

it does give the organization a sense of pride to represent aviation on the Island. Rimmer explained, "For many years aviation was leaving Long Island. I think we changed that tide by taking over the Garrett facility in 2006. We are committed to aviation; we're committed to this airport and this facility." Through the team's actions and enthusiasm one can definitely sense that deep commitment. MacArthur Airport is as much a part of Eastway Jet Services as Eastway is a part of the airport.

However, niche or no niche, the team knows that to stay on top it must continue to strive to be the best at what it does. That is one reason why Eastway is of the belief that competition is good for business. "Competition spurs growth, new ideas, and produces better products and services for the end user," observed Cappellano.

Eastway is also of the philosophy 'be a good neighbor.' It graciously opens its doors to the community. Michielli shared, "We try and help everybody out. Because we are one of the biggest maintenance companies on Long Island, we're looking to help people. Being on the Island, everybody pretty much knows everybody as a neighbor, if you will. So there's a lot of sharing of information and even equipment. We always offer our help where we can. We're here." Cappellano added, "We host training sessions for the airport and the area. We've had the FAA and various OEMs use our center to train the local aviation community. We're very proud of what we've built here."

Eastway is a member of local organizations such as the Professional Aviation Maintenance Association (PAMA) and the Long Island Business Association. It is supportive of local charities and is genuinely committed to drawing new people to the aviation profession. Like many in the industry, Rimmer noted that it has become increasingly difficult to recruit young talent. For this reason Eastway is earnestly working with local colleges and schools to "further people's enthusiasm for the business."

"We just love when a fresh face comes in and wants to learn, and wants to grow. We want them to learn with us, grow with us and stay with us," concluded Rimmer.

Eastway's efforts aren't limited to young adults alone. It is also reaching out to professionals, pilots, and support staff alike, encouraging them to remember what first sparked their enthusiasm for aviation and to keep that passion alive.

What Else?!

Great people, a dynamic atmosphere, unmatched loyalty, superb attitude and aptitude... what else makes Eastway a success? Michielli offered this insight:

"First and foremost, our focus is and always has been on safety and operating to the highest standard that we could. We're somewhat unique in the sense that we started out in maintenance then got into management of aircraft. As a result, we have a keen insight into what it means to be an operator and a customer. We have a *full commitment* to deliver the project on time and on budget. We know when someone entrusts their aircraft to us to provide maintenance, the pressures and burdens that are on them. We understand the importance of having the aircraft in an airworthy condition and ready to fly. Because of that understanding we get that aircraft in, we do what we need to do, and get it back in service as quickly as we possibly can while not cutting any corners on safety or standards."

Eastway's aptitude for safety is apparent in its well-trained maintenance team, standard operating procedures, policies, and ethics. Through Flight Safety, Simulite, and on the job training, Eastway ensures that its team is at the top of its game, both meeting and exceeding FAA training requirements. Team members also benefit from OEM factory training that is offered with new aircraft.

Eastway Jet Services and ExcelAire's safety credentials include the AR/GUS Gold and Wyvern Wingman Approved ratings. The operation is also a longtime NetJets vendor.

Cappellano noted: "Another very important factor is that we have a relationship with the OEMs that is beneficial to the end user. We've managed many airplanes over the years, as Ralph [Michielli] said, and because we are an operator our relationships with OEMs is a benefit to Eastway."

Eastway's strong relationships with the OEMs translate to better service for the customer. For example, the average 72 month inspection demands 3-5 weeks labor depending on discrepancies. Finding heavy corrosion or cracks will heavily impact the return-to-service date as the issues are brought before

engineering. But because of Eastway's rapport with the manufacturers, the team receives great cooperation and the process moves very quickly, helping to "decrease downtime tremendously" in the words of Michielli.

Overall, Cappellano affirmed, and the management team concurred, "Our success is based on honesty, dedication, integrity and people. We're proud of our people. They are our most important assets. We really mean that. That's where it all happens."

What Next?

Eastway is preparing for new growth. The organization is confident that the economy is on the up and up. It is seeing evidence of this in its own operation. For instance, the road crew has been out in the field at least once a week by Cappellano's estimation and is steadily becoming more active. Eastway anticipates this activity will continue to increase.

Word of mouth has been good to Eastway over the years and the operation is seeing a stable flow of new customers generated by the FBO operation and its Embraer service center status that is handsomely mingled with its repeat customers. The operation is currently interviewing for additional staff to support the growth that it is presently experiencing and the new growth it is confidently anticipating.

Michielli highlighted, "Because of reputation and experience, and growing the company by adding good, experienced people, today Eastway's grown into one of the country's premiere service providers." This is how the organization plans to continue to grow and, as Cappellano explained, "become the most sought after maintenance provider in the Northeast." He said, "That's a big task, but I think that we can do it."

And without a doubt they can. High standards, safety first, reliability, consistency, and experience have grown Eastway and will continue to.

Eastway on CAMP

CAMP is integral part of the Eastway operation. Ralph Michielli, Vice President of Maintenance/Director of Maintenance, shared his take on the CAMP application:

"First, I have to say congratulations on the release of 3.0. I think it's a wonderful upgrade to the prior system. We're very, very happy with the system and sure it's going

to be very well received in the industry."

He continued, "So, with that being said, on a personal note I've been dealing with CAMP for over 30 years on many different aircraft that I have been in charge of or have worked on and I've always been impressed with CAMP's product knowledge. CAMP is a wonderful, wonderful tool that helps the industry. I really think that CAMP is as

much an essential tool for any DOM or aviation manager as you'll find in any technician's toolbox."

Regarding CAMP 3.0, Michielli noted that the ease of use "is just fantastic" and is fond of the fact that everything is "spelled out" for the techs using the system. "To be honest, the system is just *so* user-friendly. One training session and everybody just latched onto it. It's that easy."

CAMP InSight









A Reason to Love New York

By K. White

Whether whisking away to the Hamptons in flip-flops, dashing off to the Big Apple for business, or calling on friends and family, Long Island New York is one of the many reasons people say, "I Love New York!" Covering an area of 1,723 square miles (approximately 118 miles long and varying between 12 to 23 miles wide) the island is packed with arts and entertainment, seacoast enticements, a feast of cultural diversity, and a buzzing industrial commerce. Furthermore, situated centrally on the Island is the reason why so many business jet owners say they love New York. Meet Eastway Jet Services.

Eastway Jet Services is a full service FAA Part 145 Repair Station that has been exceeding the expectations of business aircraft owners and operators for over 25 years. Its spacious 110,000 square foot facility is vibrant and brimming with state-of-the-art equipment that is manned by a dedicated, highly skilled professional staff. The level of quality, safety, service and commitment demonstrated by Eastway Jet Services is uncompromising and truly exceptional.

Background

Eastway Jet Services (originally named Eastway Aircraft Services) was founded in 1985. As the company history explains, Eastway was established by Bob Sherry, President and founder, who, as a young, ambitious mechanic, set up shop in a 1,000 square foot rented hangar at Long Island MacArthur Airport (ISP), formerly known and still often referred to as Islip Airport. Attending to the repair of piston and turbo-prop airplanes, Sherry's keen attention to detail and robust work ethic gained Eastway a "reputation for high standards and uncompromising commitment to



At Eastway Jet Services, Long Island MacArthur Airport (ISP), exceeding expectations by providing the highest levels of safety, service, and standards to its customers is not only a mission, but the company's passion.

safety." Word of Eastway's integrity spread and the company grew.

During Eastway's youth Sherry also branched out and established ExcelAire, a sister Charter and Management company, to which Eastway has been the primary maintenance service provider since 1992.

Twenty-five years later, Eastway continues to call ISP home and has grown substantially, offering an extensive repertoire of services. It has slightly altered its name, choosing to exchange the

generalized word "aircraft" for the more specific service identifier of "jet." From its earnest 1,000 square foot occupancy, Eastway has strategically expanded, adding staff, covering more ground, and masterfully accommodating the needs of its customers. However, and most significantly, throughout the growth process Eastway has not for one moment lost site of its mission: *To exceed expectations by providing the highest levels of safety, service, and standards to our customers.*

Repertoire

Eastway begins to fulfill its mission by excelling in the maintenance of all corporate jet aircraft with a specialty in the Gulfstream and Embraer product lines.

The organization provides airframe major maintenance, structural repairs and modifications, engine repair and maintenance, avionics repairs, flight and cabin management system installations, interior repairs, modifications and refurbishments, nondestructive testing (NDT), eddy current, ultrasound and x-ray. Eastway is experienced with airframe inspections from 12 through 96 month and 5000 landings on Gulfstream, Embraer, and other airframes. "We do everything that can be done at the factory except build the aircraft and full paint," said Bob Cappellano, Vice President/Aircraft Maintenance Eastway Jet Services. "We are virtually a one stop shop."

In addition to maintenance capabilities, Eastway offers full FBO services for passengers, crews and owners, including fuel and line service to all aircraft.

Eastway is a Level 3 authorized Embraer service center for the Legacy 600 and Phenom 100 and 300 series jets. Level 3 is the highest level of full-service authorization issued by Embraer for the company's products. A noteworthy status, Eastway Jet Services is presently the only Level 3 Embraer approved service center in the Northeast and has been since 2006.

Eastway also offers Mobile Service to its customers in the Northeast area. Eastway's mobile crew provides customers with the convenience of having reputable professionals they know and trust perform work at their home base or in the field. Available 24/7, Eastway has the resources to ensure the efficient and safe return of a client's jet to service – satisfaction guaranteed.

Location

Eastway's Long Island MacArthur Airport (ISP) base offers the ideal locale for jet setters that are destined for the Island or New York City and want to multi-task by addressing the maintenance needs of their aircraft as they proceed with their plans. From its ISP position, Eastway is easily accessible from major highways and is just a mile and half from the Ronkonkoma Long Island Rail station.

The ever-popular New York seaside refuge, the Hamptons, is approximately an hour from ISP, as is ever-essential sightseeing and business hub of New York City.

Additionally, major air carriers serve MacArthur Airport. So whether addressing unexpected or scheduled maintenance, choosing Eastway means owners will have the peace of mind of knowing that their aircraft is in good hands as they continue on with their agendas.

Facility & Faculty

Four years ago the operation found its way into its current 110,000 square foot hangar, formerly occupied by Garrett Aviation. The staff describes the facility as impressive and the atmosphere as vibrant.

What makes the facility impressive? For starters, Eastway's square footage makes it the



largest private jet facility on the Island. But more importantly, the space meets customer needs. Eastway can comfortably accommodate jets ranging from a Learjet up to the Gulfstream GV series. In renovating the facility, Eastway has created a functional, flowing FBO, customer offices, maintenance offices, and training space. True to its nature, the organization invested heavily (and continues to invest) in the most modern equipment complimented with in depth training thus supplying its technicians with everything they need to perform effectively and efficiently on the client's behalf.

As for the atmosphere, it is the crew that has breathed new life into the physical structure and gives Eastway its vibrancy. Eastway is about

more than just repair. It is about people. Eastway is sincere in its concern for its customers and employees and the safety of all those involved. It is rooted in its dedication to the industry.

To create such exuberance, Eastway has always sought out employees who are enthusiastic about the profession, experienced, and eager to grow their skills and knowledge. "We hire with the intent of giving everybody a gold watch," said Ralph Michielli, ExcelAire's Vice President/Director of Maintenance, in reference to Eastway's staffing practices. Presently the Eastway team consists of forty technicians and support staff. A large percentage of the team has been a part of the Eastway family for over twenty years. Michielli elaborated, "When you look at the company and you talk to the employees there is definitely a sense and understanding that we hire for the long run."

David Rimmer, Executive Vice President, expanded, "We all take very seriously the responsibilities that we have to our customers to do the right thing by them. But also, as owners of the company, we take very seriously our commitment to the team; to the employees we have here." That commitment, according to Rimmer, is centered on providing "a good place to work." Eastway is "a place where we support everybody. We grow steadily, but conservatively because we want to have everybody feel a sense of job security and financial security." Without question it is this philosophy that has led to the loyalty and longevity of the majority of Eastway's staff and has contributed to the success of the outfit.

Competition & Community

While Eastway welcomes competition, it finds itself in a very elite group, as the company is "one of the only and most experienced heavy maintenance facilities in the area" according to Rimmer. Considering the density of aircraft either based in the New York metro area or passing through, one would expect that the competition might be more intense. But, be it the cost of real estate or the cost of labor on Long Island, there just aren't many heavy maintenance facilities serving the area.

Refreshingly, the niche Eastway has on Long Island hasn't gone to its head. In all honesty,

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