

AIRLINE BUSINESS DAILY

BRINGING YOU THE NEWS FROM THE 14TH WORLD ROUTE DEVELOPMENT FORUM IN KUALA LUMPUR

New Routes forum sees some bright spots in the gloom, but...

INDUSTRY PREDICTS A ROUGH RIDE AHEAD

BY NICHOLAS IONIDES

Tourism authorities, airports and airlines are bracing themselves for even more difficult times next year as travel demand continues to fall – but there are bright spots as aircraft capacity starts shifting to markets where business holds up better.

Speakers at the 1st Tourism and Air Service Development Summit, held on the sidelines of Routes yesterday, were unanimous in the view that next year will be particularly tough for the travel and airline sectors.

But they were equally in agreement that it is not all doom and gloom, as there are markets that can be focused on more closely to help counter declines elsewhere.



Saw Leong Beng



Mario Arturo Ruiz Estrada

“We are probably going to see a shift from long-haul travel to short-haul travel,” says Malaysia Airlines general manager network planning Saw Leong Beng.

He says this will result in more affordable short-haul

travel as airlines compete for the business and “that is good for tourism”.

Mario Arturo Ruiz Estrada, senior lecturer at the University of Malaya’s faculty of economics and administration, says 2009

and 2010 will be “difficult times” for many countries here in Southeast Asia, particularly as more European and US travellers stay closer to home for their travel.

He says that as a result, players in Southeast Asia’s travel indus-

try “need to prepare for more intra-regional flights” to cope with declines in demand for long-haul travel. ■



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Paving the way for KL boost

The 14th World Route Development Forum opened last night in a slightly delayed but energetic celebration of local Malaysian talent, as the largest airline-airport event arrived in Asia for the first time.

Aris Othman, chairman of Malaysia Airports, said the event culminates three years of hard work by Kuala Lumpur and that they discovered during the planning that many attendees of past Routes conferences had never been to KL. “There’s nothing like seeing this city for yourself,” he said.

There are 116 countries represented and an expected 2,000 professionals attending. Routes will host 30,000 individual airline-airport meetings with Malaysia Airports alone having 200 meetings. Route development group CEO Ike Howarth said: “I’m certain that Kuala Lumpur will get new routes from this event.”



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Caribbean market “in meltdown”

Foreign carriers filling gap as regional airlines fail

BY MIKE MARTIN

The Caribbean tourism and aviation industries are in meltdown – and blaming the crisis on high oil prices is an excuse and conceals bigger, structural problems, John Grant, managing director of consultants ASM said yesterday.

Speaking at the 1st annual Tourism and Air Service Development Summit at Routes 2009, Grant said: “In the last three months the Caribbean market has changed beyond all recognition. It is in meltdown.”

Grant – whose company is advising on strategies to recover the situation – said the region’s industry was stagnant and suffering from a range of problems, including outdated work practices, a lack of stability and strategic vision at the political level and sky high prices.

“It is a market in turmoil and it is more than just about the oil price,” he said. “It is a market uncertain about its own position, but as an industry we could all be thought guilty of using the high price of oil as an excuse for not addressing important issues.”

He added: “It is a market that is stagnant and you cannot blame the price of oil for a lack of growth over five years. It is going nowhere as a market.”

The scale of the problem is better judged when measured against the percentage of the population dependent on the tourism industry –



“It is a market that is stagnant and you cannot blame the price of oil for a lack of growth over five years”

John Grant – managing director, ASM

an average of 40% across the region and as high as 87% in Antigua.

“This is such a big issue,” he said and then outlined some of the issues impacting the Caribbean market.

He said that the Caribbean represented a mature market but it was still using an old business model.

A study of comparative pricing showed that prices in the Caribbean could be as much as one third more expensive than comparable packages to be found in Dubai or Langkawi. “There is a big disconnect in pricing,” he said.

Grant praised the levels of service to be found in Asia, compared to that in the Caribbean. “That is not something you can blame on the oil price.”

STRATEGY

Turning to strategy, he said: “The reason that Dubai is so successful is because it has a long-term plan and long-term vision. In the Caribbean, everyone agrees to a strategy but then everything changes as quickly as the sun rises and sets each day.”

He added that while major tourism investments were in the 25-year timeframe, “in the Caribbean you find yourself talking to people in government and you wonder whether they will be there in 25 days.”

With regional airlines going out of business, major foreign carriers are filling the gap. “But people will tell you that they are being held to ransom by these carriers,” said Grant. “Are these guys good for the Caribbean or are they abusing their position?”

In conclusion, Grant said that the current malaise actually offers the region a chance to diversify areas of the economy and to revitalise its current tourism products.

He suggested that a study of best practice in the region would be a good start. “There are some very successful islands that are doing very well. There, the product is the issue, not the price of oil.” ■

Woolf predicts new hope for long-haul

The global economic downturn is already affecting long-haul demand as many people stay closer to home for tourism, but consultants ASM believe new-generation aircraft will help create fresh opportunities for long-haul travel in future.

ASM’s principal consultant John Woolf (pictured below) says that “amidst all the doom and gloom, as the [Boeing] 787s come in there is something to look forward to”.

He says: “The 787 and [Airbus] A350 will produce seats that are more effectively priced for tourism markets... There are certain markets that are marginal [with fuel priced] at \$50 per barrel and will not be served until the new aircraft arrive.”

Woolf says of the 787 that “what it offers for long-haul is radically different economics. From a tourism point of view that will open new markets.”

He says the more fuel-efficient aircraft will, for example, help open up the market for more outbound travel from India. He also sees potential for more international flights from secondary Japanese cities to destinations such as Cairns in Australia. ■



More from this summit conference in tomorrow’s edition of **Airline Business Daily**

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ROUTES PROGRAMME | MONDAY

07:30

Registration Desk, Diary Advice Desk and Extra Meetings Desk Open

8:30-17:50

One-to-One Meetings
Airline Meeting Halls, KLCC

10:00-16:30

The 2nd Annual Routes Leaders Forum
Plenary Theatre, Level 3, West Wing, KLCC

12:10-13:40

Networking Lunch, Networking Village

19:30-23:30

Gala Dinner hosted by Malaysia Airports including the OAG Routes Awards
Titiwangsa Lake Garden

IARDA: a new voice for route developers

New association for air service development

BY MIKE MILLER

Airlines, airports and suppliers will have a new route development voice after the formation yesterday of the International Air Route Development Association (IARDA).

Just as aviation faces an increasing number of cross-border governmental and environmental conundrums, IARDA hopes to "give this part of the industry a seat at the table," said William Wren, IARDA's first director general and also Minneapolis/St. Paul airport's business development officer.

The association is a non-profit organisation and will be based in Washington DC, managed by the Association and Society Manage-

ment International that also manages several other aviation associations. Clay Tyeryar from ASMI will serve as IARDA's secretary and manager.

"This group is about the future of what we do," said Wren, who has 36 years' experience in airline and airport route development. "At the end of the day, it's all about economic development. We need to make sure route development and economic development is allowed to continue and that nothing gets in its way."

Wren said that as part of route development, in the near future he expects there to be "some bumps in the road, and we need a voice to make sure our interests are heard."



Brothers in arms: Clay Tyeryar (left) and William Wren – the principals behind IARDA

He pointed to the volatility of oil trading, which has crippled industry cash flow this year, and climate change as two IARDA issues that could impede route development.

Europe's emissions trading scheme and potential taxes or fees on airlines and airports could stifle new route development, Wren said.

IARDA will represent the interests of those involved in air service development, which include airports, airlines and pertinent suppliers. Wren said IARDA also will take on a mission to help standard

data use across the industry, will speak out on airport congestion and fee issues, and will be a voice for airline-airport issues in open skies agreements.

The surveys led to a prioritisation list for the association. Two industry leaders lending their support to the new organisation are Southwest Airlines' director of network strategic planning Lee Lipton and Thomas Callum, professor of sustainable aviation at Manchester Metropolitan University. Both spoke at yesterday's launch.

IARDA is seeking new members in Kuala Lumpur and will be visible at future route development meetings. The group's web site is www.iarda.aero. ■



Scottish airports are enjoying unprecedented growth and are hoping for even better things next year, Gordon Dewar, MD of BAA Scotland, told delegates

to Routes. Speaking at a reception for delegates sponsored by Scotland, Dewar promised an exceptionally warm welcome during 2009 when Scotland celebrates the 250th anniversary of its national poet Robert Burns.

"It will be a fantastic year to visit Scotland," he said. "It will be the party of all parties."

He added: "With 24 million passengers in 2007, Scotland's airports have enjoyed unprecedented growth in recent years."

Delegates enjoyed a real taste of Scotland at the reception held in Kuala Lumpur's Shangri-La hotel. Music came from the excellent Red Hot Chili Pipers who brought a modern twist to traditional Scottish pipes and drums.

Tartan barmy!
The Red Hot
Chilli Pipers
do their stuff

Fly in for a Highland fling

Tanzania opens its wild and unexplored doors

Opportunities in East African nation

BY ALAN PEAFORD

One of Africa's wildest secrets is opening its doors to airlines at the Routes event. Tanzania Airports Authority and tourism board is here to show what great opportunities exist in this East African nation.

Faraja Makasi, director of the airports authority at Julius Nyerere International Airport in Dar es Salaam, says there is so much the country has to offer both for business and tourism.

LAND OF CONTRASTS

"Tanzania is a land of contrasts and majesty," she says. "It is Africa at its most wild and unexplored. We have the snow-capped summit of Mount Kilimanjaro and the sun-kissed beaches of Zanzibar, the vast herds of game grazing on the Serengeti plains and the slow volcanic eruption of Ol Donyo Lengai."



Age of Diamonds: Faraja Makasi at Routes to put Tanzania in the frame for new business

The country has three international airports – Dar es Salaam, Zanzibar and Kilimanjaro and a domestic and cargo airport at Mwanza on Lake Victoria. From Europe, KLM-Air France and British Airways fly daily while Swiss operate five days a week. Emirates and Qatar fly daily from the Middle East although Air India has recently suspended its daily service from Mumbai.

"It is the Asian airlines that we are keen to impress," says Makasi. There is a lot of inbound investment for growing businesses such as mining, oil exploration, agriculture and tourism.

"There are a lot of opportunities in Tanzania," says Makasi. "At the moment visitors have to come via Ethiopia or one of the Gulf states. We believe there are a lot of opportunities for point to point services." ■

Singapore separates airport management

BY NICHOLAS IONIDES

Singapore's government is to separate airport management duties from the Civil Aviation Authority of Singapore (CAAS) by corporatising its non-regulatory functions under a new state-owned company.

Transport minister Raymond Lim says the changes will take effect on 1 July 2009 when legal formalities are completed.

CAAS currently manages Singapore's airports while also acting as aviation industry regulator. Lim says the changes will see CAAS separated into two entities,



Changi Airport

one a statutory board and the other a company controlled by Singapore Government investment arm Temasek Holdings.

The statutory board, for now known as NewCAA, will retain strategic and regulatory functions such as overseeing air traffic services, international relations, air services negotiations, air services allocation and licensing, safety, security and service regulation, and the Singapore Aviation Academy.

The corporate entity, which for now is known as NewCo, will retain operational

functions including operation and management of the flagship Changi Airport, and operation of – and investment in – foreign airports.

The two entities will have joint responsibility over the secondary Seletar Airport, as well as over air hub development and master-planning, says the Ministry of Transport.

"Corporatisation will provide Changi greater impetus to capitalise on new opportunities and face rising competition," says Lim.

"A corporatised entity will have greater flexibility to attract and retain top talent to compete with global airport operators. It can also better leverage on Changi Airport's brand name to develop an international presence." ■

OAG adds value for travellers

OAG (Official Airline Guide), the global flight information and data solutions company, is launching an interactive timetable and route-mapping tool to revolutionise the way airports market their connection potential to travellers.

OAG Route Mapper is an online mapping application that can be integrated into an airport's own website. It provides airports with value-added content, enabling business and leisure travellers to see, at-a-glance, destinations from where they are, either directly or via a connection, and to view times and details of all flights on any route.

Routes delegates can see demonstrations of the new product on the OAG Hosted Networking Stand (N34) a month ahead of the planned release.

"Regional airports offering predominantly short haul routes operated by low cost airlines will find this of real benefit in influencing consumers to consider the airport as a convenient feeder for long haul services or for travel to unusual onward destinations," says John Weber, managing director, OAGback Aviation Solutions.

"Any airport wishing to position itself as a gateway to destinations, outside the routes it serves directly, will find OAG Route Mapper an invaluable addition to its web site and a convenient and effective way to increase site traffic and attract more passengers," added Weber. ■



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Schiphol eases US passenger access

Fast automated border passage service to revolutionise travel for passengers

BY MIKE MARTIN

Passengers travelling between Amsterdam Schiphol and the USA will be able to use a fast automated border passage service on both sides of the Atlantic via the IET (International Expedited Traveller) programme, from the end of this year.

The IET programme, which will begin as a pilot, is an initiative of the Dutch ministry of justice, the US department of homeland security and Schiphol group and is intended to facilitate the fast passage of trusted travellers (those who have been approved by the Dutch and US governments) across the borders of the participating countries.

IET links Schiphol group's Privium programme with the US customs and border protection's (CBP's) Global Entry programme.

The facilities of the Global Entry programme are presently available at seven American airports and Dutch and American citizens can participate in an IET pilot programme from the end of 2008.

Privium is Schiphol group's frequent flyer/registered traveller service programme that allows



Schiphol and USA will offer 'trust' status

members to pass through automated border controls quickly and safely by means of iris verification.

Privium membership also offers priority check-in and parking nearby the terminal. Privium has been operating for seven years and currently has more than 45,000 members. CBP recently launched the Global Entry programme to allow US nationals fast and automated passage through US border controls.

The programme was launched at seven American airports during the trial period: John F Kennedy international airport in New York, Houston, Washington Dulles international airport, Los Angeles, Chicago, Atlanta and Miami.

Other American airports will join at a later date.

It is expected that more countries with automated border passage facilities will join the IET programme in 2009.

BIOMETRIC ENROLLMENT

The philosophy behind the IET programme is that trusted travellers volunteering for membership of the programme only have to go through the application and biometric enrolment procedure once, after which they will be able to use the automated border passage facilities in all the chosen participating countries and airports.

IET passengers with American or Dutch citizenship may partici-

pate by applying for membership in the international programme via the IET website. Both the American and Dutch authorities will perform a background check on the applicant. The entry requirements are strict. Should the applicant have, for example, a criminal record, the application will be denied.

Passengers who have been approved are invited for a single interview with the Dutch and American authorities at a joint enrolment centre. During this interview, the biometric data are also recorded (iris for Privium/fingerprint for Global Entry). Once the passenger has been approved by both authorities, he or she will receive a so-called 'trust status'. ■

Sabre launches cutting edge databank

BY ALAN PEAFORD

Sabre Airport Consulting (Booth 34) is to release the new version of its global databank product ADI at Routes today.

The latest version of the databank was developed following discussions with existing cus-

tomers allowing the new ADI to incorporate many new and innovative features.

Users will be able, quickly and easily, to run a wide variety of passenger related reports including Carrier, Connecting Airport, Average Fare, Point of Sale, Point of Origin, Cabin

Class and Class of Service data, by month.

Vice president of airport consulting, Mike Bown, says "with the new version we have taken ADI up to the next level and as enhancements continue to be incorporated we will see ADI become a relevant business tool

for airports and industry alike".

Originally designed specifically for airports, ADI is also being used by tourism authorities that Bown says "recognise the importance of relevant market data to support their commercial and promotional activities". ■




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Routes charity helps blind to see

Flying eye hospital is the world's only airborne ophthalmic training facility

BY ALAN PEAFORD

If you have ever wondered what it is like to suffer from cataracts, a visit to the Orbis stand (S30) will enlighten you. The official Routes charity Orbis will let you wear some special glasses that create the effect of cataracts.

This experience will focus on the valuable role the charity partner provides as it works around the world saving sight.

Orbis chief executive Richard Donaldson says: "Every minute, somewhere in the world, a child goes blind and half of those children will die within two



years unless they are treated."

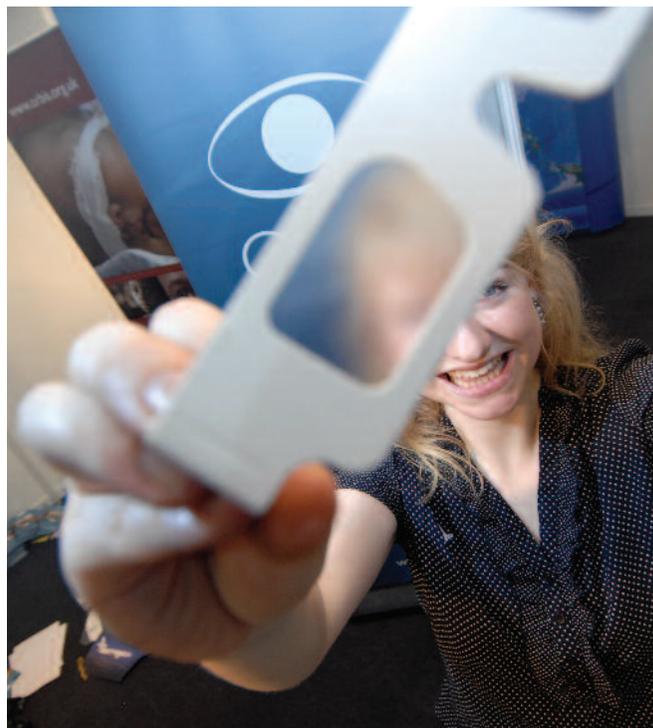
The aviation industry has been a strong supporter of the charity. "Orbis provides the tools, training and technology for local doctors and nurses to develop lasting solutions for the tragedy of avoidable blindness in their countries," Donaldson says.

RESTORE SIGHT

Orbis does this through its 'Flying Eye Hospital', the world's only airborne ophthalmic training facility.

On board the modified DC-10, eye care professionals from developing countries work side-by-side with Orbis' international medical team to perform surgery, learn new skills and restore sight. In 2008 the Flying Eye Hospital has undertaken vital projects in Myanmar, Vietnam, Syria, Tanzania, Uganda and China.

The charity has long established alliances with United Airlines and FedEx – along with Virgin Atlantic, First Air and Asia Miles among its valued supporters – and this has led to the exciting news that the existing hospital will be replaced with a DC-10 Series 30 freighter donated by United Airlines, with the support of FedEx.



Offering clearer vision: Eleanor Phelan of Orbis demonstrates glasses that recreate sight marred by cataracts

Left: Volunteer helps a patient off the Orbis plane

"The new aircraft will allow Orbis to continue its mobile sight-saving training for 20 years so this is a truly wonderful gift

to the world," says executive director Geoffrey Holland.

The new aircraft will have a flying life of at least 20 years and is about 10 years younger than the current McDonnell-Douglas DC-10-10 that dates from 1970. The new Flying Eye Hospital will be more efficient, providing greater range, lower operating costs and better reliability. ■

Jet Airways drops China and USA services

BY NICHOLAS IONIDES

India's Jet Airways is dropping its recently launched services to Shanghai and San Francisco, citing the effects of the global economic downturn.

Jet says in a statement that it is discontinuing Mumbai-Shanghai-San Francisco services from 13 January.

It says the decision was taken "in light of the downturn in major economies worldwide, more specifically in the USA and UK".

Jet only launched the services in June, after a long-running battle to secure rights for the flights through China. It operates Boeing 777-300ERs on the route.

The carrier says it will continue to sell seats for San Francisco services through codeshare flights operated by partner airlines. It recently announced a wide-ranging codeshare partnership with United Airlines that includes San Francisco.

Shanghai and San Francisco were added to Jet's network as part of an aggressive expansion of its fledgling international operations that now includes passenger services to parts of Asia, Europe, the Middle East and North America.

In North America it serves New York JFK and Newark as well as Toronto.

It says it plans to "extend its international operations to other cities in North America, Europe, Africa and Asia in

phases, with the introduction of additional widebody aircraft into its fleet".

Until recently Jet was the only privately owned Indian carrier with international operations. That changed when Kingfisher Airlines began serving London Heathrow.

National carrier Air India has also made international network cuts in recent months, dropping services to Birmingham, Dar es Salaam, Los Angeles and Seoul. ■

REPORT | NICHOLAS IONIDES

INDIAN BREAKAWAY

Air India chairman Raghu Menon shares his expansion plans

Air India is planning an expansion of international operations from the latter part of next year after additional aircraft are put into service.

Chairman and managing director Raghu Menon said in an interview in Mumbai for a feature article in an upcoming issue of *Airline Business* that the carrier has made network cuts in recent months but it will be in a position to grow again from around one year from now.

"Internationally we have cut about 12-13% in terms of ASKs and we have gone offline in four stations abroad: Los Angeles, Birmingham, Seoul and Dar es Salaam," he says.

"They were not doing well and the product we had deployed on these flights was not very good, so we will review these cases once better aircraft are available, once the newer ones come in. None of them are permanent withdrawals, they will all be reviewed."

Menon also says the carrier will again be in a position to add new destinations to its network from the latter part of next year when additional aircraft are inducted. The carrier has dozens of Boeing 777s and 787s on order, in addition to Boeing 737-800s for low-cost subsidiary Air India Express as well as Airbus A320-family aircraft.

Air India merged with Indian Airlines in August last year and since then the enlarged carrier has been working to rationalise the combined network on routes on which they both operated.

The two had a combined 111 new aircraft on order with Airbus and Boeing and 38 have been delivered to date, says Menon. Another nine will be in service by the end of March, with another 20 or so by September 2009.

"I think we will be prepared to take off in quite a big way by the winter of 2009"



Raghu Menon – adding destinations

"By then we will really be looking at expanding our services," says Menon. "At the moment we are going through a process of consolidation given the state of the aviation industry, but I think we will be prepared to take off in quite a big way by the winter of 2009, and that is primarily because of the new aircraft we are getting."

Menon says like all other airlines Air India has been hard hit this year by increased fuel prices but he says if they remain at the current lower levels the next financial year should be much better.

"Next year depends a great deal on how fuel prices stabilise. If they stabilise in two digits, say by December or January we can look forward to a much more buoyant performance in the next year," he says.

Menon says the merger between Air India and Indian has proven a success, having helped boost revenues through network synergies and helping cut costs.

While only the Air India name is being used now, the two still operate under two different flight codes, however, as a result of the fact that the two have separate passenger reservations systems.



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Menon says things have been proceeding slower than hoped in this area, although a new system should be in place around the middle of next year, after which the Indian Airlines code will disappear and there will be a single unified airline.

Going more smoothly, however, is work towards becoming a full member of the Star Alliance. Air India was accepted as a future member of Star late last year and Menon says it should become formalised around May next year.

CONFIDENT

"We are absolutely on track as far as Star Alliance is concerned," he says. "We are very confident that we will stick to the timeframe that we have been looking at. There has been no set date but we are looking at around May next year."

Menon adds: "There are 79 major requirements that we have to complete, and we would like to complete all of them by the time we have formal entry. I would say that around 50% of the work has been done by now. The progress card which Star Alliance themselves prepared had indicated that it was very encouraging, that we are very much on track." ■

REPORT | MIKE MARTIN

T3 LIFT-OFF BOOSTS DUBAI STRATEGY



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Dubai International Airport opens its new terminal that will lift passenger capacity to 60 million a year

A new chapter in Dubai's aviation story begins tomorrow with the 'soft' opening of Dubai International Airport's Terminal 3 (T3).

The superb new facility – dedicated to Emirates and part of a US\$7bn airport expansion programme – will be welcomed by all airlines and passengers alike as the airport has been operating well beyond its maximum passenger capacity for a long time.

Tomorrow will see flight EK843 Dubai-Doha, an Airbus A330-200, as the first Emirates flight to be flagged off from the new terminal.

In a strategy aimed at avoiding the sort of problems that hit Heathrow's Terminal 5, the opening of T3 at Dubai is being carefully staggered.

In the first phase, Emirates' will launch all flights to the GCC (Gulf Cooperation Council – Bahrain, Oman, Saudi Arabia, Kuwait, Qatar, and the UAE) and the Americas – 40 flights a day, or around 15% cent of the airline's total services.

Phase Two will include flights to the rest of the Middle East and Africa, increasing operations to 99 flights every day, 37% of all Emirates flights. Flights to Europe will take-off in the next phase, escalating operations to 168 daily flights or 60% of all Emirates' services.

The fourth and final phase – expected by December this year – will include flights to the Indian subcontinent, East Asia and Australasia and bring the total to 269 flights each day.

Each phase will only start after receiving a 'clean operational chit' from the previous phase. Trials and testing at T3 – involving some 8,000 volunteer members of the public – continued up to the last moment to iron out operational



To a T3: The magnificent new gateway to Dubai

increases and remove any system bugs before the soft opening.

The new terminal will increase the airport's capacity to 60 million passengers a year and when the whole expansion project is completed in 2011, capacity will grow to 75 million. Annual throughput is currently around 40 million a year, well over the design capacity for the original airport.

SPACIOUS LUXURY

Incredibly, on current growth trends, the airport is expected to be operating at its full new capacity of 75 million within seven years. However, by then the emirate's new airport – the US\$33bn Dubai World Central at Jebel Ali – will be operational.

HH Sheikh Ahmed bin Saeed Al-Maktoum, chairman and chief executive, Emirates airline & group said: "14 October marks another red-letter day on the Emirates calendar. Emirates is effectively throwing open the doors of its new home, inviting cherished customers to enjoy the spacious luxury and state-of-the-art facilities; relax in the soothing ambience; and travel globally with family and friends in total comfort.

"With five dedicated A380 gates, our flagship fleet will soon be flying from its rightful home."

Sheikh Ahmed added that T3 is planned as a lifestyle destination in its own right.

"I cannot but be proud of the fact that Dubai International Airport now rivals the best airports

in the world with this new state-of-the-art facility."

With a total built-up area of 515,000 m², the huge terminal has more than 250 check-in counters, including 126 for economy class passengers; 32 for first and business; 60 self-service kiosks (with and without baggage); and 10 dedicated counters for Emirates' Skywards loyalty programme members.

One novel feature is the positioning of 18 counters for oversized baggage located right in the car park.

Emirates has designed an entire floor of luxurious, themed lounges in the 10-storied concourse for its premium passengers, with a capacity for more than 2,000, offering top international cuisine as well as spa facilities.

In addition there are lounges for unaccompanied minors and passengers with special needs.

Facilities offer everything from fast food to seafood and tapas, with some 15,500 m² of retail and duty free space. T3 also features 14 baggage carousels, including four capable of handling outside bags.

Emirates Group has been running a major staff training programme for months, said Sheikh Ahmed. "Our staff are both eager and ready to welcome passengers to our brand new home. With any new facility, and especially one as mammoth as the new terminal, some teething problems can occur, but we do have robust back-up plans in place." ■

"With five dedicated A380 gates, our flagship fleet will soon be flying from its rightful home"

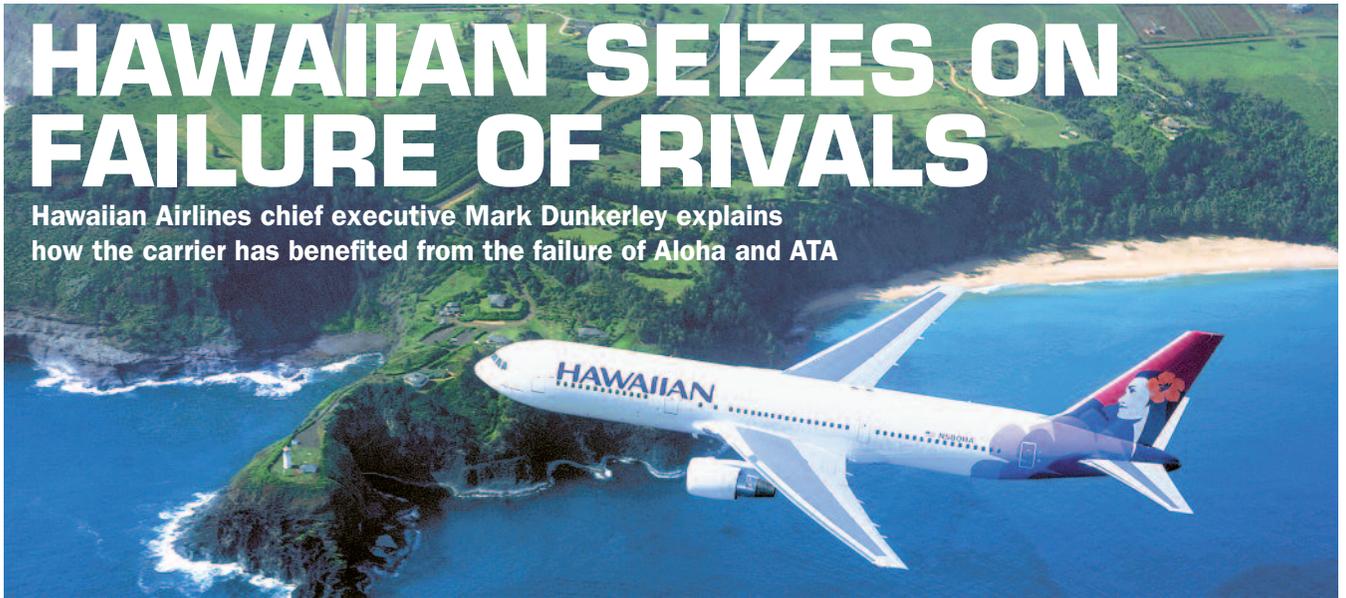
HH Sheikh Ahmed bin Saeed Al-Maktoum

chairman and chief executive, Emirates airline & group

REPORT | DAVID FIELD

HAWAIIAN SEIZES ON FAILURE OF RIVALS

Hawaiian Airlines chief executive Mark Dunkerley explains how the carrier has benefited from the failure of Aloha and ATA



“Hawaiian Airlines rushed to fill the gap after the demise of Aloha Airlines and the end of flights by ATA Airlines in April. Hawaiian chief executive Mark Dunkerley explains that the carrier had even been using a 264-seat Boeing 767 on one intra-island route, but admits that the 18-minute flight “may have delivered a large number of seats but certainly not at the right economics. It was a costly way to meet demand”.

So Hawaiian arranged with Boeing Capital for four more Boeing 717s to add to its fleet of 11; the first arrived in late September and the second is due to begin service on 1 November. Two more deliveries are set for mid-November and mid-December. In May, the airline also shifted a US gateway and began flying between Honolulu and Oakland, California, ending service between Maui and San Diego.

Oakland has a large population of Hawaiian expatriates as well as major corporations such as the Safeway supermarket chain. This was more bad news for San Diego Airport, which has suffered considerable cuts this year, although Hawaiian still serves the southern California city from Honolulu.

Hawaiian interestingly operates in distinctive markets; the local market, the mainland markets and the markets on the other side of Hawaii. Dunkerley explains: “We started out as a carrier based solely on intra-island traffic, and when you’re dependent on one market, you look brilliant when things are good and foolish when they are not.” But this market, which has “the full

spectrum of flyers from business flyers to those seeking medical care to people like elevator repairmen and government workers”, is mature and Dunkerley does not expect it to grow. Fares on local routes, which were brought down by the entry of a Mesa Air Group unit dubbed go!, are now rising, with the lowest fare now standing at \$69, up from a \$1 fare.

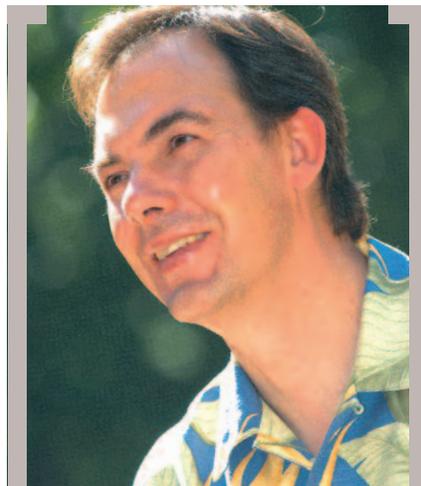
“So we diversified to the US East Coast, with 10 cities, and now we are in a second

stage of diversification,” says Dunkerley. This second stage is a transpacific effort. “We have diversified away from the East Coast and now serve Australia, as well as the Philippines, American Samoa and Tahiti. We are looking at adding a new route in the Asian region every other year. Oddly enough, people come to visit from Samoa and Tahiti. It is cheaper to shop here and anyway they can compare their paradise with ours!”

FLEET REPLACEMENT UNDERWAY

To serve these new markets, Hawaiian is in the midst of a fleet replacement, having ordered a dozen Airbuses with options for a dozen more. Half will be A330-200s with 305 seats in two classes and half will be A350-800 XWBs with 322 seats in two classes. These are now scheduled for delivery starting in 2012 “but we are talking with leasing companies about possibly getting additional aircraft for earlier delivery dates”, says Dunkerley.

Between now and the first Airbus deliveries, Hawaiian will fly its 767s and will install Aviation Partners winglets on eight Boeing 767-300ERs, starting in September 2009. The winglets can save about 5% of fuel consumption. But Dunkerley says that neither he nor anyone in the Islands is gloating over the “truly traumatic” demise of Aloha, or indeed of other carriers. “It’s easy to talk about the weak dying, but these are people and their livelihoods. It may be a gain for airlines who were preparing for the future, perhaps, but the real winners are speculators and those who hold oil.” ■



“When you’re dependent on one market, you look brilliant when things are good and foolish when they are not”

Mark Dunkerley – chief executive, Hawaiian Airlines

JetBlue gives 'physical cues' at new JFK terminal

Caterers force slight delay to opening

BY DAVID FIELD

JetBlue Airways' new terminal at New York JFK will open a few weeks late, but the airline, based just a few miles away, says the delay is only because some of the T5 food vendors aren't quite ready. The rest of the 20-gate facility is set to go. Six gates will be added later, giving the terminal the ability to handle about 30% of JFK's traffic or about 20 million passengers a year, with 10 daily turns at each gate.

The project leader for JetBlue, Rick Smyth, said the new building, one of the first to be fully designed and built since 11 September 2001, "interprets the

iconic TWA Flight Center for today's jet set". Located right behind the old Eero Saarinen-designed TWA terminal, the new T5 attempts to contrast the curvilinear concepts of that 46-year-old structure with straight angles, said Bill Hooper of architecture firm Gensler.

MINIMALIST SIGNAGE

The JetBlue terminal uses directional ramps and differing building materials as 'physical cues' to guide passengers, minimising the need for many signs. It has 40 ticket counters and 65 self-service kiosks, evenly distributed on both sides of the lobby.



JetBlue's new JFK terminal – set to open in late October

© Fotostash Photo

And the 20-lane security checkpoint, the single largest checkpoint in the US, features a 225ft (68.6m) bench that passengers can use to rearrange their carry-on baggage and clothing after they get through the screening. It is designed to handle some 4,000 bags an hour.

The terminal's central marketplace, at 55,000sq ft (5,110sq m), features nine full-service restaurants with a New York theme. Once the old TWA terminal is

renovated, people will be able to enter T5 through that landmark building, reaching the terminal through two 'flight tubes' that will be renovated.

JFK's operator, the Port Authority of New York and New Jersey, paid \$795 million in construction costs, while JetBlue supplied the remaining \$85 million. Originally set for a 1 October debut, it is now likely to open in the third week of October. ■

Chicago Midway enters private hands

BY DAVID FIELD

After 85 years of operation, Chicago's Midway is poised to become the nation's first privatised large airport. The second city's number two facility, behind giant O'Hare, will pass into private hands following a decision by Chicago's mayor to award the 99-year lease to the Vancouver Airport Authority's YVR Airport Services. Following city council

action and FAA approval, the \$2.51 billion pact will give YVR effective control of the 43-gate facility.

Although Chicago media have raised the prospect of higher fees and charges, George Casey, president and chief executive of Vancouver Airport Services (pictured right), said: "We and the city have worked very closely with the airlines and with all of the stakehold-

ers. We are very comfortable that there are consumer protections. We have to keep Midway competitive."

The city and the investors agreed to a 25-year agreement with those airlines now at Midway, capping their rates and charges at the outset and freezing them for six years.

YVR, which is half-owned by Citigroup's Citi Infrastructure Investors, has interests in 18 airports in seven nations, including Santiago in Chile. YVR joined with the John Hancock insurance firm to create a new company dubbed Midway Investment and Development.

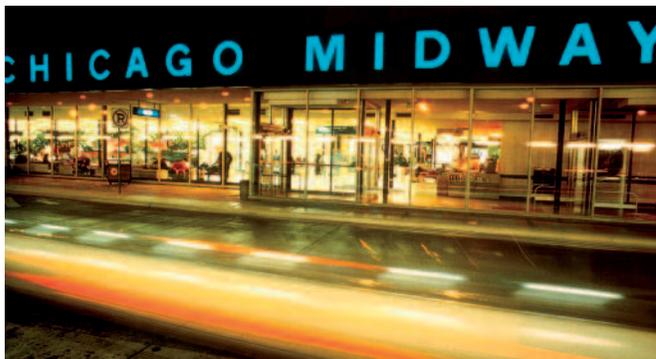
Although other US airports have considered privatisation, and New York's Stewart was briefly owned by a UK-based firm, Midway will be the first large airport to leave public control.



In contrast to full-service O'Hare, with 75 million annual passengers, Midway is the windy city's low-fares airport, and is dominated by Southwest Airlines and by AirTran Airways. Located on the south side of Chicago, it has direct

rapid rail access to downtown's 'Loop' district. Surrounded on four sides, Midway is constrained, but Casey says that increasing its capacity is a long-term goal. The airport handled just under 20 million passengers in 2007.

Although both American and United ended their Midway services in 2007, Southwest is growing there and announced in early October that it would add flights to and from Minneapolis/St Paul International next March. Toronto-based Porter Airlines is also set to begin a Midway service in mid-November. ■





REPORT | DAVID KNIBB

LOW-COST RIVALS IN IT FOR THE LONG HAUL



Australian low-cost rivals Jetstar and Virgin Blue are squaring up to take their rivalry overseas

Jetstar and Virgin Blue, Australia's two low-cost airlines, are nearing the launch of their long-haul operations. Virgin Blue is set to go first when its new V Australia takes off for Los Angeles on 28 February 2009 and Jetstar will follow later with flights to Europe.

They seem to be headed in opposite directions, but these two carriers have been tough rivals at home and there are several scenarios where they could face-off overseas.

Jetstar, it could be argued, is already a long-range carrier. Besides its short-haul routes into Southeast Asia, it already flies to Japan and Hawaii. These are 10-11 hour stage lengths, well within most definitions of long-range. Jetstar inherited these routes from Qantas, and is flying them with Airbus A330s that Qantas transferred to it specifically for these services.

But Jetstar's longer-range plans are to fly to more parts of North Asia and via a not-yet-determined Southeast Asian hub to Europe. Initially, Jetstar had planned to launch this phase of its growth early next year, but delivery dates for the Boeing 787-800s intended for these routes have been pushed back twice. Boeing's latest estimate is that Jetstar's first 787 will arrive November 2009. Over the succeeding 12 months, Jetstar expects to receive 14 more. Later deliveries of the longer-range 787-900s will start in 2010, but Jetstar and Qantas will share that part of the Boeing order.

Following a domestic shake-down of several months, Jetstar will point its new 787s overseas. It has not been specific about where they will fly, but it has mentioned Rome and

Athens. It also plans to use them on some longer Asian routes, such as Korea and Taiwan, and eventually across the Pacific to the USA. Flights to the US mainland with the 787-800 would require a stopover. For this reason, Alan Joyce, who moves up in November from Jetstar's head to become chief executive of the Qantas group, says that Jetstar will wait. It aims to start US flights in 2011, when it can fly nonstop with the longer-range 787-900.

Whether that will be the first competition between Jetstar and V Australia on long-range routes remains to be seen. V Australia expects to launch daily Boeing 777-300ER Sydney-Los Angeles nonstops on 28 February 2009. Next March it will add Brisbane-Los Angeles. Under the Australia-USA Open Skies bilateral, it can add more.

Joyce has not said where in the US Jetstar will fly. Los Angeles is the main Qantas gateway, so Jetstar flights into there could cannibalise its parent's traffic. Typically, Qantas and Jetstar have avoided each other's routes. This could actually avert a head-to-head US showdown between Jetstar and V Australia. If V Australia sticks to Los Angeles and Jetstar avoids it, the two might never meet at US air-

ports. Of course, they would still compete for the same behind and beyond gateway traffic.

After the USA, V Australia's next planned destination is South Africa. Next October, when it receives its fifth Boeing 777, V Australia will start five weekly flights between Sydney and Johannesburg. Qantas also serves South Africa, but Jetstar has never mentioned it.

USA FACE-OFF

So the USA appears to be the most likely market in the next several years where Jetstar and V Australia might face off. Yet, possibilities exist elsewhere. When Virgin Blue announced its 777 order last year, chief executive Brett Godfrey said Virgin Blue's new long-haul carrier initially would be "US-centric", but Asia was also in its longer-term plans.

Asia could figure into this in several ways. Not only might V Australia compete with Jetstar point-to-point on Asian routes, but there is also the possibility of an alliance between V Australia and AirAsia X for flights through Kuala Lumpur to Europe. Sir Richard Branson's Virgin Group holds 25.5% of V Australia's Virgin Blue and 20% of AirAsia X. The latter serves Australia's Melbourne and the Gold Coast, while the former could feed traffic from other Australian cities to Malaysia.

Such an alliance would offer the same one-stop service between Australia and Europe that Jetstar plans. A link between long-range carriers to rival Qantas and Jetstar sounds like just the sort of match-up Branson would love to promote. ■

"These two carriers have been tough rivals at home and there are several scenarios where they could face-off"

PARTICIPATING AIRLINES

AIRLINES NATIONAL CARRIERS

- A)** Adria Airways
- Aer Lingus
- Aeroflot Russian Airlines
- Aerolineas Argentinas
- Aeromexico
- Afriqiyah Airways
- Air Astana
- Air Baltic
- Air Canada
- Air China
- Air France Long-haul
- Air France Medium-haul
- Air India
- Air Malta
- Air Moldova
- Air Tahiti Nui
- Air Transat
- Alitalia
- All Nippon Airways
- American Airlines
- Armavia Air Company
- Atlantic Airways
- B)** BH Airlines
- bmi
- British Airways Long-haul
- British Airways Short-haul
- Bulgaria Air
- C)** Cathay Pacific
- China Airlines
- China Eastern Airlines
- China Southern Airlines
- Continental Airlines
- Convia
- COPA Airlines
- Croatia Airlines
- CSA Czech Airlines
- D)** Delta Air Lines

- Drukair (Royal Bhutan Airlines)
- E)** Egyptair
- Emirates
- Ethiopian Airlines
- Etihad Airways
- F)** Finnair Mainline
- G)** Garuda Indonesia
- Georgian National Airlines
- Gulf Air
- H)** Hainan Airlines
- Hawaiian Airlines
- I)** Iberia Long-haul
- Iberia Short-haul
- Icelandair
- J)** Japan Airlines
- K)** Kenya Airways
- KLM Cargo
- KLM Royal Dutch Airlines (Europe)
- KLM Royal Dutch Airlines (Long-haul)
- Korean Air
- L)** LAC/Air Congo
- LAN Airlines
- LOT Polish Airlines
- LTU International Airways
- Lufthansa
- M)** Mahan Air
- Malaysia Airlines
- Malev Hungarian Airlines
- Martinair Holland (Passenger)
- MAT-Macedonian Airlines
- Mexicana
- N)** Nepal Airlines
- Northwest Airlines

- O)** Olympic Airlines
- Oman Air
- P)** Pakistan International Airlines
- Philippine Airlines
- Q)** Qatar Airways
- R)** Rossiya Airlines
- Royal Air Maroc
- Royal Brunei Airlines
- S)** S7 Airlines
- SAS International
- Saudi Arabian Airlines
- Shaheen Air International
- Shanghai Airlines
- Singapore Airlines
- SriLankan Airlines
- Swiss International Air Lines
- Syrian Airlines
- T)** TAM Linhas Aereas
- TAM Mercosur
- Tarom
- Thai Airways
- Transaero Airlines
- Turkish Airlines

- U)** Ukraine International Airlines
- United Airlines
- US Airways
- Uzbekistan Airways
- V)** Vietnam Airlines
- Virgin Atlantic Airways
- Virgin Nigeria

CHARTERS

- Air Finland
- Astraeus
- Belair
- Eurofly SPA
- First Choice Airways
- Free Bird Airlines
- Gadair European Airlines
- Hong Kong Express Airways
- Indonesia Air Transport
- Jetairfly
- Livingston S.P.A
- LTE International Airways
- Meridiana
- Netjets Europe
- Nouvelair Tunisie

LOW COST



AIRASIA
Malaysian low-cost carrier AirAsia is working to establish a joint venture airline in northeast Asia. The carrier already has joint venture airlines in Indonesia and Thailand.



TIGER AIRWAYS

Tiger Aviation remains committed to establishing a joint venture carrier in South Korea, despite facing stiff opposition from rivals in South Korea.

- AirAsia
- AirAsia X
- Air Berlin
- Air India Express
- AirBlue
- Belle Air
- bmbaby
- Cebu Pacific Air
- Centralwings
- Click Mexicana
- Clickair
- Dalmatian.hr
- Easyjet
- Eurolot
- FireFly
- Flyniki
- Indonesia AirAsia
- Jet2.com

- JetBlue Airways
- Jetstar Airways
- Jetstar Asia
- Lionair
- Lionair (Australia)
- Nok Air
- Norwegian Air Shuttle
- Sama
- SkyEurope Airlines
- Southwest Airlines
- Spicejet
- Sterling Airlines
- Ted
- Thai AirAsia
- TUIfly Germany
- VolareWeb
- Vueling Airlines
- WizzAir

- Omni Air International
- Privatair
- RAF Avia Airlines
- Scandjet
- Thomsonfly.com
- Travel Service Airlines
- Tuifly Germany
- White Airways
- Zenith Airways

- Intercity Air
- Jade Cargo International
- LAN Cargo
- Malaysia Airlines Cargo
- Qatar Airways Cargo
- Ruslan International
- Transmile Air Services
- UPS
- Volga Dnepr UK Ltd

CARGO

- Air Atlanta Icelandic
- Air Bridge Cargo
- Astral Aviation
- Emirates Sky Cargo
- Ethiopian Airlines Cargo
- Etihad Crystal Cargo
- Expo Aviation
- FedEx Express

TOUR OPERATORS

- First Choice Holidays
- Jet2 Holidays.com
- Kenny Tours
- Nolitours
- TUI AG
- TUI UK
- Vacances Transat
- Holidays

AUSTRIAN AIRLINES GROUP

Austrian state holding company OIAG has drawn up a shortlist of potential bidders for a 42.75% stake in Austrian Airlines Group. The privatisation process is expected to be finalised in late October.



REGIONAL CARRIERS

- | | | | |
|--|---|--|---|
| <ul style="list-style-type: none"> Agean Airlines AeroRepublica Air Canada Jazz Air One Arik Air Austrian Arrows Bangkok Airways Berjaya Air Blue 1 | <ul style="list-style-type: none"> bmi Regional Baboo Fly4 Airlines Iberia Regional Air Nostrum Ivoirienne de Transportes Aeriens (ITA) Jet Air | <ul style="list-style-type: none"> KD Avia Kingfisher Airlines LAN Argentina LAN Chile LAN Ecuador LAN Express LAN Peru Love Air PB Air | <ul style="list-style-type: none"> PTL Airlines Seair Shandong Airlines Shenzhen Airlines Siem Reap Airways Silkair Sol Lineas Aereas VietJetAir Xiamen Airlines |
|--|---|--|---|

TOP 10 AIRPORTS | BY ADDITIONAL SEATS

NORTH AMERICA: TOP AIRPORTS BY ADDITIONAL SEATS OFFERED

RANK	AIRPORT	CODE	COUNTRY	SEATS ADDED 08v07 WEEKLY	CHANGE
1	NEW ORLEANS INT'L	MSY	USA	5,063	5.1%
2	EDMONTON INT'L	YEG	CANADA	4,681	5.9%
3	BUFFALO INT'L	BUF	USA	3,936	5.9%
4	PHOENIX – MESA	AZA	USA	3,900	
5	TORONTO CITY CENTRE	YTZ	CANADA	3,430	46.2%
6	DALLAS LOVE FIELD	DAL	USA	3,329	2.7%
7	AMARILLO INT'L	AMA	USA	2,431	18.4%
8	OTTAWA INTERNATIONAL	YOW	CANADA	2,146	3.6%
9	FORT MCMURRAY	YMM	CANADA	2,022	28.7%
10	GRAND JUNCTION	GJT	USA	2,001	46.0%

EUROPE: TOP AIRPORTS BY ADDITIONAL SEATS OFFERED

RANK	AIRPORT	CODE	COUNTRY	SEATS ADDED 08v07 WEEKLY	CHANGE
1	MOSCOW DOMODEDOVO	DME	RUSSIA	26,973	13.4%
2	BRUSSELS NATIONAL	BRU	BELGIUM	24,350	10.5%
3	ROME FIUMICINO	FCO	ITALY	19,102	4.1%
4	MOSCOW VNUKOVO	VKO	RUSSIA	16,507	25.8%
5	MUNICH INT'L	MUC	GERMANY	16,108	3.4%
6	LYON-SAINT EXUPÉRY	LYS	FRANCE	14,458	15.0%
7	ZURICH UNIQUE	ZRH	SWITZERLAND	14,423	15.1%
8	DUBLIN INTERNATIONAL	DUB	IRELAND	12,379	4.4%
9	ANKARA INTERNATIONAL	ESB	TURKEY	11,544	19.4%
10	EAST MIDLANDS AIRPORT	EMA	UK	10,938	19.3%

ASIA-PACIFIC: TOP AIRPORTS BY ADDITIONAL SEATS OFFERED

RANK	AIRPORT	CODE	COUNTRY	SEATS ADDED 08v07 WEEKLY	CHANGE
1	BEIJING CAPITAL	PEK	CHINA	64,955	9.1%
2	DELHI INTERNATIONAL	DEL	INDIA	41,114	14.2%
3	KUALA LUMPUR INT'L	KUL	MALAYSIA	32,542	9.9%
4	SEOUL GIMPO	GMP	SOUTH KOREA	31,968	20.0%
5	SHANGHAI HONGQIAO	SHA	CHINA	24,361	8.4%
6	BRISBANE INTERNATIONAL	BNE	AUSTRALIA	22,283	10.2%
7	MUMBAI INTERNATIONAL	BOM	INDIA	21,600	6.4%
8	MANILA INTERNATIONAL	MNL	PHILIPPINES	21,215	8.9%
9	GUANGZHOU INT'L	CAN	CHINA	20,921	5.1%
10	SHANGHAI PUDONG	PVG	CHINA	19,038	4.6%

Russian start-up NordWind has introduced charter flights from Moscow to serve the growing outbound tourist market.

The carrier's owner is Pegas Touristic, one of Russia's largest tour operators, which in May set it up as an in-house airline to meet strong demand for transporting holiday-makers.

Moscow Sheremetyevo-based NordWind has begun serving Antalya in Turkey and plans to

Russia's Pegas starts in-house tour operator NordWind

add destinations in Egypt, Tunisia, India, the United Arab Emirates and eventually in Europe.

Marketing director Ali Dirik says the carrier will initially use a pair of leased Boeing 757-200ERs (registered VQ-BAK and

VQ-BAL) with two more of the type to be taken in November and March.

In the longer term, it plans to acquire four to six Airbus A320s and, in case of surplus capacity, sub-lease aircraft to other operators.

Citing fuel price volatility, Pegas' premier rival Tez Tour has shelved a similar project to set up an air unit of its own. "With the current fuel price there's no way we're going to take the risk of running a charter division," says Tez Tour head of marketing Roman Rybakov.

But Dirik says: "We're not worried about the fuel price in the medium term, since we're certain it will fall. Without our own charter division we would be even more exposed to it."

Pegas Touristic general manager Anna Podgornaya adds: "There are risks if you don't know business. We know our business and are confident of success."

MYANMAR'S AIR MANDALAY DOWNSIZES

Myanmar's Air Mandalay has reduced its schedule because it now only has two rather than three aircraft. A Yangon-based marketing official says the airline returned one of its ATR 72s to the lessor and now only has one ATR 72 and one ATR 42.

Air Mandalay in August suspended its service from Myanmar's commercial capital Yangon to Chiang Mai in Thailand but it plans to reinstate this service in late November, says the official.

The official also says the carrier has reduced services on some domestic routes such as Yangon-Bagan and Yangon-Thandwe but adds it normally reduces services during the monsoon season.

Air Mandalay is mostly a domestic operator and faces increased competition from newer carriers such as Air Bagan. It has also had to deal with a decline in tourism as a result of May's cyclone that flooded southern Myanmar.

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London City Airport secures expansion approval

London City Airport has been given the green light to expand flight movements at the city centre airport to 120,000 per year following a decision by the London Borough of Newham.

The airport has been seeking to expand its annual movement cap by 50% from 80,000 to 120,000 by 2010.

Clearance had been expected after London

Mayor Boris Johnson dropped his concerns at the project, which had delayed an original decision on the expansion in July.

"This decision recognises the airport's importance in the community, its contribution to the local economy and the increased number of jobs that will become available to local residents as a result of its growth," the airport says in a statement.

TAM to launch Orlando service in November

Brazilian carrier TAM aims to start daily service from Sao Paulo to Orlando on 21 November using a two-class Airbus A330 aircraft.

In August TAM unveiled plans to inaugurate flights from Rio de Janeiro to New York and the Sao Paulo-Orlando service before year end. The New York flights start 1 November.

Schedules in the Innovata database show no other carrier offers direct flights from Guarulhos International Airport in Sao Paulo to Orlando.

After months of speculation TAM was invited to join the Star Alliance, and is targeting 12-18 months to complete the necessary work to meet the group's joining criteria.

Asia's leading air cargo event is back in 2009

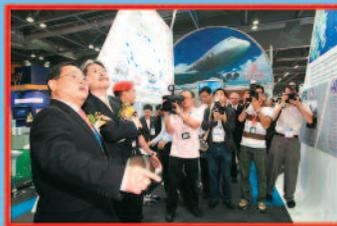
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THINGS TO DO IN KL



WIND DOWN WITH A LITTLE PARK LIFE...

The National Monument in the Lake Gardens Park

LAKE GARDENS PARK

Taman Tasik Perdana

A wonderful place to wind down after a stint at the show. Built in the 1880s this 92 hectare park is Kuala Lumpur's most popular.

Built around landscaped hills

it has lush green gardens with bright flowers and fauna, and row boats are available to rent.

The Bird Park is a big highlight with a walk-in aviary with 160 species of birds, and Taman Rama Rama houses 6,000 butterflies.

The National Monument on

the north side is a huge bronze sculpture which commemorates Malaysia's struggle against Communist insurgency in the 1950s.

If you're finding walking a little too sweaty in the humidity there is a shuttle-bus which does a loop of the gardens.

KL TAKE-AWAY...

For a real taste of local street food, head to one of the many bustling evening hawker stalls. Hang out with the locals on rickety chairs and tables and sample some very affordable dishes. There are around 50,000 stalls so you'll be spoiled for choice – but the recommended food markets, where many are located, are around Jalan Alor (renowned for Chinese dishes); Bangsar Baru Hawker Stalls (good mix); Jalan Masjid India (mainly Indian) and Merdeka Square Hawker Stalls, just behind St Mary's Cathedral (a wide variety of Asian food).



EATING OUT

Kuala Lumpur is a first class dining destination. Besides all the Asian cuisines, including local Malay and Nonya dishes, there is an array of European restaurants. KL offers everything from fine dining to hawker markets

BON TON

8 Jalan Conlay, (Golden Triangle) @2141 3848

Fine dining at its best with a colonial-era ambience. The innovative menu includes a wonderful seafood platter, BBQ rack of lamb with pesto and black pepper chicken with mango sauce. You must pre-book.

SAGAR

73 Jalan Raga Chulan Hotel Istana (Golden Triangle) Excellent North Indian cuisine. The house butter chicken is particularly good. (There is also a branch at One Bangsar in Bangsar Baru).

FRANGIPANI

Changkat Bukit Bintang @2144 3001

Make sure to pre-book for this, one of Kuala Lumpur's most expensive restaurants. Top-notch 'fusion' food in a sophisticated venue featuring a skylight above poolside tables. Upstairs you'll find an equally stylish bar where you can enjoy cocktails.

CAVALLINI'S

Jalan Kuda Emas, Palace of the Golden Horses, Seri Kembangan @8943-2333

Dine in luxury at this Italian restaurant which has a mix of plush and antique furniture. The menu is mouth watering, try the Grilled Tiger Prawns or the Beef Tenderloin and they do a wicked Tiramisu. There is also an extensive wine list. Again, pre-booking is essential.

USEFUL NUMBERS | INFO

Country Code:

Malaysia – +60
Area code: 3

Emergency Services

Police/Ambulance – 999
Fire and Rescue – 994
Hospital Kuala Lumpur
Jin Pahang
@2615 5555
www.hkl.gov.my

Pharmacies are easily located in KL, many in the shopping malls. The most common one is called Guardian.

Health Risks: Kuala Lumpur is generally safe from most sanitation-related diseases. However, it is still wise to take extra precautions. Make sure meat is cooked very well, avoid local dairy products and peel fresh fruit/raw vegetables. Tap water in the cities is considered safe, but it is wise to buy bottled water especially if you are staying on after the show and plan to travel to rural areas. Malaria is

present in Sabah, Sarawak and some remote areas in peninsular Malaysia. Use insect repellent when visiting the countryside.

Tourist Information

Malaysian Tourist Centre
109 Jln Ampang
@2164 3929
www.mtc.gov.my

Tourism Malaysia
www.tourismmalaysia.gov.my
KL Sentral
@2274 6063

Airport Information

Kuala Lumpur International Airport
@8777 8888
www.klia.com.my

Car Hire

Avis
www.avis.com.my
@2144 4487
Hertz
www.hertz.com.my