

Premier Passenger Air Charter Round-Trip Operations from Dubai to Afghanistan

The Customer: *A Major U.S. Defense Contractor*

The Challenge:

A Major U.S. Defense Contractor was in need of a daily, full-service passenger air charter operation from Dubai to Afghanistan and back to Dubai. The full requirement called for an aircraft with seating capacity of a minimum of 147 passengers and a minimum of one fully-operational fixed-wing aircraft on a dedicated exclusive basis. The aircraft was required to be operational 7 days a week, 365 days per year, in addition to a backup aircraft solution. The customer further required the flexibility to increase or decrease number of flights per week in accordance to their transportation needs.

The Solution:

With only 30 days from notice to proceed, National planned, positioned, resourced and executed the entire operation from passenger and baggage checking and screening, to catering, ground handling, maintenance support, crewing, customs and PPRs. National Airlines is a US CRAF (Civil Reserve Air Fleet) airline with FAA Part 121 capabilities for both passenger and cargo movement for USTRANSCOM and commercially related air transport.

National has provided the air services required to support the U.S. Defense Contractor customer on its LOGCAP IV mission since 2011. Today, National operates dedicated, safe, reliable, efficient and cost effective air transport of customer and designated subcontractor employees between Dubai and all major airfields in Afghanistan on a daily basis. National's services include baggage screening and loading, transportation of passengers and baggage, manifesting, and other key functions necessary to successfully transport passengers and baggage to their final destination. As the sole U.S. registered airline offering this service to Afghanistan, National provides the safety, security, reliability, and professional standards that are underwritten by FAA, DOT, NTSB, DoD, and TSA.

The Results:

National flew the company's first passenger charter flight on November 27, 2011, only 44 days after signing the contract with the customer. Following the launch of National's passenger air charter service, National has achieved and maintained an exceptional record of safety and reliability. Nearing 100,000 satisfied passengers transported and over 4,000 accident-free hours flown, National has operated for over 500 fly days with only 8 chargeable non-service days.

As a U.S. chartered airline, National has met and exceeded stringent FAA requirements, which include:

- FAA Air Transportation Oversight System (ATOS) – FAA Quarterly Element Performance Inspection (EPI) operations performance oversight
- FAA Quarterly Safety Attribute Inspections (SAIs) manual, checklists and process oversight
- FAA Air Carrier Evaluation Program (ACEP) Inspection – 120 day, voluntary confidential pilot reporting and Voluntary Disclosure Reporting Program (VDRP) implantation for FAA compliance

In addition to FAA requirements, National has developed a culture of continual process improvement with industry-leading and innovative safety and quality programs. National is committed to customer satisfaction with a self-initiated customer satisfaction program that has resulted almost 70% of all chartered passengers rating National the highest customer satisfaction possible.

National's Passenger Air Charter Operations

- U.S. Civil Reserve Air Fleet (CRAF) Carrier
- Part 121 Operator/ CARB Approved
- Dedicated U.S. Flight Crew
- Full Meal Service
- In-Flight Entertainment
- FAA Level-2 SMS Carrier Certified
- Customer QCP Certified
- Department of Defense Certified
- CACQSR Certified
- Passed 8 Customer & DoD audits in 15 months