

Guess who this is? Guess what he's doing?

This issue is dedicated to this person --- hint: he is a male, the only individual who wanted to know when he could expect the next newsletter. He was promised it would be before October 2000!

It is DAVID DEMELLO, our Hilo Station Manager, looking through his HFFC tank in Hilo during the recent cleaning! Kudos to David and his fine staff at Hilo for their diligent care of our Hilo tank; after a complete year of managing the HFFC tank, they received an outstanding audit!

Here's to you, David! Thank you for missing the newsletter. Mi

This is our 7th edition of our own "homegrown" newsletter.

During these past few months, we have been awarded several more airline contracts, our corporate activity has increased dramatically, especially with the 2000 Olympics in Sydney.

Thank you, everyone, for the significant contributions you have made to build Bradley Pacific Aviation!



Mike Hogan explains our medical benefits and touches briefly on the 401K plan during our employee meeting.

During the month of September, Mike Hogan will be available to meet individually with each of you to discuss your 401K plan. This will give each of you an opportunity to ask him questions about the plan.

Sign up now if you're interested!



Bradley Pacific Aviation – Honolulu, Softball Team

Eat your hearts out, Spice Girls! Look at our good looking team! We are so proud that in their first year of the Airport League, they played well and they looked great on the field!

Team members include: Billy Kalaaui, Warren Kanekoa, Bob & Brad Yosaitis, Tony Ching, Skye Nakagawa, Deacon Hanson, Brandon Glenn, Tom Anusewicz, Mike Hogan. Good going, guys!

HAPPY 40TH Birthday, Bob!

Bob Yosaitis turned 40 on June 23, 2000!
Welcome to the 4-0 Club, Bob!

This is Abby Yosaitis – Bob's 8-year old daughter.

She helped brush her Dad's hair for his 40th birthday!



Thanks for posing for this picture in the Punahou chapel, Abby!

Hope you enjoy this newsletter and again, everyone, thank you for your patience and understanding!

For those of who you don't know what David DeMello looks like outside of his HFFC tank, here is a photo of him.



This one's for you, David DeMello!

ALOHA OE!

Aloha Oe, to Daniel Morrow of our Maui Station. He resigned to campaign for a political position for a Maui County seat.

Aloha Oe, to Matt Dillahunt of our Maui Station who is moving back to California. Aloha Oe, until we meet again, Matt!

Aloha Oe, to Colby Fitzpatrick of our Kona Station who resigned to spend more time with her family. She was sad to leave but felt a commitment to be a full-time Mom. We'll miss her.

PERSONNEL *Additions Birthdates

Hilo:	David DeMello	Nov. 19
	Lee Marvin Ugalde	Oct. 7
	Steve Mitchell*	Aug. 26
Honolulu:	Tom Anusewicz	Mar. 12
	Kalani Beck*	Aug. 8
	Tony Ching	Dec. 19
	Edric Chun	Dec. 16
	Francis Elizondo	Jun. 12
	Lawrence Elizondo*	Jun. 12
	Ricky Elizondo	Jul. 2
	Brandon Glenn	Jul. 6
	Deacon Hanson	Apr. 3
	Byron Ho	Aug. 4
	Jon Jicha	Feb. 4
	Billy Kalaaau	Aug. 24
	Warren Kanekoa	May 4
	Mi Kosasa	Aug. 25
	Brandon Lee	May 8
	Kevin Lum	Aug. 16
	Randall Maene*	Mar. 25
	Adrian Martinez	Sep. 19
	Vanessa Moore	May 2
	Skye Nakagawa	Mar. 24
	Suzanne Olaso	Sep. 23
	Kiko O'Sullivan	Mar. 1
	Alex Parayno*	May 17
	Melvin Sabuco*	Jul. 27
	David Samuel*	Dec. 23
	Caroline Snodgrass*	Oct. 20
	Michelle Takemoto	Jun. 9
	Bob Yosaitis	Jun. 23
Kauai:	Darren Helliangao	Feb. 24
	Tim Pabro	Apr. 26
Kona:	John Anderson	Sep. 18
	Debbie Berringer*	Aug. 22
	Frank Gouveia	Sep. 29
	Shane Loando	Dec. 21
	Terry Mooney	Feb. 4
Lanai:	Derwin Kwon	Feb. 26
Maui:	David Bohn	Apr. 13
	Gregory Calleja*	Aug. 25
	Ed Carreon*+	Feb. 18
	Damien Domingo*	Dec. 4
	Dwayne Felipe*	Oct. 7
	Brian Hipolito*	Feb. 22
	Laurie Kimura*	Sep. 22
	Rho Neves	Sep. 13
	Nick Pechin	Oct. 8
	Estelle Purdy*	May 17
	Linda Rogers*	Aug. 11
	Brad Watson*	May 7

*+Ed Carreon, Maintenance/Line/Miracle Worker, transferred from Kona to Maui to assist with the fuel tank and the 6 refuelers stationed at our Maui operations.

Upcoming October Birthdays

7	Lee Marvin Ugalde	ITO
8	Nick Pechin	OGG
20	Caroline Snodgrass	HNL

September Birthdays

13	Rho Neves	OGG
18	John Anderson	KOA
19	Adrian Martinez	HNL
22	Laurie Kimura	OGG
23	Suzanne Olaso	HNL
29	John Gouveia	KOA

August Birthdays

4	Byron Ho	HNL
8	Kalani Beck	HNL
11	Linda Rogers	OGG
16	Kevin Lum	HNL
22	Debbie Berringer	KOA
24	Billy Kalaaau	HNL
25	Greg Calleja	OGG
25	Mi Kosasa	HNL
26	Steve Mitchell	ITO

July Birthdays

2	Ricky Elizondo	HNL
6	Brandon Glenn	HNL
27	Melvin Sabuco	HNL

June Birthdays

9	Michelle Takemoto	HNL
12	Francis Elizondo	HNL
12	Lawrence Elizondo	HNL
23	Bob Yosaitis	HNL

May Birthdays

2	Vanessa Moore	HNL
4	Warren Kanekoa	HNL
7	Brad Watson	OGG
8	Brandon Lee	HNL
17	Alex Parayno	HNL
17	Estelle Purdy	OGG

April Birthdays

3	Deacon Hanson	HNL
13	David Bohn	OGG
26	Tim Pabro	LIH

This should cover all the birthdays from April to September and recognize our upcoming October borns.

GETTING TO KNOW YOU ...

Would you like to know a little more about your friends at Bradley Pacific Aviation? If so, what would you like to know about each person besides their birthdate?

Drop me a note on what interests you ... based on your input, I'll put together a questionnaire. Let's make it fun as well as informative.

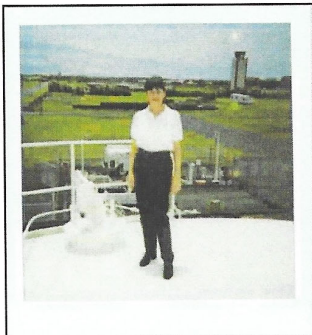
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"YOU ONLY LIVE ONCE,
BUT IF YOU WORK IT RIGHT, ONCE IS ENOUGH"

BRADLEY PACIFIC AVIATION is now the largest refueler in the State of Hawaii! Here is a listing of our commercial contracts:

Honolulu: American, Delta, Northwest, TWA, Sky Service/Ryan, JAL, Air New Zealand, World Airways, Trans Air, Military; **Maui:** United, Hawaiian mainland-bound, Aloha mainland-bound, Pacific Helicopters, Alex Air, Air Maui, Sunshine Helicopters, Skyservice; **Kona:** United, Safari Helicopters, Blue Hawaiian Helicopters, Tropical Helicopters, HFFC Fuel Management, Military; **Hilo:** HFFC Fuel Management, Blue Hawaiian Helicopters, Safari Helicopters, Sunshine Helicopters, Mauna Kea Helicopters, Military; **Lihue:** United, Hawaiian, Aloha, Royal Airways.

 QUALITY ASSURANCE DIRECTOR or JET A GODDESS?



Michelle Takemoto loves to "talk fuel" and "dress fuel." We want to thank Michelle for monitoring all our training and all our QA responsibilities. Yeah, Michelle!

 Here are excerpts from a couple of recent QA audits:

Lihue – from United Airlines: "UAL Quality Assurance Audit. We passed the quality assurance audit (QA audit) with an overall score of 96.5% (goal 94%)... thanks for helping us pass successfully. Bradley Pacific performed well in all areas."

Honolulu – from Delta Airlines: "The evaluation was based upon the Air Transport Association Specification 103 (ATA 103) Compliance Rating: 100%

I would like to thank Michelle Takemoto for her time and information. I would also like to thank the fuelers for their cooperation. The servicing records of the trucks were well organized and thorough. The equipment is well maintained. Congratulations to you and your staff for an excellent review."

 A LITTLE BIRD told us of the following acts of kindness and we want to thank these individuals:

Edric Chun, HNL, for spot removing and cleaning our soiled carpet and defrosting/cleaning our freezer/refrigerator in the wee hours of the morning.

Skye Nakagawa, HNL, for cleaning the line bathroom and vacuuming that office.

Byron Ho, HNL, for scrubbing the steps that lead to our office.

Ricky Elizondo, HNL, and Ed Carreon, when he was still at KOA, for their assistance in removing large pieces of metal and trash at our Maui facility.

Terry Mooney, Shane Loando, John Anderson, Frank Gouveia of our KOA staff for their assistance at Maui when we took over the United Airlines contract.

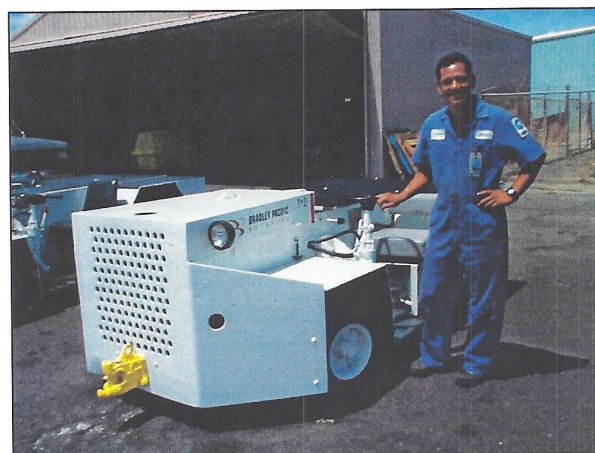
Have you noticed your friends at Bradley Pacific Aviation who do things above and beyond their line of duty and you would like them to be recognized? Just let me know. Mi

 OUR MIRACLE WORKERS, aka EQUIPMENT SURGEONS



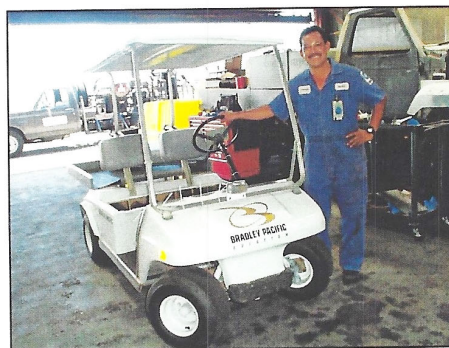
Here are our Miracle Workers, Kalani Beck (pictured on the left) and Ricky Elizondo, our Maintenance Director; they both perform meticulous equipment surgery that can transform a tug like this that has "been around" to ...

THIS! Their "operation" changed this into "BIONIC TUG #1!" Bionic Tug #1 is destined for Maui and Bionic Tug #2 will soon be at Kona.



 Congratulations, Ricky! Ricky Elizondo is now qualified and certified by the State of Hawaii, Department of Transportation, as the Airport Vehicle Safety Inspector for Bradley Pacific Aviation vehicles (excluding fuel trucks at this time).

Did you see what Ricky did with the sad, dilapidated golf cart? Another gorgeous transformation!



 "Success is finding the right Customers and keeping them."

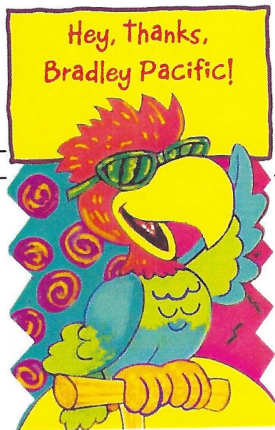


We are pleased to announce that Byron Ho has been designated our Safety Manager.

You will be hearing more from him in the upcoming months regarding safety.

Safety is a priority at Bradley Pacific Aviation.

Our corporate clients are also pleased with our service level that they're telling their friends about us. Let us share what they're saying about BRADLEY PACIFIC AVIATION.



This wonderful card was sent to us by Erica Bogardus of Great White Shark and Virgil Wolfe, retired Gulfstream Aerospace Captain, now, owner of his own pilot services company.

From Julee Kleffman, Flight crew member of N375NW:

"David Bohn and Laurie Kimura are superb at their jobs. Never have I had more help, and more friendly service. Nor have I had two people go the "extra mile" so many times in so many ways....I fear I have been forever spoiled by the royal treatment Laurie and David provided at your Maui office. I have flown around the world and these two, by far, have outdone themselves and all the other FBOs. Sincerely Impressed, Julee Kleffman and Crew

From NBAA International Operations Bulletin: Kahului-Maui (PHOG)

"We received excellent service from Bradley Pacific. Service was prompt and professional. We recommend you give them a try."

Honolulu-Hawaii (PHNL)

"Another very enthusiastic thumbs-up for the outstanding service from Bradley Pacific! The CSRs are absolutely the best anywhere – bar none. Fuel prices are competitive, line service is tops and the customer is king. Bradley can provide services on all the islands of Hawaii."

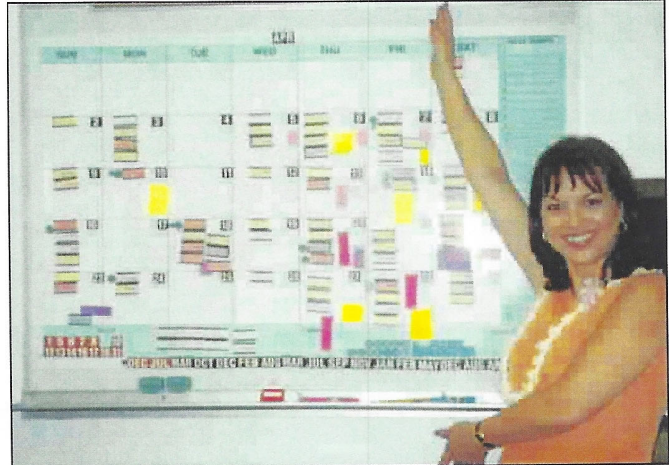
From a Motorola crew member:

"Your service is second to none and we will continue to promote you to the best we can all around the globe."

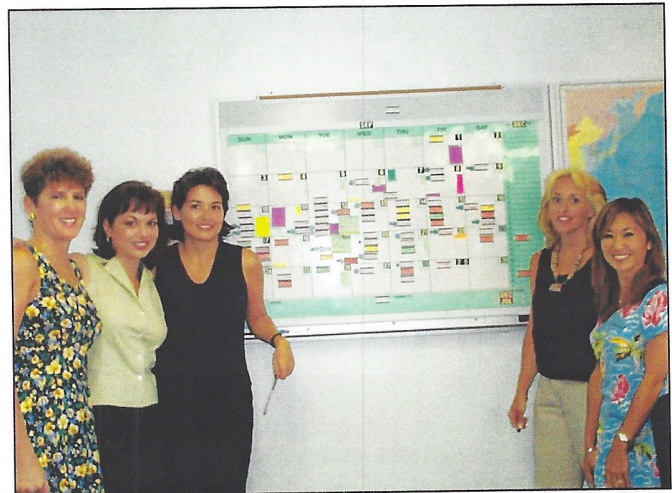
From the Williams-Sonoma Chief Pilot:

"You guys are without a doubt THE BEST!! I want to thank you for taking care of Tommy and his new company. I know you have a permanent customer. ...I've been in France (Paris and Lyon) and Munich and now in Dublin. It seems like a long trip but it's been fun, but Hawaii (Magic Land) would be better."

A picture is worth a thousand words...we've certainly come a long way, Baby!



We thought April 2000 was our busiest month for corporate traffic with a total of 34 flights. Caroline Snodgrass was ecstatic!



That is, until September 2000 due to the Summer Olympics in Sydney, Australia. Here are Linda Rogers, Caroline Snodgrass, Kiko O'Sullivan, Suzanne Olaso and Vanessa Moore proudly displaying our board of 62 flights as of September 21! (Last year, in September 1999, we had 11 flights.)

October 10, 11, 12 are the dates of this year's NBAA Convention to be held in New Orleans, Louisiana. Bradley Pacific Aviation will be represented with a booth for the first time. Please tell your corporate clients to visit us at:

BOOTH 828

"Knowledge is power."

FRACTIONAL OWNERSHIP COMPANIES

As of this writing, there are three large fractional ownership companies: Executive Jet (also known as Net Jets and EJ), Flight Options and Flex Jets.

EXECUTIVE JET AVIATION

Many of you were involved in the audit conducted by several Executive Jet Aviation (EJA) staff in June. Thank you for your participation! You can all be proud of the results!

Effectively immediately, EJA, also known as Net Jets, has selected Bradley Pacific Aviation as their preferred handler in Hawaii!

EJA is the largest fractional aircraft ownership company in the world. All of their aircraft tail numbers end in "QS" for Quarter Shares; their fleet consists of Boeing, Gulfstream, Falcon, Cessna, and Raytheon aircraft. "In the last 3-1/2 years, EJA has ordered 600 new aircraft...almost 40% of the world's business jets." EJA currently manages 240 aircraft with 465 more aircraft on order. They are based in Columbus, Ohio.

EJA ranks #9 in worldwide fleets as follows:

- 1. American Airlines 625
- 2. Delta Airlines 605
- 3. United Airlines 577
- 4. Northwest 409
- 5. US Air 381
- 6. Continental 353
- 7. Southwest 280
- 8. British Airways 271
- 9. EXECUTIVE JET 240**
- 10. Air France 227

Source: Air Transport World, July 1999

FLIGHT OPTIONS

Flight Options is based in Cleveland, Ohio. Their concept of fractional ownership is slightly different than EJ – they offer ownership of used aircraft, mainly Challengers. Please look at their website: www.flightoptions.com. David Bohn, Suzanne Olaso and Kiko O'Sullivan are planning to visit Flight Options' operations. Their flight board resembles Star Trek's board – it is so impressive!

Few reminders:

Confidentiality: Please remember to respect our corporate customers' privacy at all times. If a crew asks "whose airplane is that?" your response could be, "I'm not sure, I think it's a charter company from the west coast." In our short history, we have a fine reputation of providing confidentiality and privacy. Thank you, everyone!

Military Fueling: Please put on our AVCARD voucher the military's AVCARD number, the Captain's name, telephone number.

Executive Jet: Please ask Captain for their Multi-Service card as each aircraft has their own individual Multi-Service card number assigned to it. Also, indicate the Trip# on our voucher.



David Bohn and Brandon Glenn attended a one-day seminar on September 22. David also came to see his "new baby" aka Bionic Tug #1.



Kona Staff: Your tug will look just like this. We appreciate your patience while the "patient" undergoes extensive surgery by our Tug Docs, Ricky and Kalani.

**"THE BEST WAY TO GET
WHAT YOU WANT
IS TO HELP
THE OTHER SIDE
GET WHAT THEY WANT."**

**"Nature has given men one tongue
but two ears,
that we may hear from others
twice as much
as we speak."**

Here is something we thought you might enjoy. To all of you...make sure you read all the way down to the last sentence.

NAIL IN THE FENCE

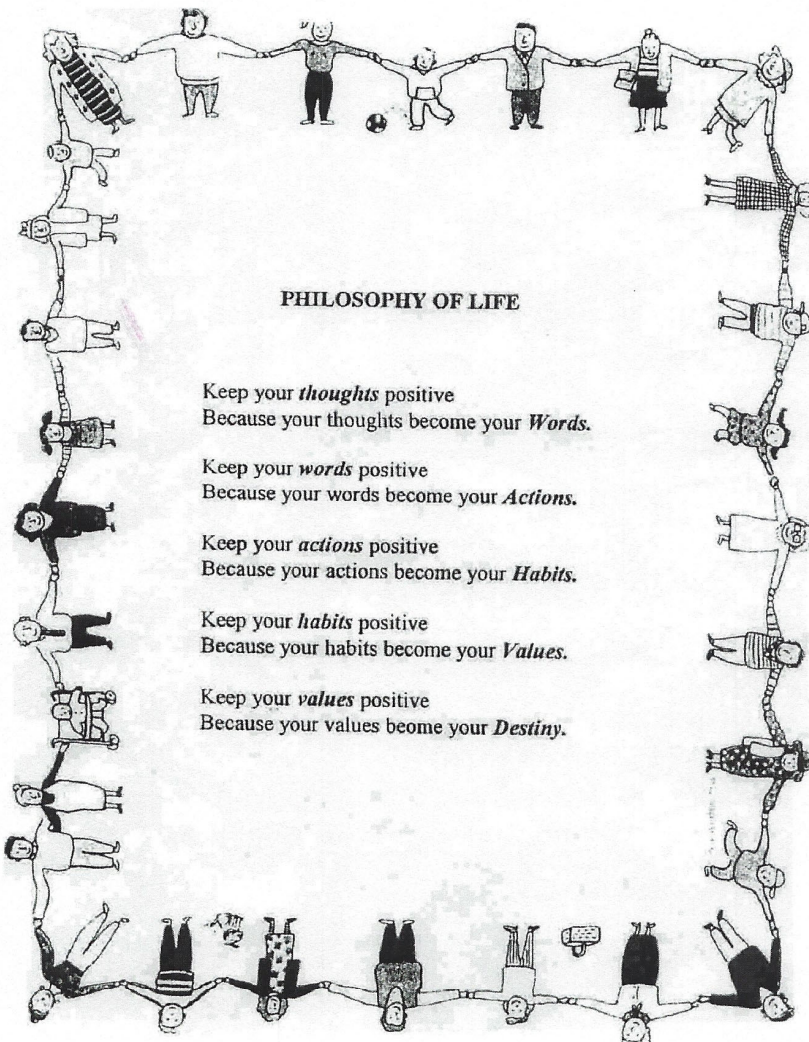
There once was a little boy who had a bad temper. His Father gave him a bag of nails and told him that every time he lost his temper, he must hammer a nail into the back of the fence. The first day the boy had driven 37 nails into the fence. Over the next few weeks, as he learned to control his anger, the number of nails hammered daily gradually dwindled down. He discovered it was easier to hold his temper than to drive those nails into the fence.

Finally, the day came when the boy didn't lose his temper at all. He told his father about it and the father suggested that the boy now pull out one nail for each day that he was able to hold his temper.

The days passed and the young boy was finally able to tell his father that all the nails were gone.

The father took his son by the hand and led him to the fence. He said, "You have done well, my son, but look at the holes in the fence. The fence will never be the same. When you say things in anger, they leave a scar just like this one. You can put a knife in a man and draw it out. It won't matter how many times you say I'm sorry, the wound is still there."

A verbal wound is as bad as a physical one. Friends are very rare jewels, indeed. They make you smile and encourage you to succeed. They lend an ear, they share words of praise and they always want to open their hearts to us. Send this to everyone you consider a friend. I just did.



PHILOSOPHY OF LIFE

Keep your *thoughts* positive
Because your thoughts become your *Words*.

Keep your *words* positive
Because your words become your *Actions*.

Keep your *actions* positive
Because your actions become your *Habits*.

Keep your *habits* positive
Because your habits become your *Values*.

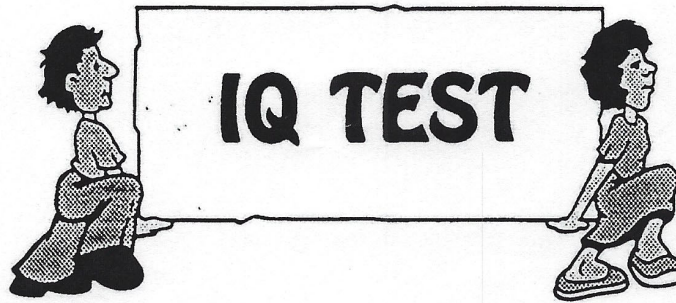
Keep your *values* positive
Because your values become your *Destiny*.

Laurie Kimura from our Maui Office, wanted to share this "Philosophy of Life" with us that she received from her Mother.

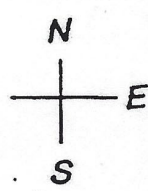
Thank you for sharing, Laurie!

If any of you want to share any articles, praise, etc., please let me know. I'll be happy to include your ideas in our newsletter. Mi

Let's have some fun with this IQ Test! It is designed to help us look at things differently.



Here are some real puzzlers for you! Decipher the hidden meaning of each set of words.

1 belt hitting	2 EXIT LEG	3 often not often not often	4 night fly
5 MIGRA AINE	6 SPRING SUMMER AUTUMN WINTER	7 9ALL5	8 once upon a time 
9 GIVE GET GIVE GET GIVE GET GIVE GET	10 breth	11 A O O - D W Z F	12 esroh riding
13 EMPLOY T MEN	14 wire just	15 GRIMY FILTHY UNWASHED SOILED UNCLEAN SULLIED SMUDGED BESMIRCHED FOUL TARNISHED SOOTY DUSTY	16 DO12"OR

The answers will be in the next newsletter ... or, you can call David Bohn or Brandon Glenn.

Our quarterly employee meeting was held on July 25, 2000.



Tom Anusewicz, our Executive Vice President, gave an overview of our island-wide operations.



During one of the two meetings held that day, employees were also given Customer Service tips, medical benefits and the 401K program.

401K PROGRAM

Please be advised that the last day to sign up for the 401K program is October 2, 2000.

If you have any questions, please call Deacon Hanson, ext. 33, Kevin Lum, ext. 31 or Mike Hogan at 524-8577.

However, if you miss this deadline, you will be able to join on a quarterly basis – January, April, July, October 2001.

Should you elect to discontinue this program, our Accounting office needs a written request from you – they will not accept any verbal request.

Thank you to Deacon and Kevin for their efforts in getting this program underway! They interviewed several companies and researched what they felt would be best for all of us.



Why are Estelle and Brad from our Maui office smiling so much? Could it be because of these planes?



That's all for now! Until next time, please remember:
Make a positive difference in someone's life everyday!

Hugs, Mi