

# 2018 Annual Report

## WWFC PILOTS CIRCLE THE GLOBE



  
**Waterloo Wellington  
FLIGHT CENTRE**





N. Forde



L. Kwan



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N. Forde

**MISSION**

To provide members of the aviation community with the opportunity to pursue their goals supported by the highest quality resources in the safest environment.

**VISION**

To be the top flight school in Canada, providing excellence in training, equipment and facilities, creating the highest degree of customer satisfaction and success.

**VALUES**

- Dedication to customers
- Commitment to a culture of safety
- Collaboration and camaraderie
- Accountability to our stakeholders
- Respect and recognition
- Leadership and innovation
- Honesty and integrity
- Open communication



## General Manager's Message

2018 has been another year of substantial growth. The “pilot shortage” has spurred more interest in aviation as a career and this has boosted application numbers across the board! We see continuation of the enrolment growth in the coming years as well.

It is estimated that approximately 500,000 new pilots will be needed in the next 15 years world-wide, which is 20% more than the current capacity to train them. Waterloo Wellington Flight Centre (WWFC) actively participated in Air Transport Association of Canada (ATAC)'s Fly Canada campaign, which promotes careers in aviation.

We have also worked on updating our Strategic Plan for 2018-2022. Our vision is to create an Aviation Innovation Hub in the Waterloo Region. To date, our consultant has conducted stakeholder interviews and several internal planning sessions. The new plan will roll out in the first quarter of 2019.

Partnerships and career pathway programs continued with Sunwing, Jazz, Air Georgian and Porter. Seven more University of Waterloo grads were hired into the Sunwing cadet program last year, bringing the overall number to 18 over the past three years; Jazz awarded four scholarships; Air Georgian's SOAR program was launched; and Porter awarded two student Star Awards. WWFC also signed a partnership with WestJet and is working on details of what this will entail for staff and students.

WWFC is also a strong supporter of other aviation programs and organizations. Ready Set Fly, Northern Lights Aero Foundation and ATAC are among a few. WWFC is also working on a sponsorship with Elevate Aviation for 2019.

Not as many flight instructors moved on in their career last year, but it is expected more may do so in 2019. Therefore, WWFC actively worked to train more flight instructors through a subsidy program, as well as support and encourage new graduates to consider

the role. WWFC also hired a number of flight instructors to help cover the needs of a growing student base. The initiative has been very successful and will continue into 2019.

Weather is always a factor, but the introduction of Fleet Captain has enabled us to maximize the flying hours on good weather days.

Flying hours significantly increased by 3,505 from last year to 20,517. The Alsim also served as a valuable alternative during bad weather for students to continue their training.



**Bob Connors,**  
General Manager



**WWFC Drone Program**

The Unmanned Aerial Systems (UAS) program is now called Remotely Piloted Aircraft Systems (RPAS) to reflect the new Transport Canada regulations and industry. The RPAS program trained more than 300 customers in 2018; a decrease from last year because of the expectation of changes. The new regulations were announced on January 9, 2019 and WWFC will roll out a suite of new courses to enable RPAS operators to be compliant and safe in their operations.

Financially, we had another very strong year, enabling us to invest in two new aircraft (and two more after year-end), continuing to reduce our debt and pay off the balance of the building mortgage. WWFC is in a very strong financial position, making continuing growth much easier.



Special events played a big part of WWFC outreach last year. Events included:

- Winged Warriors Launch at University of Waterloo
- Wings Banquet
- Girls Can Fly
- Aviation Fun Day
- 2nd Golf Tournament to raise scholarship funds. Stay tuned for #3 on September 19, 2019

Each event was very successful with high attendance. More information and photos from the events are included in subsequent pages.



Some of the 2018 Wings Banquet Recipients

Efforts in marketing and communications were ongoing throughout the year. WWFC's advertised in Wings, Skies, Canadian Aviator and COPA Flight magazines, as well as local publications and an Integrated ATPL promotional program continued. Social media and the website were also actively updated.

Although our Fun Flyers activities were down a bit in 2018, recreational pilots journeyed to Toronto for a professional flight simulator experience, as well as trips to various places across Ontario.

Our dedicated maintenance staff ensured fleet reliability for day-to-day operations and two new planes were brought online in a timely manner.

Regulatory compliance continued with requirements from AODA, Harassment & Sexual Violence policies and the PCC KPI audit. WWFC staff works hard to stay on top of these requirements and communicate items that directly affect staff and students.

In the next year, WWFC will work towards:

- finalizing and launching our Strategic direction to 2022;
- increasing flying hours and building the fleet to enable this;
- enhancing partnerships with University of Waterloo and Conestoga College;
- extending airline career pathway programs;
- increasing RPAS training;
- increasing services for recreational pilots;
- strengthening community engagement; and
- building strong government ties.

Waterloo Wellington Flight Centre is committed to building programs and events that support future pilots and provide opportunities for recreational pilots. With the pilot shortage issues, WWFC's dedication is that much more important. WWFC is a key player in Canadian aviation training and looks forward to continuing to be engaged locally, nationally and internationally.

I would like to acknowledge and thank the WWFC staff. WWFC's achievements in 2018 would not have happened without their outstanding dedication and effort.

Thank you also to the Board of Directors, members and volunteers who give many hours to provide guidance, hands-on assistance and support in making WWFC an exceptional organization.



WWFC Planes Waiting Deployment

## Professional Pilot Programs

Student enrolment in both programs increased again in 2018. WWFC had a total of more than 250 active students (CC, UW, PPL, CPL and FIR).

### First Year Post-Secondary enrolment in 2018 was as follows:

Conestoga College (September 2018 in-take): 40  
 University of Waterloo (January 2018 in-take): 52



WWFC's new **Integrated ATPL** training program launched in January 2018 with seven students. The second class will begin in 2019 with 11 students.

WWFC also funded and trained three **Flight Instructors** in 2018 and will be continuing the program with six more in 2019. This is the first time the program has run at WWFC and so far has been very successful.

More than 236 **scholarship opportunities** have been identified and WWFC continues to provide students with application assistance.

In August, WWFC student Natalie Smith represented Western Ontario at the **Webster Memorial Trophy Competition** in Peterborough. She was one of nine to compete for the title of Top Amateur Pilot in Canada.



Webster Trophy Competitors 2018

## Career Pathway Programs

Seven University of Waterloo grads were hired to the **Sunwing** cadet program in 2018. This has increased the number of grads who have joined the cadet program to 18. It has worked well for all parties and will most likely continue.



The **Destination Porter** program also continued with opportunities for students and flight instructors to connect and build mentorships with pilots. Two **Porter Star Awards** were also presented at the Wings Banquet. Candidates are recognized for academic achievements and their contributions towards helping others. Recipients receive a bursary of up to \$1,000.



**Jazz Aviation** awarded four full-time students (two Conestoga College and two University of Waterloo) for outstanding contributions to safety, leadership and professionalism. Each award consisted of a \$3,000 scholarship and an opportunity to participate in the Jazz Aviation Pathway Program selection process.



WWFC partnered with **Air Georgian's** Sharing Opportunities for Advancement & Reward (SOAR) program in 2018. It is structured in three initiatives: Awareness, Recruitment and Fulfillment. As an affiliated partner with the program, this provides opportunities for WWFC staff and students to take the next step in their career.



WWFC also joined **WestJet's** career pathway program later in the year. More details to come in 2019.





## Remotely Piloted Aircraft Systems (RPAS)

The RPAS program was extremely successful with courses held monthly, as well as custom courses for organizations in the public, private and education sectors. The new regulations were a hot topic and WWFC was included in discussions about the changes.

The RPAS Pilot Training program trained approximately 200 customers throughout the year's monthly weekend course, plus a number of custom courses for groups of ten or more.

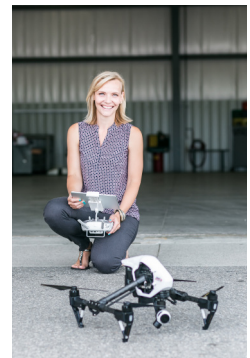
Staff RPAS was a high priority due to the increased interest and the up-coming new regulations. Three new part-time instructors were hired to assist with program development and implementation.

WWFC attended conferences and tradeshow in Canada and the US to keep up-to-date on new technology, education and regulations. WWFC also continues to foster and build relationships with manufacturers, as well as **Transport Canada, Unmanned Systems Canada** and **AUVSI Xponential**.

### Other program items included:

- **School Program** - A one day program was developed for secondary and post-secondary students to learn about RPAS piloting and regulations. This condensed course worked well to cover the basics and gave students a unique learning experience.
- **Custom Courses** - Custom courses were also developed and presented as requested by various organizations. Staff travelled to many locations across Ontario to train customers on safe RPAS piloting, maintenance and regulations.
- **Outreach** - WWFC was asked to participate in the **Ontario Science Centre's March Break Mb18 Robots Demos**. Staff demonstrated and answered questions about drones to hundreds of youth and their families over the two days. It was very successful and a great way to show off knowledge and skills.
- **New Transport Canada Regulations** - Preparations for the new regulations were monitored closely throughout the year. Staff reviewed and developed new course materials in preparation for the up-coming changes. It was announced near the end of the year that the new regulations would drop in January 2019. Communications efforts, as well as a new website are in the works to launch shortly after.

The RPAS program has significantly grown since it was established in 2015 to become a major new program initiative. **RPAS Business Manager, Sarah Spry** has also become a leader in the industry. She participates and speaks at conferences and tradeshow in Canada and the US, and has been featured on the **Women and Drones** website and is an active member in **Women and Aviation**. As it is mentioned on page 11, Sarah was also recognized for her dedication and hard work by the YWCA of Cambridge's **Women of Distinction**, as well as the YWCA-YMCA of Guelph's Women of Distinction in the science and technology categories for her hard work and dedication.



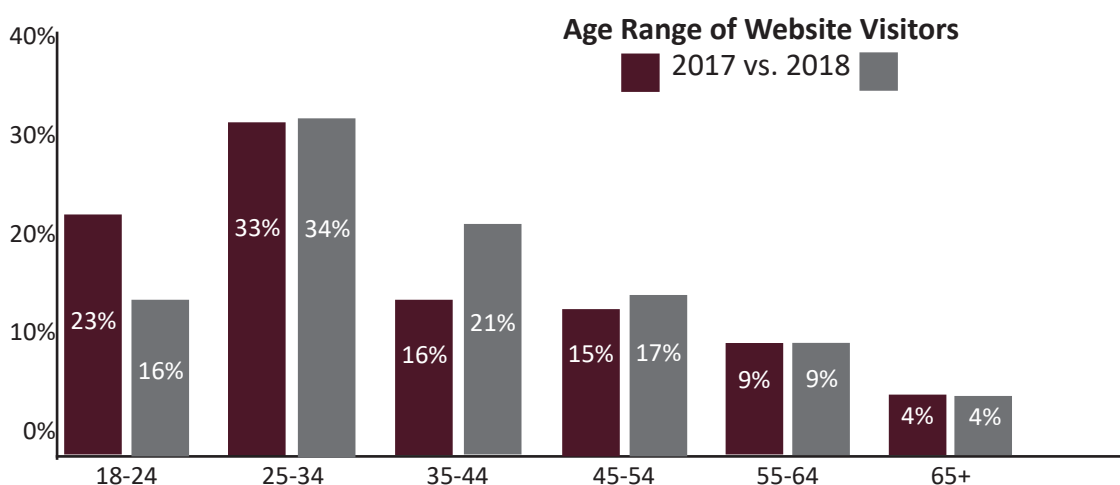
It is expected the RPAS program will grow exponentially over the next year with refresher courses and training on the basic and advanced levels in adherence to the new regulations. Specialty courses, such as a photography course are also in development, which will certainly advance the RPAS program to a new level.

## Marketing & Communications

Many marketing, advertising, public relations and communications initiatives were conducted throughout the year to engage the community, clients, associates and staff.

The **website** continued to be a primary source for information. Improvements and maintenance was ongoing throughout the year. Top pages visited were: Flight Planning, Courses & Rates, UAV Training, Private Pilot Ground School, Pilot Shop, Commercial Pilot Licence and Events. A new website is in the works and will launch in the spring of 2019.

According to the website analytics, visitors tend to be WWFC clients, who are looking at the flight status and information about instructors. Visitors are interested in RPAS training, courses and rates, special events and the Pilot Shop. There was a total of 47,097 (41,902 in 2017) unique visitors last year. The audience is made up of 68% male (9.5% down from 2017) and 32% female (up 7.5% from 2017). The primary age of visitors tends to be 25-34 (33%). More details are as follows:



Social media continued to be a major communications and engagement tool. The two WWFC **Twitter** accounts were active in sharing news, information, events and flight status. The two accounts have different followers with different interests not only for WWFC, but also their community.

The [@flywwfc](#) account has 205 followers, which is made up of 65% male and 35% female. The followers are mostly from Canada (78%) and are interested in science, music, weather, technology, space and astronomy, politics and sports.



The [@flightstatus](#) account has 593 followers, which is made up of 74% male and 26% female. The followers are mostly from Canada (89%) and are interested in music, technology, comedy, sports, science, space and astronomy.

**Facebook** continued to be the most popular social media. Total followers reached 750, which is made up of 57% men and 42% women. Followers were primarily from Kitchener, Waterloo, Toronto, Cambridge, Guelph, Mississauga, London, Hamilton, Brampton, Ottawa and Windsor. Popular posts included pilot shortage, Toronto Escape Room (A Plane About to Crash scenario), Women of Distinction (Sarah Spry recipient), Winged Warriors launch, Girls Can Fly, Wings Banquet, Golf Tournament, scholarships and aviation careers guide, Fly Canada campaign and the Chris Hadfield event.





## Marketing & Communications

The Instagram account has 469 followers (277 in 2017). Posts include photos from events, such as Golf Tournament, Girls Can Fly, Aviation Fun Day and Wings Banquet, as well as conferences and tradeshow. Happenings at the Flight Centre and Region of Waterloo International Airport are also popular.



Two **summer students** were employed again in 2018 to assist with marketing, special events and program development. The **Marketing Assistants** provided support with the day-to-day social media channels, special events, alumni program, student ambassador program, marketing research and other tasks.

WWFC participated in many **tradeshows** and **conferences** throughout the year. Here is a list of just a few:

- AAA Air Cadets Career Expo
- Aircraft Maintenance Engineer Association of Ontario
- Air Transportation Association of Canada (ATAC)
- AUVSI Xponential
- Chamber events (K-W, Cambridge and Guelph)
- European Airline Training Symposium (EATS)
- Ontario School Counsellors' Association (OSCA)
- Ontario Science Centre Mb18 Robots
- Unmanned Systems Canada
- Wings Careers in Aviation Expo
- Woodstock Farm Show
- World Aviation Training Summit (WATS)

**Advertising** included print and online ads with four of the top aviation magazines - Wings, Skies, Canadian Aviator and COPA Flight, as well as Explore Waterloo Region, OSCA Today, Snapd (Cambridge, Kitchener-Waterloo and Guelph), Summer Fun Guide, Woolwich Community Guide and the three Chambers of Commerce.



**Enewsletters and ecampaigns** were also prominent in sharing information about happenings, events, scholarships and other aviation relation information. The Hub, an internal newsletter, shared information about events and happenings within the organization. The average open rate for the internal news was 70% (65% in 2017). The Come Fly With Us newsletter was distributed to a database of more than 3,200 subscribers and shared news about WWFC, aviation and upcoming events. The average open rate of Come Fly With Us was 28% (30% in 2017). Other databases include students, educators, RPAS customers, alumni, stakeholders and Fun Flyers.

**Partnerships** are also a big part of WWFC's marketing and public relations. Throughout the year WWFC worked with Conestoga College, University of Waterloo, Region of Waterloo International Airport and organizations within the aviation industry to promote WWFC, aviation and connect with the community. WWFC attended networking events and meetings, participated in tradeshow and conducted regular communications with partners throughout the year.

**Media Relations** was also conducted throughout the year with media releases distributed for each event, as well as other newsworthy items, such as pilot shortage and women in aviation. Media relations included aviation publications, as well as local and national media in print, electronic, TV and radio.

# Designing Our Future Strategic Plan

WWFC must prepare and grow to meet the projected increases in student enrolment, community outreach and events, while remaining adaptable to pursue other new opportunities. WWFC has reviewed and renewed its strategic plan for the next five years.

### 1. Excellence in Pilot Training and Education

Continue to develop and provide excellence in pilot training, education and services focused on flying career paths in aviation.

### 3. Leadership in Aviation - Centre of Influence and Excellence

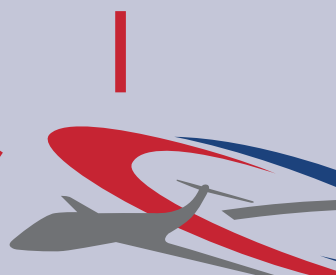
Promote and achieve WWFC priorities by becoming a key leader in aviation in the region and the larger aviation industry in Canada by taking a leadership role in creating a “Centre of Excellence” in aviation in Waterloo region.



Airline Partners



Industry Stakeholders



Waterloo Wellington  
FLIGHT CENTRE



Region of Waterloo  
INTERNATIONAL  
AIRPORT

Canada



# Our Future in 2018-2022

ment, as well as grow its recreational flight training programs, RPAS program and w opportunities. In order to build on our success and continue the momentum, period of 2018-2022. The strategic priorities are as follows:

## 2. Organizational Growth and Development

Enable WWFC to continue to meet the growing educational needs of its students and educational partners and to meet demands of e industry for top quality pilot candidates.

UNIVERSITY OF  
WATERLOO



Remotely  
Piloted Aircraft  
Systems



Recreational  
Flyers



Ontario

## Special Events

Events continues to be a big part of outreach and awareness. A number of events were organized and/or attended throughout the year.

**Wings Banquet** – The annual Wings Banquet was held in April to recognize recent WWFC graduates. The formal gala included cocktails, dinner, speeches and awards. The guest speaker was **Alec Smook, First Officer with Sunwing** and former WWFC Flight Instructor and University of Waterloo aviation student. The event was extremely popular with a total of 230 attendees, including students, staff, industry representatives, local dignitaries, family and friends. WWFC has reached the venue capacity, so other options were explored and a new location chosen for next year.



Alec Smook

**Girls Can Fly** – A free event held in May, focusing on celebrating women in aviation and offering free flights to girls aged 8-18 (pre-registration required), as well as **Porter Airlines Q-400** tour, industry exhibitors, face painting and simulator demonstrations. A raffle for two Porter tickets also helped to raise funds for the event. Supporters included, **Air Georgian, COPA Flight 26 (Breslau Flyers), Kitchener-Waterloo Aero, Porter Airlines** and **Region of Waterloo International Airport**. It was extremely successful with more than 500 attendees. Thank you to all the staff and volunteers who helped out with the event!



Porter Airlines at Girls Can Fly

**Aviation Fun Day** – Free event in August to showcase the aviation industry in Waterloo Region and to raise funds for the local Food Banks. The event was organized by a collaborative of **Region of Waterloo International Airport, WWFC, COPA Flight 26 (Breslau Flyers), Flight Line, 822 Squadron Royal Canadian Air Cadets** and **Great Lakes Helicopter**. This was another huge success bringing in **more than 5,100** families and local residents from the community to tour the various buildings open to the public. WWFC offered simulator tours, scenic flights and exhibitors from the community and aviation industry. A raffle for WestJet tickets was also conducted by the Food Banks, which **raised more than \$2,000** and collected **more than 1,500 pounds of food**. To date the event has raised more than 9,600 pounds of food and \$14,793 for the local Food Banks.



Aviation Fun Day

**Golf Tournament** – The second annual golf tournament was held at **Rebel Creek Golf Club** with 90 golfers, a silent auction of more than 90 items ranging from a VIA Rail trip to wine and gift cards, as well as golfing events. The tournament kicked off around 11am with a BBQ lunch and tee off at noon followed by dinner and awards. A total of **\$8,300 was raised** and WWFC matched it for a **grand total of \$16,300** for student pilot scholarships. The scholarships will be awarded at the Wings Banquet after applications are reviewed by the LIFT Scholarship Committee. Thank you to all the sponsors, donors, golfers, staff and volunteers who made this event a great success!



WWFC Golf Tournament Sunwing Team



## Other Events & Happenings

### Canadian Business Aviation Association (CBAА) Convention & Exhibition

- WWFC participated and attended the 2018 conference in June. Events were at the Chartright hangar and downtown Kitchener. General Manager, Bob Connors moderated a discussion about pilot shortage and students were also invited to attend the exhibition and aircraft displays. The event will be held in Calgary in 2019.



Aircraft display and students with Avro Lancaster pilots

**Business Excellence Awards Gala** - WWFC was nominated for the Non-Profit/Charitable Award at the Greater Kitchener Waterloo Chamber of Commerce event in February. Unfortunately, WWFC did not win the award, but was privileged to be nominated and attend the event.

**COPA for Kids** - This event was held twice in 2018 due to the previous event being cancelled. The event is sponsored by the Canadian Owners and Pilots Association (COPA) Flight 26 and is geared toward kids aged 8-17 years. It offers a free sightseeing flight in a small plane or helicopter. WWFC set up a tent at both events and volunteers offered flight training advice for youth interested in learning how to fly. Both events were well attended and had favourable weather.



WWFC Booth at COPA for Kids

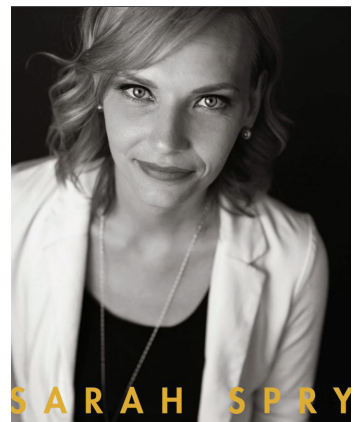
**Northern Lights Gala** – The 10th Annual Elsie McGill Awards Gala was held in September to honour eight women in aviation and aerospace. WWFC was proud to attend and support this inspirational event and to celebrate women in aviation.

**Winged Warriors Launch** - In celebration of International Women's Day, the new Women in Aviation International chapter, Winged Warriors launched in March. The group is for young women with dreams of becoming the next generation of aviation professionals. The launch event featured keynote speakers Anna Pangrazzi, President & Owner of Apex Aircraft Sales Ltd. and Dr. Suzanne Kearns, Associate Professor, Geography & Environmental Management at the University of Waterloo. The event was well-attended with a full house of women and men to support the new initiative. It was also featured in local media, namely Snapd, The Record and CTV News.



Winged Warriors

**Women of Distinction** - WWFC's RPAS Business Manager, Sarah Spry was a recipient of the Women of Distinction awards with the YWCA of Cambridge and the YWCA-YMCA of Guelph. The events were held in March and May respectively celebrating not only the recipients, but also women leaders in the community. Congratulations Sarah!



SARAH SPRY

## Flight Hours & Safety

Flight hours for 2018 were significantly higher than last year (21% higher).

The following chart illustrates the totals for the past nine years:

	2018	2017	2016	2015	2014	2013	2012	2011	2010
<b>Total Hours</b>	20,517	17,012	17,932	15,841	14,811	16,505	16,719	14,434	15,741

A total of 600 **Client Access Cards** were issued in 2018. This included 244 PCC and 356 Non-PCC. Yearly totals are as follows:

	2018	2017	2016	2015	2014	2013
<b>Total Cards</b>	600	493	549	475	492	473

It was a busy year overall. Reported CADORs decreased by 37% from 2017, a significant amount when compared to last year.

The breakdown is as follows:

Year	Total Flight Hours	Total Reported CADORs	Breakdown of CADORs
<b>2018</b>	20,517	22	15 - WWFC 7 - External Hazards
<b>2017</b>	17,012	35	19 - WWFC 16 - External Hazards

WWFC has implemented additional training and policies to help prevent landing errors, such as the one experienced in early 2018. Challenges going into 2019 include technology and communication trends with Air Traffic Control (ATC). Safety, as always, is also a priority for all pilots and staff. Flight training will be busy in the year to come as WWFC sees more growth and opportunities for staff and students.

## Maintenance & Operations

The **maintenance** team at WWFC does an excellent job of maintaining and monitoring the fleet. Maintenance continued implementing the renewal of the aircraft fleet, day-to-day maintenance and stayed on top of any issues. Two new planes were added to the fleet in 2018 and two more in early 2019. Three engines were also re-built, seats were re-upholstered and spare parts inventoried.



A dedicated crew at **Dispatch** provided terrific customer service, assisting students and customers with planes and flight training. A new flight management program, Fleet Captain was implemented in the spring to great success. A large TV screen was installed to show flight status and schedule, as well as self check-in tablets. The Dispatch Manual was also reviewed and updated. New electronic flight bags are coming for 2019, which will provide maps and approach charts to assist in-flight. Front end staffing was also increased to help accommodate for more customer service needs.

The operation of **Summit Fuel Services** continued to ensure a reliable fuel service for WWFC, as well as an alternative revenue source by offering fueling services to other organizations and private pilots. The trucks were newly wrapped and installed with the World Fuel Services logo. Summit also received an excellent rating in its performance review. Efforts are continually being made to explore ways to further expand the jet fuel sales fueling operation.



## Development

The **Region of Waterloo International Airport** released a \$375 million, 20 year Airport Master Plan in 2017. The plan ensures that the airport can meet the travel needs of the growing community and respond to capacity challenges at Toronto Pearson International Airport. Phase one is underway and WWFC continues to monitor developments that may affect the organization in the short and long term.

In terms of **IT**, smooth transitions and upgrades to the hardware and software continued to improve client service and support. Software was upgraded from Office 65, computers upgraded and monitors switched to wide-screen. Seven more computers and monitors will be upgraded or replaced in 2019. A new Customer Management System (CMS) is also in the works for 2019.

The **Pilot Shop** was re-organized and new stock purchased in 2018. The online store was up and running, but the shipping of products still is a challenge. The Introductory Flight and Scenic Flight packages continue to be popular online sales. The store itself continues to be stocked with aviation items needed for flight training, as well as gifts and other aviation merchandise, so shoppers can easily find what they are looking for, and hopefully find a few other things along the way.

New WWFC ID tags, shirts and jackets were also established in 2018 to further advance WWFC's professionalism and branding. All staff are required to dress appropriately and wear their ID tag.



**Partnerships and stakeholders** are an important part of WWFC's relationships.

Highlights include:

- Airport Ops Committee
- Air Transport Association of Canada (ATAC)
- Canadian Women in Aviation (CWIA)
- Career Colleges Ontario
- Chamber of Commerce - Cambridge, Kitchener-Waterloo and Guelph
- Conestoga College
- COPA 26/Breslau Flyers
- Local Noise Management Committee
- Northern Lights Aero Foundation
- Ontario School Counsellors Association
- Region of Waterloo & Region of Waterloo International Airport
- University of Waterloo
- Waterloo on the Grand Ninety Nines
- Waterloo Region Tourism Marketing Corporation
- Winged Warriors



## Fun Flyers

This is a dynamic group of passionate WWFC members who have their Recreational Pilot Permit, Private Pilot Licence or Commercial Pilot Licence and a love of flying. It's a great way for pilots to connect and share flying stories and build friendships. The sky truly is the limit for this group.

In 2018, Fun Flyers visited a professional simulator and got to try their hand at flying the big jets, as well as trips to various places across Ontario.



Simulator tour experience



Flying excursions

## Alumni

With a history that spans more than 80 years, WWFC alumni circle the globe. Flying for companies around the world or simply flying the outback for pleasure, pilots with connections to WWFC can easily be found.

A new alumni program was in development for 2018 and will launch in 2019. The program provides information about WWFC, as well as events and networking opportunities to give back to the aviation community and to become mentors for current students.

Materials include an exclusive WWFC alumni logo, social media, webpage, quarterly email campaigns, events, an alumni pin and WWFC Alumni of Distinction Award. The call for nominations will be sent out in early 2019 and the award presented at the Wings Banquet in April.



**Waterloo Wellington  
FLIGHT CENTRE**

**World Class Alumni**





Thank You to Our Supporters, Partners & Associates!



AIR GEORGIAN



Air Transport Association of Canada  
Association du transport aérien du Canada



Breslau Flyers



COPA  
Flight 26



CAMBRIDGE  
HOTEL-CONFERENCE CENTRE



CONESTOGA  
Connect Life and Learning



EMOND  
HARNDEN  
LABOUR & EMPLOYMENT LAW  
DROIT DU TRAVAIL ET DE L'EMPLOI



HAMILTON  
AMERICAN SPIRIT • SWISS PRECISION



An Assurex Global Partner



NORTHERN LIGHTS  
AERO FOUNDATION



READY SET FLY



Region of Waterloo  
INTERNATIONAL  
AIRPORT



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WATERLOO





**Directors & Officers**

Charles Nelson, President  
 Mark Schwartzenruber, Vice President  
 Bob Ballantyne, Treasurer  
 Bob Bechtel  
 Scott Cornwall  
 Graham Downer  
 Paul Hossack  
 Contessa Bishop  
 Tony Varga

**Management Team**

Robert Connors – General Manager  
 Matt Scheben – Chief Flight Instructor  
 Kyle Green – Training Manager  
 Sarah Spry – Office Manager, Accountant  
 & RPAS Business Manager  
 Sarah Finch – Program Manager  
 Lisa Pacheco – Customer Service Manager  
 Peter Griffioen – Director of Maintenance  
 Shelby Foster – Front End Manager  
 Brian Finnerty – Fuel Oversight Safety & IT  
 Caroline Rose – Marketing Manager

**Dispatch/Pilot Shop**

Shelby Foster, Front End Manager  
 Carrie-Anne Dietrich  
 Sophia Williams  
 Jayne Logan  
 Shael Huska  
 Jesse Sharp  
 Deborah Edwards  
 Lili Sabo  
 Jessica Liu  
 Alex Jaszai

**Line Crew**

Stephanie Hepburn  
 Rayman Singh  
 Ashwin Rajan  
 Mark Mannavan  
 Stacey Milne  
 Conor Hum

**Aircraft Maintenance**

Peter Griffioen, Director of Maintenance  
 Steve Prang  
 Justin Richardson  
 Ravi Secharran

**Summit Fuel Services**

Brian Finnerty, Fuel Oversight Safety & IT  
 Katie Cooper, Accounting  
 Sean Young  
 Ben Lu  
 Miranda Kwok  
 Melanie Heins  
 Ethan Title

**Remote Piloted Aircraft System (RPAS)**

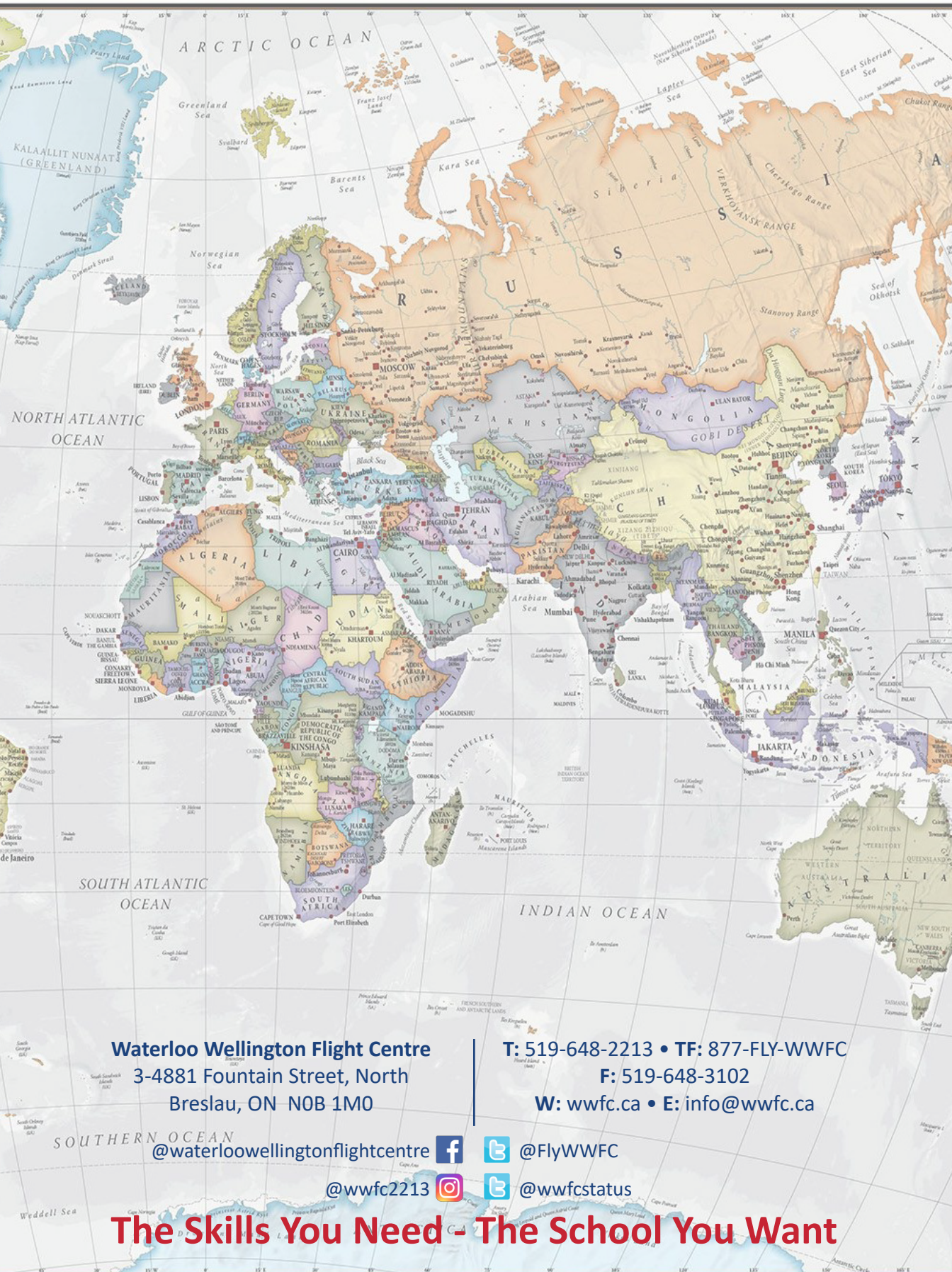
Sarah Spry, RPAS Business Manager  
 Kyle McKinnon  
 David Wilson  
 Heckle Fernandes  
 Brett Danks  
 Brian Riddell  
 Steve Prang

**Flight Instructors**

Matt Scheben, Chief Flight Instructor  
 Kyle Green, Training Manager  
 Ainsley Corbin  
 Adrian Ho  
 Akbar Bashiri  
 Alex Harvel  
 Alex Ward  
 Andres Marquez  
 Ashraf Rasuli  
 Chris Borutskie  
 Cole Good  
 Conor Noad  
 Dave Varley  
 David Wilson  
 Frederico Garcia  
 Greg Yandle  
 Heckle Fernandes  
 Jeremy Solano  
 Jerry Wang  
 Jodie Scarrow  
 John Dabu  
 Justin Clarke  
 Max Udaskin  
 Marco Tam  
 Mike Teuma-Castelletti  
 Pete Lise  
 Rebecca Bailey  
 Richard McIntyre  
 Robert Semple  
 Rui Pinto  
 Shawna Atkinson  
 Steve Butcher  
 Steve Johns  
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 Tracy McCabe-DeHaan  
 Yurey Wu



(As of Dec. 31, 2018)



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