Very low development fuels the humanitarian crisis of the Lake region and the international community is entering the critical transition period when continued relief efforts as well as investments in development are needed to maintain peace and stability. Throughout the crisis, UNHAS has facilitated access to the region with flights to Bol three days a week and the humanitarian community has expressed the need for a new connection to be established to Baga Sola to allow more direct access to the implementation sites. To be able to provide this service, it is necessary that UNHAS carries out the rehabilitation of the airstrip at Baga Sola—this project is estimated at USD 290,000.

Background
Located in an unstable geopolitical neighbourhood Chad is vulnerable to impacts from crises in neighbouring countries. Instability in Sudan and Nigeria and turmoil in the Central African Republic (C.A.R.) have affected the country’s stability with around 500,000 refugees living in Eastern and Southern Chad as well as in the Lake region. The continued presence of refugees, returnees, and internally displaced persons presents important challenges to humanitarian actors.

In addition, the Humanitarian Response Plan for 2017 identified that food insecurity, malnutrition, and poor water access and health services put the lives of more than 3.4 million Chadians at risk.

Need for UNHAS
Options for road transportation in Chad are limited due to a combination of factors: poor infrastructure, vast distances, insecurity; and flooded roads during the four to five months of the rainy season.

WFP manages the United Nations Humanitarian Air Service (UNHAS). UNHAS provides safe, efficient and effective air transport service to some 99 organizations from NGOs, UN Agencies, Diplomatic Corps, and the Donor community. Users in Chad carry out and monitor humanitarian activities but also development projects in remote areas of Chad. UNHAS is the only reliable air service in the country.

19 destinations are served within Chad and a connection to Cameroon is also provided (Yaounde via Maroua).

Operating with a fleet of 4 aircraft, two 37-seat Emb135 jet/Dash8 and two 12-seat Cessna Caravan aircrafts strategically positioned in N’Djamena, Yaounde, Abeche and Gozbeida, UNHAS provides prompt access to populations in need in the country and also provides inter-regional flights between Chad and Cameroon in response to the emergency crises in Cameroon. One of the four aircrafts responds exclusively to emergency in the Lake Chad region.

Currently, nine flights a week (3 rotations, 3 days a week) are operated between Bol and N’Djamena. In 2017, UNHAS recorded an average occupancy rate of 90%.

Airstrip rehabilitation is an area that needs special attention. UNHAS supports civil aviation authorities in runway management and maintenance. In 2017, the rehabilitation process done at Iriba now allows the landing and take-off of a larger aircraft (37 seats).

The UNHAS User Group Committee and the Steering Committee Board recognized the role played by the service in Chad and the need for its continuation in 2018. The demand for the continuation of UNHAS has also been confirmed through various needs assessments including bilateral consultations with user organizations.

The project relies heavily on donor contributions whose support has brought tangible results in the humanitarian context and facilitated progress towards sustainable development in the country.

UNHAS USERS
99 Organisations are registered with UNHAS
- 46% UN
- 50% NGO
- 4% Donors, Diplomats and Others

Key Performance Figures for 2017
- 4 aircrafts
- 19,338 passengers
- 76.2 mt of cargo
- 80 evacuations

Thank you to our donors for their support in 2016 and 2017
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Jean-Christophe Coppenrath, head of the Médecins sans frontières Holland (MSF-Holland, Doctors Without Borders) office in N’Djamena, arrived in Chad in March 2017. A few months later he was confronted with a major public health threat: cholera, an acute diarrhoeal disease that can kill within hours if left untreated.

In this type of situation, the speed of reaction is crucial and the urgency requires a prompt response to avoid a major epidemic with all its consequences. When MSF-Holland sent a first team to the field, it was immediately clear that it was not a simple case of gastroenteritis: cholera was diagnosed in eastern Chad. The first cargo with all the necessary equipment was sent by road but between N’Djamena, the capital city of Chad, and Koukou, near the Sudanese border, the transport takes a week to reach its destination. Furthermore, right after the rainy season, the ouadis are still full of water and represent an impassable obstacle.

For Jean-Christophe, there was only one answer to his major preoccupation to deliver the assistance as quickly as possible: United Nations Humanitarian Air Service (UNHAS) run by WFP Chad. “When I realized that the situation could rapidly deteriorate I contacted the UNHAS team in Chad, and I must underline their availability and flexibility to be on our side in this fight against the disease,” he confessed. Cholera kits have been transported twice a week to Koukou, Goz Beida and Am Timan; a team of 30 people was assigned to the emergency response and they were able to move between Sila and Salamat, the two affected regions. “One of my colleagues even described UNHAS as the guardian angel of the sky and I totally agree with her. I am so grateful with their way of helping. Among 700 confirmed cases we deplored only 50 deaths,” he admits.

Charles Kabeya is assigned for UNHAS in eastern Chad: in Goz Beida, he was at the epicentre of the crisis. “I worked four years in Haiti and one year in Liberia during the Ebola crisis, so I was confident that with the right measures in place our operations would not be jeopardised.” He adds: “In this context, prevention is crucial. We had regular meetings with local authorities, the instructions were strict during the check-in at the airport: no handshake and the use of liquid soap for all passengers and staff.” In total, more than 100 passengers, including doctors and nurses, and about 7.5 mt of lifesaving medical supplies were transported by air. In an official statement, the governor of Sila, on behalf of His Excellency, the President of Chad thanked all humanitarian partners for mobilizing resources for the people in need.

A new hotline for complaint reporting which is highly confidential has been created UNHASCHAD.feedback@wfp.org was recently opened for customers to enable them to send messages which will be treated highly confidential. A limited number of customer service staff access to this portal.

Cell Phone lines: Our telephones are available for contact 24/7, where contacts could be made with UNHAS Customer Service either verbally or by SMS; they are as follows: