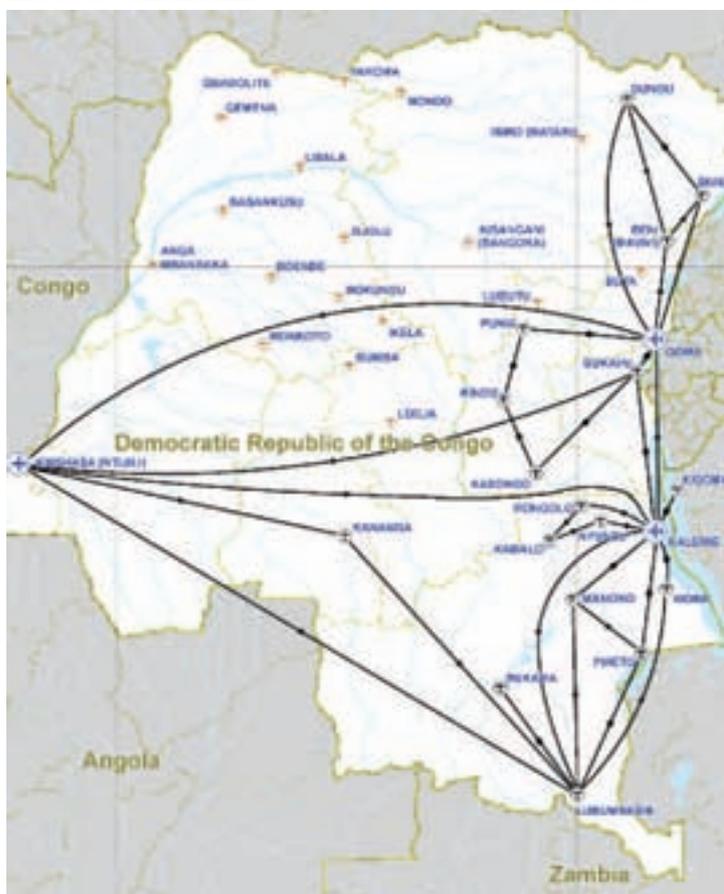
### Financial Review

The 2009 budget was set at US\$12.2 million; the project cost was US\$4.6 million. Revenue in 2009 amounted to US\$8.6 million, of which US\$1.6 million will be carried forward to 2010. The project, which operates on a partial cost recovery basis, was supported in 2009 by CERF, pooled funds, USAID and Spain.

The 2010 budget is estimated at US\$13.9 million. With the resources available, operations are covered until 30 September 2010. US\$4.2 million is required for operations in 2010.

## Democratic Republic of the Congo: Air Drop EMOP 10824.0

WFP Country Office in DR Congo requested the assistance of WFP Aviation for the airlift of food and non-food items to Dungu from Entebbe, starting from 24 January 2009. In 2009, 4,035 metric tons of food have so far been dropped using one AN-12 aircraft. This operation is funded through LTSH of EMOP 10824.0.



## Nepal: PRRO 10676.0

### Food Assistance for Conflict-Affected Populations in Nepal

Performance		
	2009	2008 Sept-Dec
Chartered aircraft	2	2
Hours flown	1,517	301
Passengers	798	234
Cargo (MT)	2,522	539

Helicopter operations in Nepal are dedicated to cargo flights for WFP to isolated communities in the west of Nepal that have severe food deficits as a result of drought: two Mi-8 helicopters operate daily from Surkhet to Jumla. There are no roads in these areas, only yak or mule trails: overland delivery by porters can take up to three weeks from the nearest road, which is too slow to meet the needs. Commercial companies in Nepal operate fixed-wing aircraft and helicopters to deliver WFP food, but their capacities

are inadequate to meet the demand. The UNHAS helicopters provide WFP with a tool to ensure emergency deliveries and deliver food to locations that commercial operators cannot serve.

During 2009, the two helicopters transported 2,522 mt of food and 798 passengers; 3,061 mt of food has been carried since the beginning of the operation in September 2008.

#### Financial Review

The two Mi-8 helicopters are funded through the LTSH component of PRRO 10676.0. Funding allotments for payment of aircraft contract are authorized by WFP Nepal.



## Niger: SO 10734.0

Provision of Safe, Efficient and Sufficient Air Transport Services to the Humanitarian Community in Niger and in the Region (6 June 2008 – 31 December 2010)

### Performance

	2009	2008 Jun-Dec
Chartered aircraft	1	2
Hours flown	448	269
Passengers	2,247	1,872
Cargo (MT)	12	3.7

SO 10734.0 started in June 2008 to respond to deteriorating security in northern and eastern Niger by providing reliable air services to increase relief workers' access to people needing humanitarian assistance. Increased insecurity led to an upgrade of UNDSS security phases in Niger in December 2009 and made UNHAS indispensable in delivering assistance to those in need. Lack of funding caused a suspension of the operation between February and July 2009, but in view of the insecurity and an increase in requirements for assistance, the humanitarian community requested WFP to reinstate the air services.

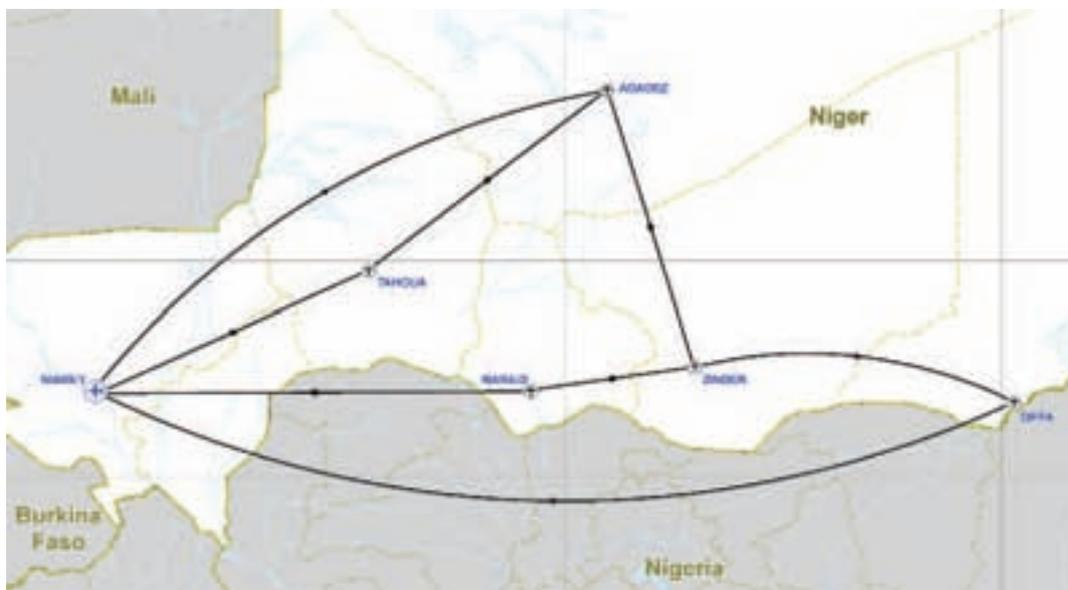
The service was resumed in August 2009 with one B-1900D operating from Niamey, flying passengers to Tahoua, Agadez, Maradi and Zinder; regional flights are also possible at the request of the humanitarian community. Most passengers – 63 percent – were

from NGOs; United Nations agencies accounted for 36 percent and donors, embassies and corporations for 1 percent. The UNHAS is proving to be cost-effective in view of insecurity on the roads: according to a study by the Niger country office in 2008, air travel can save US\$1,000 per passenger and provide access to more beneficiaries.

### Financial Review

The 2009 budget was set at US\$4.3million; the project cost was US\$1.4 million. Revenue in 2009 amounted to US\$3.2 million, which partly covered deficits from 2008 when the project was supported by WFP through DSCAF, of which US\$800,000 will be carried forward to 2010. The project operates on a partial cost recovery basis involving a fixed booking fee. In 2009, the project was supported by Belgium, CERF and multilateral funds.

The 2010 budget is approved at US\$4.2 million. With the resources available, the operation is covered until 30 April 2010. US\$2.6 million is still required for operations in 2010 and to repay the WFP advance.



## Somalia: SO 10681.0

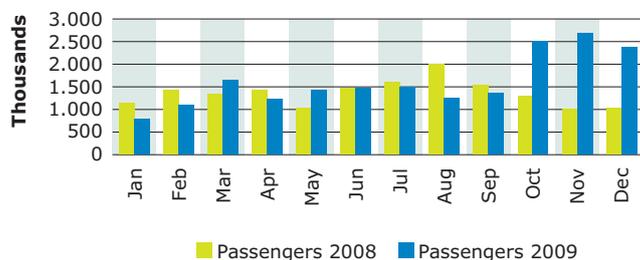
### Humanitarian Air Service in Support of Relief Organizations in Somalia (1 August 2007 – 31 July 2010)

Performance		
	2009	2008
Chartered aircraft	6	6
Hours flown	5,149	5,034
Passengers	19,273	16,157
Cargo (MT)	211	240

The humanitarian situation in Somalia remained serious in 2009. Insecurity and lack of access continued to challenge the ability of humanitarian agencies in carrying out their activities. There are currently 1.55 million displaced people, 93 percent of whom are in southern and western areas. The provision of humanitarian air services remains vital to sustain aid work in Somalia.

In 2009, UNHAS operated one Beechcraft B-200, one Bombardier Dash-8, two Cessna C-208, one Bombardier B-1900C and one Dornier 328. It carried 19,273 passengers to 20 destinations. The operation served 265 NGOs, 15 United Nations agencies, four diplomatic missions and one media house in the reporting year. The percentages of passengers were 76 percent United Nations agencies, 24 percent NGOs and 1 percent other.

#### Passengers transported, 2001-2009



The current insecurity and closure of most airfields in Somalia has resulted in a decrease in UNHAS operations, mainly in the South and Central zones. This has restricted humanitarian activities. UNHAS was using 27 airstrips at the end of July, but only 15 in December. Most client agencies in the last quarter of the year moved their bases from South Central region

to North, Puntland, Hargeisa and Bosaso, leading to the closure of operations in most of South Central.

Insecurity led to high operational costs and a reduction in the number of humanitarian staff deployed in the country, and hence a fall in the number of UNHAS passengers. This reduced cost recovery and made UNHAS operations more dependent on donor funding.

Since October 2010, the Office of the United Nations High Commissioner for Refugees (UNHCR) in Kenya moved from using dedicated aircraft to sharing air capacity with WFP. Both agencies benefit from operational flexibility and a reduction in costs; the approach enhances cost-efficiency by optimizing aircraft utilization.

#### Financial Review

The 2009 project budget was set at US\$18.2million; actual project costs were US\$12.7 million after adjustments were made to the fleet in view of the reduced traffic. Revenue in 2009 amounted to US\$13.5 million, of which US\$2.2 million will be carried forward to 2010.

The project operates on a partial cost recovery basis and generates an average of US\$350,000 per month from ticket sales. In 2009, this project was supported by CERF and Canada, Germany and Spain.

The budget for 2010 is estimated at US\$13.9 million. With the resources available, operations are covered until 31 July 2010; US\$6.9 million is still required for 2010.

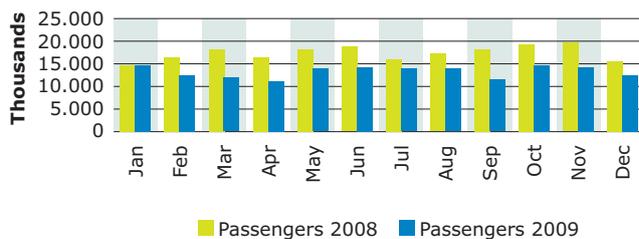
## Sudan: SO 10181.5

Provision of Humanitarian Air services in Sudan  
(1 January 2009 – 31 December 2010)

Performance		
	2009	2008
Chartered aircraft	22	23
Hours flown	18,626	22,570
Passengers	157,665	206,924
Cargo (MT)	2,934	1,576

The peace process and the continuing humanitarian assistance operation in Darfur continue to require major air services for security coverage and transport for United Nations and NGO workers. Six years after the start of air operations for the Darfur emergency in 2004, insecurity continues to hamper delivery of humanitarian assistance in Darfur: during the annual rains air transport is the only viable option. Domestic commercial air services do not serve the remote locations where humanitarian aid is most needed; they are also unreliable in that compliance with maintenance and safety regulations cannot be guaranteed.

### Passengers transported, 2001-2009



In 2009, the Sudan operation utilized 22 aircraft: eight Cessna C-208, one of which was funded by UNHCR, four de Havilland Canada DHC-8, two DHC-6 Twin Otter, three PAC-750 XL, one B-1900C and four Mi-8 helicopters. The operation served 108 destinations, 61 in North Darfur and 47 in South Sudan. The Sudan operations are based in Khartoum with three fixed-wing aircraft. In Southern Sudan, 13 small fixed-wing aircraft are based in Juba, Malakal, Rumbek, Wau and Loki. In Darfur, four helicopters and two fixed-wing aircraft are based in El-Fasher, El-Genina and Nyala. From early 2009, when 16 NGOs

were banned from Darfur, traffic fell by 20 percent to 300 passengers per day and WFP reduced the number of aircraft from 24 to 22. The Sudan UNHAS operation transported 157,700 passengers, a 24 percent decrease from 2008, and 2,950 mt of cargo in 18,700 flying hours. It remained the largest WFP UNHAS, accounting for 50 percent of the passengers transported in 14 field operations. In Darfur, UNHAS operates with helicopters because of the insecurity and poor roads, which entails higher operating costs.

The Sudan UNHAS was used by 23 United Nations agencies, 236 NGOs and 17 others, mainly diplomatic missions and the media. It also carried out 41 medical evacuations and 751 security evacuations.

### Financial Review

The 2009 budget was set at US\$89 million; the project cost was US\$54.5 million after adjustments were made to the composition of the fleet and the network. Revenue in 2009 amounted to US\$53 million, of which US\$7 million will be carried forward to 2010. The project operates on a partial cost recovery basis, from which it generates an average of US\$1.5 million per month from ticket sales. In 2009, the project was supported by CERF and Canada, Denmark, ECHO, Germany, Japan, the United States and private donors. The budget for 2010 is approved at US\$63.3 million. With the resources available, operations are covered until 31 May 2010. US\$17.7 million is still required for operations in 2010.



## West Africa Coastal: SO 10061.3

Air Passenger Service in West Africa Coastal Countries (1 May 2008 – 31 December 2010)

Performance		
	2009	2008
Chartered aircraft	3	2
Hours flown	1,071	1,917
Passengers	5,858	12,409
Cargo (MT)	85	56

SO 10061.3 was launched in October 2001 to provide transport for humanitarian personnel in Guinea, Liberia and Sierra Leone; it was extended to Côte d'Ivoire in October 2002. Funding shortfalls and improvements to roads led to the decision to discontinue air services in Côte d'Ivoire in 2009. This operation remains a pillar of humanitarian strategy in the region, providing rapid and safe transport for workers in resettlement, repatriation and reintegration programmes, notably in Guinea where there are no alternatives to the air service.

The UNHAS utilizes one Let-410 aircraft based in Monrovia to serve eight destinations. Until February 2009, the service used a 19-seater B-1900D and 10-seater C-208B; this was reduced in February to the

B-1900D, which was later replaced with the higher-performance Let-410 for technical reasons. The International Committee of the Red Cross (ICRC) shared the use and operational costs of UNHAS-chartered aircraft until November, after which the agreement was discontinued as a result of changed ICRC priorities and WFP became solely responsible for supporting the operation.

More than 250 organizations rely on UNHAS: in 2009, it transported 5,860 passengers and 85 mt of cargo in 1,071 flying hours. The 53 percent decrease in passengers compared with 2008 reflects the reduction in aircraft capacity.

### Financial Review

The 2009 project budget was set at US\$6.4 million; the project cost was US\$3.3 million. Revenue in 2009 amounted to US\$4.6 million, which partly covered deficits from 2008 when the project was supported by a WFP advance through the direct support costs advance facility (DSCAF). The project operates on a partial cost recovery basis involving a fixed booking fee. In 2009, it was supported by CERF and Belgium, ECHO, Ireland, Luxemburg, the United States and multilateral donations.

The 2010 budget is approved at US\$4.9 million. With the resources available, operations are covered until 30 May 2010. US\$4.9 million is required for the operations in 2010 and to repay the WFP advance.



# Technical Service Agreements - UNHAS

In 2003, WFP accepted a request by the High-Level Committee on Management to provide common air transport services for the United Nations humanitarian agencies, which led to the formation of UNHAS. Technical Services Agreements (TSAs) for UNHAS are fully funded by the requesting agencies.

## Republic of the Congo

Under this TSA, WFP Aviation provides air services for the humanitarian community in the Republic of the Congo on behalf of UNHCR. A chartered Let-410 based in Brazzaville provides regional passenger services in the Republic of the Congo, DRC and CAR.

In 2009, 3,126 passengers from 40 organizations were carried, of whom 63 percent were United Nations staff, 26 percent NGO staff and 11 percent government, donors and the media; 138 mt of cargo were also carried. Under the TSA, 21 medical evacuations were carried out in 2009 from Impfondo and Loukolela; most of the patients were refugees. Local flight services are provided by MONUC; field staffing is provided by the UNHCR offices in Brazzaville, Kinshasa and Bangui.

## Kenya

UNHCR Kenya has shared aircraft hours with UNHAS Somalia since October 2009, when the separate charter agreement for a dedicated B-1900 was terminated. The aircraft-sharing modalities are approved by UNHCR and WFP under a new TAS whereby both agencies benefit from the increased seating capacity and cost-efficiency resulting from optimized aircraft utilization.

From January to September the B-1900D based in Nairobi flew 500 hours, transporting 3,862 passengers and 22 mt of cargo. The transition to UNHAS Somalia management will ensure improved transparency and safety.

## Tanzania

WFP Aviation chartered a C-208 for UNHCR to carry passengers out of Mwanza. In 2008, the aircraft carried 2,500 passengers and 87 mt of cargo in 780 flying hours. To increase the capacity of ground staff, WFP Aviation organized training for 20 people in Kigoma between 29 November and 6 December 2009: the five modules covered dangerous goods, security, airport operations and ground handling, safety and customer service.

The TSA is fully funded by UNHCR. The aircraft is managed by WFP, but local support services and field staff are provided by the UNHCR office in Tanzania. The average monthly cost for this service is US\$46,320, including payments for contracted flight hours and the aviation management cost-recovery fee.



# Emergency Operations

## The Philippines

In response to tropical storm Ketsana, WFP rapidly established a special air operation and deployed two Mi-171 helicopters to help the Government and aid organizations in assisting those in need in Luzon Island. The helicopters, each able to lift 4 mt, delivered 348 mt of food and 13 mt of non-food items and transported 2,394 humanitarian workers involved in urgent assessment and medical assistance. After typhoons Parma and Mirinae in October 2009, operations were extended to cover the north of Luzon Island.

The operations ended on 30 November 2009. The costs of US\$2.5 million were generously supported by contributions from Canada, ECHO, Japan, Norway and Sweden and CERF.

## Myanmar

The Myanmar SO was established in response to cyclone Nargis in May 2008 to provide logistics capacity and coordination in support of the humanitarian community. From January to August, a Mi-8T helicopter transported 11,160 passengers and 29 mt of cargo in 620 flying hours. As air transport requirements for the Myanmar operation were reduced and the operation was closed, the Mi-8T transported the remaining humanitarian workers to the Delta region. The cost of the SO in 2009 was US\$3.9 million, funded by Australia, Canada, Denmark, ECHO, Finland, France, Ireland, the Netherlands, Norway, Sweden, the United Kingdom and the United States and CERF.

## Haiti

The operation, which started in September 2008 in response to a hurricane, involved two Mi-8T helicopters and a Mi-171 to transport food and humanitarian supplies to the Gonaives area, which was inaccessible to land transport. By the time the operation closed in February 2009, the helicopters had transported 3,598 passengers and 1,260 mt of cargo in 790 flying hours.

The project was supported by Canada, ECHO, Ireland, the Netherlands, Spain, Sweden and the United Kingdom and CERF. This report does not cover the ongoing SO in Haiti in response to the 7.0 magnitude earthquake of January 2010.



# Strategic Airlift

WFP Aviation facilitates cargo and passenger air services for internal and external clients in response to emergencies and humanitarian requirements. The services are fully funded by the requesting clients.

WFP Aviation uses the Aviation Special Account to pre-finance operations while awaiting payments from clients so that the services can be provided quickly. In 2009, WFP Aviation carried out 38 airlifts valued at US\$7.5 million, transporting 1,970 mt of cargo for the Food and Agriculture Organization of the United Nations, UNDFS, the Office for the Coordination of

Humanitarian Affairs, the World Health Organization, Irish Aid, the Italian Ministry of Foreign Affairs, the United Nations Humanitarian Response Depots and WFP country offices. The flights covered a variety of locations including Tel Aviv, Surgut in the Russian Federation, Entebbe, Mombasa, Dungu in DRC, Nairobi, Peshawar, N'Djamena, Islamabad, el Fasher in North Darfur, Herat, Kandahar and Padang in Indonesia.



## **Bad roads in DRC: why Air Service is essential**

A WFP logistics team in DRC spent 45 days on the road to get a shipment of food and supplies to the remote town of Dungu in northeastern DRC in the second quarter of 2009. The nearly 520 km (325 mile) journey began in Beni and passed through some of the most impenetrable terrain in Africa. This is not peculiar to DRC; the situation of poor road infrastructure is prevalent in almost all aviation field operations.

# Aviation Safety

WFP Aviation has a unique and challenging operating environment. The Aviation Safety Unit ensures that an acceptable level of risk is maintained in all operations. WFP's risk management uses a continuous monitoring system that includes safety assessments, occurrence reporting and safety communications with a view to identifying and prioritizing safety concerns – recognizing the precursors of an accident – and implementing actions to reduce the risk.

Over 100 operator risk evaluations were conducted in 2009 at the regional safety offices in Johannesburg, Nairobi and Sharjah and at Headquarters.

In 2009, the Aviation Safety Unit organized the first Global Aviation Safety Conference for Humanitarian Air Operations in Abu Dhabi. It also arranged for safety management system and threat and error management training and attended aviation workshops in various WFP air operation areas. To engage aviation authorities and stakeholders around the world, the Aviation Safety Unit held meetings with the International Civil Aviation Organization (ICAO), the International Air Transport Association, ICRC, UNHCR, UNDFS, the South African Civil Aviation Authority, the General Civil Aviation Authority of the United Arab Emirates and other organizations with a view to improving collaboration in aviation safety management.

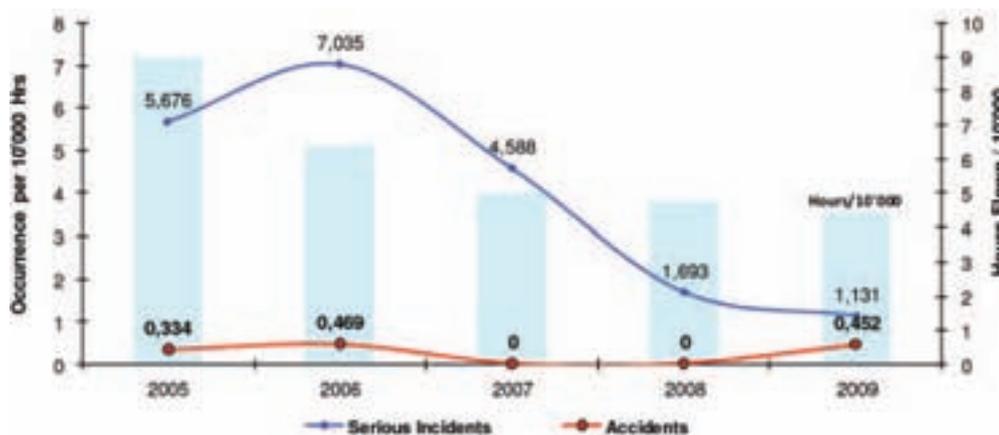
## Flight Safety Award

At the Flight Safety Foundation's 62<sup>nd</sup> annual air safety seminar, held in Beijing in 2009, the WFP Aviation Safety Unit was awarded a Flight Safety Foundation President's Citation, which was presented in person by William R. Voss and accepted by Cesar Arroyo, Chief of the Aviation Safety Unit, at a ceremony attended by 300 delegates.



## Incident Occurrence Rate

Over the past five years, WFP Aviation's serious incident rate has declined; the accident rate averages 0.45 per 10,000 hours flown. Full investigations and occurrence analyses are carried out by the Aviation Safety Unit, after which recommendations are issued and monitored for effectiveness.



## WFP Incidence

### Occurrence Rate

UNHAS Air Operations  
2005-2009

# Technical Support and Improved Management tools

## Aviation Training

WFP Aviation training reached 1,000 participants after the 2009 round in which 291 aviation personnel from WFP, United Nations agencies, civil aviation authorities and NGOs were trained. The sessions took place in Afghanistan, CAR, DRC, Ethiopia, Kenya for the Somalia operation, the Sudan and Tanzania. Training is designed to give humanitarian workers involved in air operations the skills to provide safe and reliable passenger and cargo services. Training is based on ICAO regulations to enable WFP Aviation to contribute to capacity-building in national civil aviation authorities and partners.

### Flight Dispatcher Course

WFP Aviation organized a five-week flight dispatcher course for 15 international and national staff and consultants at the *Ecole régionale de la navigation aérienne et du management* in Dakar from 12 October to 13 November 2009. The course, which was fully funded by ECHO, enabled trainees to master the knowledge and skills to ensure the security of humanitarian flights in accordance with international regulations.

**1,000 personnel were trained between 2006 and 2009**

## Improved Management Tools

### Flight Management Application

During 2009, WFP completed roll-out of its Flight Management Application software to all UNHAS regular operations. The system enables staff in each operation to oversee the chain of events from the booking of a flight to invoicing the users and reporting in a standard and transparent format. It also facilitates real-time adjustment of aircraft fleets, schedules and networks for optimal cost-efficiency.

### GPS Tracking System

The movements of all WFP UNHAS chartered aircraft are monitored through the GPS tracking system, which enables real-time monitoring of flights and immediate reaction if contact is lost or in search-and-rescue operations.

### Third Party Insurance

In December 2009, WFP Aviation acquired a Winterthur third-party insurance to cover liabilities associated with management operations such as scheduling and operating aircraft, refuelling and passenger and cargo handling.

### Quality Assurance

WFP Aviation has started the implementation stage of its internal quality-management system, as recommended by ICAO. Eight of the 13 aviation field offices – Afghanistan, CAR, Chad, DRC, Ethiopia, Niger, Somalia and the Sudan – were reviewed in the second half of the year.



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Medical evacuation in the Republic of the Congo, 2009.

UNHAS carried out 917 medical and security evacuations in 2009

## UNHAS: serving humanitarian operations



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