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WELCOME

SOLUTIONS IN BUSINESS AVIATION



Welcome to the first edition of *Solutions in Business Aviation*, AIN's new annual resource guide from our trusted branded partners.

Solutions in Business Aviation features answers to some of the industry's biggest challenges from many of our most trusted brand partners. In this publication, you'll read about innovations that are designed to help our industry and make your job easier.

As a business aviation brand showcase, *Solutions in Business Aviation* will be published each year in August and will also be available online so you can share it with your colleagues. In each issue, you'll learn about key advancements and technologies from cutting-edge organizations.

We encourage you to share your thoughts with us on this new initiative to help us improve it. We're already working on next year's edition, and we look forward to continuing to bring you content that improves your operation.

Real-world challenges. Real-world solutions in business aviation.

Thank you for reading!



Nancy O'Brien
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Simplify your search for qualified maintenance providers

MRO Insider provides owner/operators with a faster, more efficient way to request and receive quotes from a growing array of aircraft maintenance service providers.

From synthetic vision to satellite weather to cabin Wi-Fi, modern technology has brought an amazing number of advancements to business aircraft owner/operators. But one area where technological advancements have been lacking has been in streamlining the current, way-too-difficult process of finding qualified maintenance facilities.

MRO Insider's array of online services has changed all that.

"We've used familiar technology to give owner/operators a platform to easily, and transparently, communicate with qualified maintenance providers," Andy Nixon, MRO Insider's cofounder and VP Sales, stated. "This capability isn't new to the world, but it is new to corporate aviation. Now it's so much easier for the owner/operator to manage their own maintenance decisions through our website."

MRO Insider is a web-based tool for submitting and receiving maintenance quotes for all types of corporate aircraft and helicopters.

"Once they open a free account on MRO Insider, the aircraft owner/operator fills out what type of maintenance services they need, and any facility on our network that can provide those services receives the request," he said. "We recently increased our list of ser-

vice request types to include 11 of the most common maintenance events."

"When we started in 2017, we had eight aircraft and three MRO facilities registered on our website," Nixon said. "In just over 14 months we have grown to have over 500 corporate aircraft and 116 MROs in the U.S., Canada, and Mexico—and we just signed up a facility in France. Our success is the result of delivering a valued service to our members."

Nixon explained that to help make the process even more efficient, "We have a built-in messaging system so a shop can quickly respond and ask for additional information if they need it."

"Facilities are encouraged to submit a competitive quote, knowing they are actively competing for your business. Competition is good, which will lead to the democratization of the industry," he said.

Nixon added that the bottom-line goal is to give owner/operators access to more qualified MRO facilities in the simplest form possible, saving them time and money.

Of course, business aircraft are extremely valuable assets and data security is one of the company's highest priorities.

"Customer security is one of MRO Insider's core values. The privacy of our members' information is



THE SOLUTION

- One-stop solution to finding qualified MROs
- You are in total control of your maintenance requests
- No hidden broker fees—ever!
- Membership earns you valuable Mx Rewards points



front and center of everything we do, and we have gone to great lengths to keep it secure," he said. "User passwords and information are encrypted, and that's just the beginning of the multiple layers of protection we have in place."

"We don't require our users to put in any specific information. They can put in their tail number or add their aircraft using a nickname for their aircraft and operation," Nixon said. "The only information that goes out to the MROs is what the owner/operator wants them to see."

While, as Nixon said, the goal of MRO Insider is to help owner/operators receive the maintenance quotes they need in the easiest way possible, there are other perks.

MRO Insider recently introduced its maintenance rewards program, Mx Rewards. Users accumulate rewards points based on various account transactions. Nixon explained that the current list of Mx Rewards includes cash back, excursions, tickets to sporting events, cruises, charitable donations, and more.

"We conducted a survey of owner/operators and charter management companies and compiled a list of rewards that interested our users," he said. "From there we created our current program."

While programs like Mx Rewards are nice incentives, Nixon said that both owner/operators and MROs come to MRO Insider because it fills their need to save time and money.

Your link to hassle-free
aircraft maintenance, bringing
maintenance facilities and aircraft
owner/operators together.



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STEVENS AEROSPACE AND DEFENSE SYSTEMS

STEVENS AEROSPACE AND DEFENSE SYSTEMS TAKES ALL THE GUESSWORK OUT OF ACHIEVING THE ULTIMATE CABIN UPGRADE.

Whether it's a minor refresh on a Citation or a complete cabin refurb on a Global Express, Stevens Aerospace and Defense Systems' interior craftsmen have been successfully exceeding customer expectations since 1950.

When Robert T. Stevens started Stevens Aviation back in 1950, his goal was to provide the highest level of service possible—without exception. Over the years, a lot has changed. The company has added facilities, capabilities, and services. And it recently changed its name to reflect its growing work on military aircraft. But with all the changes, one element has remained consistent for nearly 70 years: the Stevens commitment to unparalleled customer satisfaction.

Nowhere is that more evident than in the company's interior completion shops in Dayton, Ohio, and at the company's headquarters in Greenville, South Carolina.

"We've been doing interior work since the beginning, and whether our craftsmen are doing a Hawker interior in Dayton or a Gulfstream

in Greenville, our commitment to customer satisfaction is the number one goal," explained Stevens Aerospace and Defense Systems' Director of Sales and Marketing Phil Stearns. "The real key to the ongoing success of our interior shops is the high level of understanding we have about the owners and the way they use their aircraft before the project, combined with industry craftsmen who care about the result."

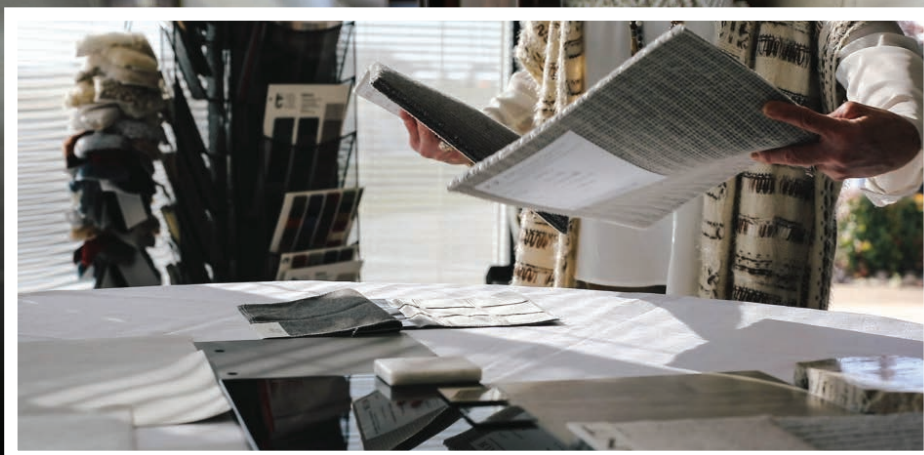
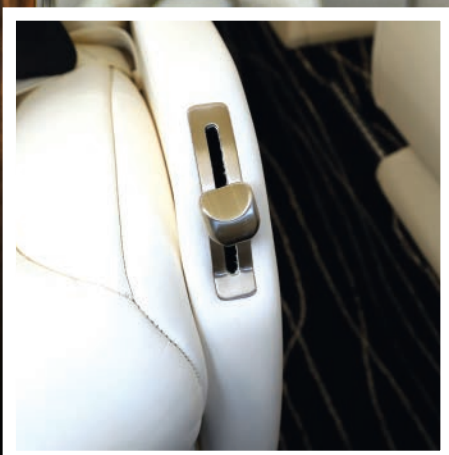
Stearns called it Stevens' "Customer-Focus Process." "Our team is all about being the customer's 'guy in the business'—someone they can trust and who will communicate honestly and clearly with them," he said. "We have representatives who meet with our interior customers well in advance of the actual work to really get to know them and how they use the aircraft.

"You can never underestimate the importance of that understanding. And our representatives share that information with every person who touches that airplane throughout the process," he said. "Everyone wants their aircraft done 'right,' whatever 'right' is. And right is defined by what the customer wants combined with our specific level of high quality and communication."

A Stitch In Time...

"A great interior is not just about the right colors, upholstery, and woodwork. It's about knowing that those materials will be the right fit for the way the owner uses the airplane," Stearns said. "We help our customers make the right decisions today to ensure their cabins still look good ten years from now."

Stearns said that one factor customers



rarely think about is as simple as stitch-length in the leather or that all leather hides are inspected by our quality personnel and defects are noted, cut around, and not used anywhere. The fact is, these choices make a huge difference in how well an interior will stand up over the next eight to ten years. The customer is living with it, and our name goes on it. This matters to us and to the owner.

"The customer needs to know these details because in the end that is what they are paying for," he said. "One of the biggest mistakes customers routinely make is to look at the bottom-line price first. Many times cost is not a true reflection of the quality of their new interior. You can spend a lot of money on the wrong kinds of fabrics, carpet, or upholstery and end up having to redo it in five years because it didn't wear properly.

"A good shop and honest people will work hard to help the customer to keep from making an expensive mistake. In fact, with the right guidance and planning, the best solution may actually cost you less than you think," he said. "After 70 years, we can't afford to give you anything but what our experience tells us is the right solution."

A recent customer, Mike Tetterton, offered high praise for the "out of the box" solution the Stevens interior team created for his Citation Excel.

"Their professionalism and vision they had for the aircraft meant a lot to me. They got extremely excited to be doing an aircraft that was different from what they had been doing," he said. I was drawn to that excitement.

"I highly recommend Stevens," Tetterton said. "The organization is absolutely professional. They got it done right."



THE SOLUTION

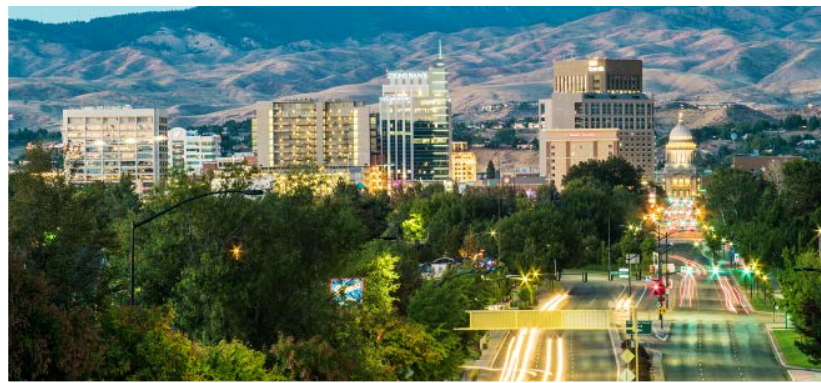
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THE MRO THAT DOES IT ALL

Based in Boise, Idaho, Western Aircraft is an independent MRO that combines personalized customer service with OEM-quality repairs, maintenance, and upgrades for a wide range of turboprops and business jets.



THE SOLUTION

- A customer-focused independent MRO with the capabilities of big MRO chains
- Full range of MRO and aircraft modification services, inside and out
- Cover everything from the smallest turboprops to the largest business jets

In a world of large-network MRO companies, Western Aircraft stands apart. Since 1957, when it received its first FAA Certified Repair Station Certificate, the one-time corporate flight department for the Morrison Knudsen Corporation has grown into a respected MRO serving turboprop and business jet aircraft.

Today, Western Aircraft is an FAA Certified Class 1-4 Repair Station, with a loyal base of jet and turboprop customers throughout the U.S. and Canada. It has earned more than 40 manufacturer authorizations and is an Authorized Service Center for Dassault Falcon, Pilatus, Beechcraft, Cessna (turboprops), Embraer, Quest, and Piper.

Western Aircraft has extended its reach since 1957, when it attracted primarily local customers. “We have clients fly in from more than 2,500 miles away to have our skilled technicians work on their aircraft,” said Kerry Heiss, Western Aircraft’s Director of Sales and Marketing. Today, customers go to Boise to access Western Aircraft’s

full range of services, including airframe inspections and modifications, avionics and cabin upgrades, and paint and interior renovations. This all-in-one MRO also has divisions providing parts sales, aircraft sales (Western Aircraft is an authorized dealer for both Pilatus and Piper sales), charter/management services, and an FBO.

Recently, Western Aircraft extended its business jet MRO services to the Gulfstream family, specifically the Gulfstream IV/450 and V/550. This extension has been driven by company Vice President and General Manager Austin Shontz, who spent 16 years in leadership positions at that company. “We understand the Gulfstream culture and how to provide the level of service and customer experience that Gulfstream owners/operators expect,” said Shontz.

Western Aircraft is also a turboprop center of excellence, with the equipment, capabilities, and technician skills to keep turboprops of all makes in prime condition. The company has been an authorized Pi-



latus Dealer and Service Center since 1996 and is a maintenance hub for Pilatus owners and operators. “We service approximately 100 PC-12 airframes every year,” said Heiss. “Our team also performs airframe work on a variety of other turboprops, and we have developed a real following with King Air and Piper operators in particular.”

As central as MRO services are to Western Aircraft’s operations, its other offerings are also worthwhile for business aircraft owners and operators. For instance, Western Aircraft is a leader in avionics upgrades; including the installation of Gogo Business Aviation’s AVANCE L3 and L5 broadband air-to-ground connectivity equipment in Gulfstream, Falcon and Pilatus aircraft.

“We’ve installed over 20 Gogo AVANCES to date,” Heiss said, “and 4G connectivity in the air is proving popular with our customers as a complement to some of the large cockpit retrofits we’ve recently performed.”

Western Aircraft likewise installs the Collins Aero-

space Pro Line 21 avionics upgrade for Falcon jets. The upgrade provides pilots with modern glass cockpits that can support synthetic vision, ADS-B compliance, LPV approach capability, electronic charts, and SiriusXM graphical weather.

Then there are aircraft modifications. These can be as small as a cabin refurbishment, or as big as an entire mission repurposing. “Our interior team works seamlessly between projects as diverse as a Falcon interior refurbishment to a Pilatus air ambulance retrofit,” said Shontz. “They have the skills to take a notional idea and turn it into reality.”

All told, Western Aircraft has what business jet and turboprop operators need to keep their aircraft in peak condition, year after year. “Meanwhile, we sit in a scenic mountain area that is just minutes away from skiing, hunting, and whitewater rafting,” said Heiss. “So for customers who want to stay close to where their aircraft is being serviced, Boise is a great place to be.”

**Western Aircraft
completed its
100th C-Check
inspection on a
Dassault Falcon
in 2018.**

**800.333.3442
www.westair.com**

Designed to serve all general aviation pilots

Piper Aircraft's M-Class family of single-engine, cabin-class aircraft are designed to enable pilots to "step-up" through the product line as their experience and needs increase.

For many general aviation pilots, their aircraft is an essential business tool. They fly themselves to various locations to manage their enterprises, meet with clients, and do whatever it takes to keep the bottom line in the black. Using their own aircraft makes this possible in a time-efficient manner—nothing else will do.

Piper Aircraft understands this breed of general aviation pilot. Piper also knows that their needs and budgets change with time. And that a pilot for whom an entry-level plane was once enough now needs to add speed and range to stay on top of their many business commitments, while keeping operating costs under control.

"This is why Piper offers the M-Class family of single-engine cabin-class aircraft," said Jacqueline Carlon, Piper's Senior Director of Marketing. "All based upon a six-person cabin, the M-Class product line lets you start with the M350, a proven pressurized piston. Advance to the least expensive turboprop on the market—the M500—for more performance, and advance to our flagship product, the M600, for even more speed and range."

At a starting price of just \$1.2 million, the Piper M350 comfortably seats six with its elegant, club-style seating and spacious cabin. "The M350 is the only pressurized piston aircraft in its class, providing undeniable capability," noted Carlon. "The aircraft can easily fly above the weather, providing passengers with a comfortable flight."

Don't let the M350's entry-level price fool you. This capable six-seater, powered by a 350-horsepower, Lycoming TIO 540-AE2A, turbocharged, piston engine, offers a 213 ktas/395 km/h max cruise speed, and has a range of 1,343 nm/2,487 km.

The M350's standard features include the latest in avionics from Garmin—the G1000 NXi integrated flight deck, which takes the industry's most trusted glass flight deck platform to a new higher level of performance and capability. It combines added processing power with brighter, smoother high-resolution displays, and advanced features.

When it's time to step up, the Piper M500 offers enhanced performance for just \$2.1 million. The intuitive cockpit has much in common with the M350, making the transition to the M500 seamless. The cabin offers elegant appointments including a comfortable work space. The speed and powerplant are a step higher. This is because the M500 is equipped with a 500-shp Pratt & Whitney Canada PT6A-42A turboprop engine, and the airplane is capable of delivering a 260 ktas/482 km/h max cruise speed at a range of 1,000 nm/1,852 km.

"The M500 was designed with a focus on making turbine operations simple," said Carlon. "With the engine spooled up, the prop turns at 2,000 rpm at all times, leaving only the throttle to manage the power. The condition lever is a simple two-position fuel control, either in the on or off position. Yet it consumes 35 gallons of jet-A at normal cruise—making it the most fuel-efficient turboprop available today."

The ultimate in the M-Class family is the Piper M600. It features a clean-sheet wing design that touts extra speed and range. The M500 platform is boosted further by a more powerful 600-shp PT6A-42A turboprop engine.

The M600 has a maximum cruise speed of 274



THE SOLUTION

- A trio of capable aircraft that general aviation pilots and business owners can grow with
- Aircraft options based on price, speed, and range
- Proven, reliable Piper Aircraft quality





ktas/507 km/h combined with a maximum range of 1,658 nm/3071 km, making it the fastest/farthest aircraft in the M-Class family. It also adds a sophisticated Garmin G3000 touchscreen-controlled glass flight deck, the most comprehensive, intuitive, and technologically advanced avionics package on the market today.

At a price of \$2.9 million, "The M600 stills sips fuel, at about 42 gallons of jet-A an hour. at a max cruise of 274 ktas," Carlon said. It also comes with the most tasteful, stylish cabin in the entire M-Class, reflecting the success of the pilots who buy and fly it. What's more, the aircraft includes the same Garmin advanced safety features that are found across the M-Class line, providing pilots with the peace of mind that comes from knowing that there is an additional

level of security coupled to the GFC 700 autopilot.

Taken as a whole, the M-Class allows pilots to stay within the Piper Aircraft family as their needs and means change over time. This minimizes the training time needed to move from one aircraft to another and allows pilots to capitalize on the expertise they've accumulated flying Pipers over the years.

To make life easier for their customers, Piper Authorized Service Centers are conveniently located around the world to keep their M-Classes ready to take off at a moment's notice. "This is all backed by Piper's reputation for reliable, rugged, and robust aircraft," said Carlon. "You get access to all of this when you join our M-Class family. That's why so many pilots are flying M-Class aircraft today."

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SOLUTIONS IN BUSINESS AVIATION



ACASS

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Avfuel

Fueling connections Page 41



Aviation Clean Air

Refreshes the rarified air of business jet cabins

Page 32



Avidyne

Low-cost, high-capability FMS plus ADS-B Out upgrade for legacy Citations and CitationJets

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DC Aviation Al-Futtaim

Uniting made-in-Germany quality with Arabic hospitality Page 23



Delaware River and Bay Authority

Offering easy, affordable access to the Northeast Corridor Page 33



Duncan Aviation

Providing superior MRO services through the Duncan Aviation KnowledgeBase Page 12



Elliott Technologies

Cost-effective new-gen solutions for aging aircraft cabin systems Page 34



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Simplifying the complex world of corporate aviation flight planning and logistics Page 24



Fort Wayne Aero Center

The exception to the rule Page 42



Gogo Business Aviation

Gogo 5G Network: Delivering the final piece of the high-speed airborne connectivity puzzle Page 39



Kissimmee Gateway Airport

The closest, most affordable airport for
NBAA-BACE 2020 **Page 18**



Meridian Hayward

Your business aviation gateway to the
San Francisco Bay area **Page 17**



Mesinger Jet Sales

The best solutions. The best outcomes.
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Milano Prime

Milano Prime

Managing Milano's two business and general
aviation dedicated terminals and infrastructure
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MRO Insider

Simplify your search for qualified maintenance
providers **Page 2**



Naples Aviation

Your full-service FBO at Naples Airport **Page 31**



OmnAvia Interiors

Taking the hard work out of sourcing the right
interior soft goods **Page 15**



Piper

M-Class Aircraft: designed to serve all
general aviation pilots **Page 8**



Pratt & Whitney

The next generation business jet engine
available today
Page 44



PRO Aircraft Interiors

Luxury interiors, quality craftsmanship
Page 30



Satcom Direct

SD FlightLogsSM Simply synchronizing aircraft
and maintenance operations **Page 36**



Stevens Aerospace and Defense Systems

Takes all the guesswork out of achieving the
ultimate cabin upgrade **Page 4**



Western Aircraft

The MRO that does it all
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West Star Aviation

Experience and capability at your fingertips
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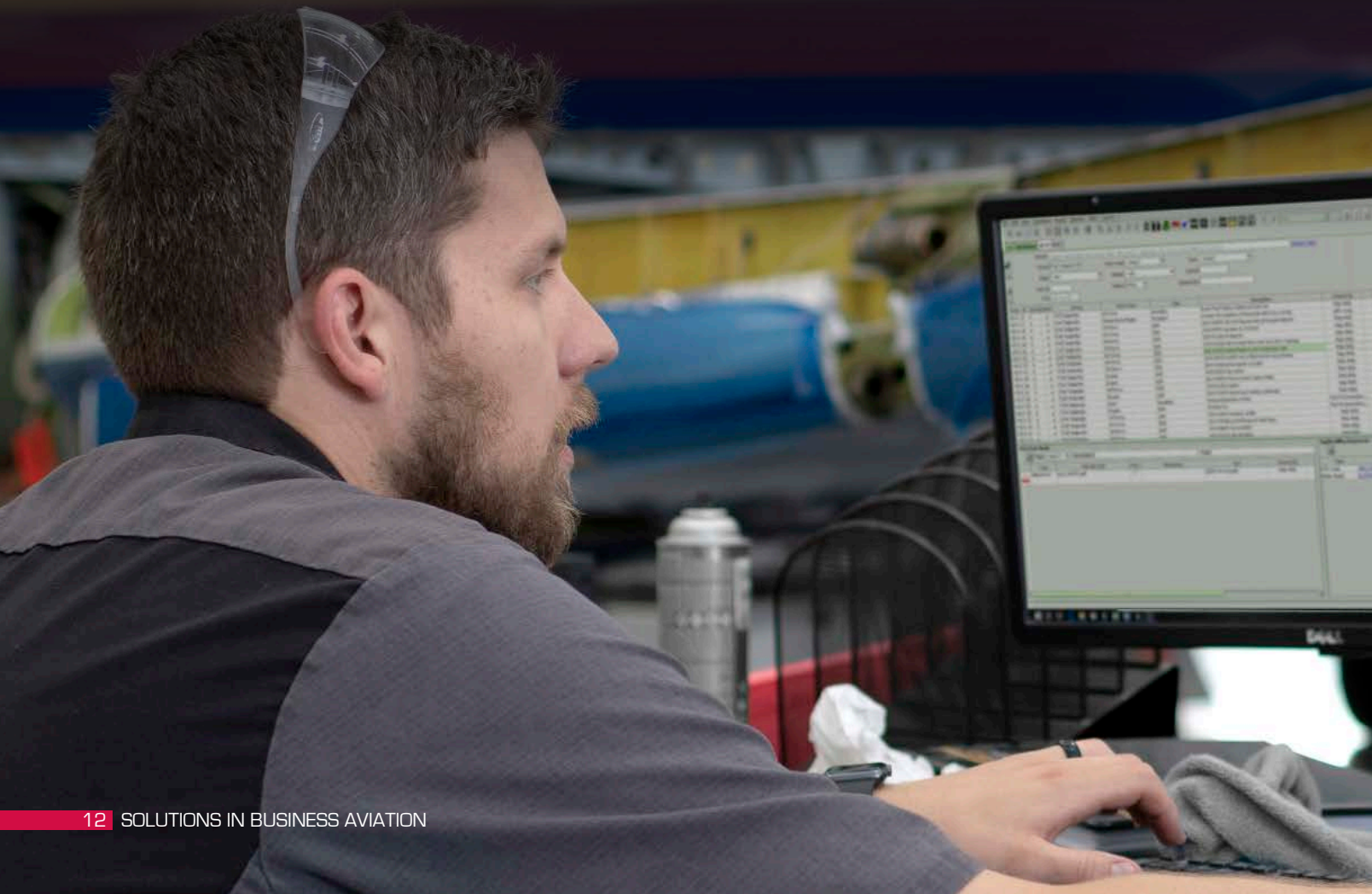
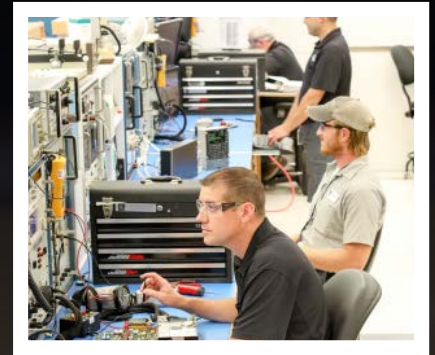
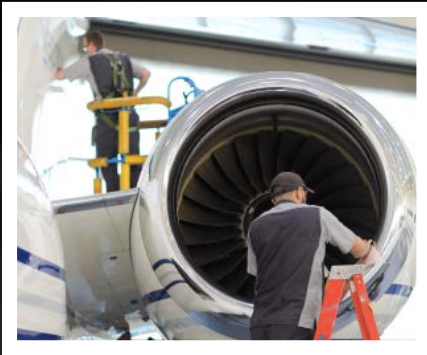


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FBO experience
Page 26

Providing Superior MRO Services Through the Duncan Aviation KnowledgeBase

The Duncan Aviation KnowledgeBase (DAK) collects, integrates, and cross-references every MRO procedure, process, and repair that Duncan Aviation technicians have performed, resulting in faster, more appropriate, and more reliable services to customers.



No matter how skilled an MRO may be, its capabilities are usually tied to its technicians' knowledge base. When the most experienced of those technicians leave or retire, that knowledge can be lost to the MRO and its clients.

At the same time, problems that are new to some MRO technicians may have been resolved by other employees in the past. But unless this knowledge is actively shared across the company—with an ease of access akin to searching Google for answers—the first set of technicians may end up “reinventing the wheel” by solving the problem all over again.

With MRO facilities in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah; engine Rapid Response Team launch offices in 17 cities; and Satellite Avionics technicians at 27 business airports, Duncan Aviation is the world's largest privately owned business jet support facility. The company provides business aircraft operators with every aircraft service they need, delivered with the friendliness and responsiveness of a small-town company.

In order to retain technician knowledge and facilitate solution sharing across the company, Duncan Aviation has created the Duncan Aviation KnowledgeBase (DAK).

Containing more than 6 million unique pieces of information—with more being added every day—DAK automatically combs through Duncan Aviation's workorders, system databases, and other knowledge resources every night. Its mission is to mine data and capture best practices, processes, and solutions to various problems so that all of this knowledge is readily available to Duncan Aviation's technicians.

“Our technicians search DAK for information to resolve issues, and the returns are ranked with the most probable results first,” said Rich Teel, Duncan Aviation's R&D/IT Systems Programming Manager. “Using DAK, our team members can solve problems quickly for our customers, which reduces downtimes and labor hours.”

An important aspect of DAK is the ability of team members both to find information and record their own experiences, he noted. The system records technical data, pictures, and drawings. It also saves the technical notes that mechanics and tech reps have generated as they resolve issues.

For Duncan Aviation and its business jet clients, DAK saves time and money in many, many ways.

“Two of the biggest time-savers provided by DAK are searching past workorders for parts used during a workscope or past corrective actions taken for aircraft discrepancies,” said Duncan Aviation Airframe Tech Rep Mark Goertzen. “Having the ability to go back and search 10 years' worth of workorder records is a great resource.”

“For anything from troubleshooting to resolving parts issues and comparing one job to another, we can go into DAK, fill in the info, do the search, and there it is,” said Duncan Aviation Falcon/Gulfstream Team Leader John Spevak. “It saves us time when looking for hard-to-find parts, reviewing previous troubleshooting on a system that has the same issues as what we're working on, and quoting new jobs.”

The takeaway: “At Duncan Aviation, we are embracing technology to improve the efficiency of our technicians,” said Teel. “DAK provides them with the technical, historical, and analytical information they need to solve our customers' problems faster than before.”



THE SOLUTION

- Constant collection/integration of MRO know-how results in faster, better repairs
- Knowledge of veteran technicians is not lost when they leave or retire
- Preserves expertise on the repair and servicing of older aircraft while adding knowledge related to new models over time

**DUNCAN
AVIATION**



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ALL

IN PRODUCTION

ALL

MANUFACTURER

ALL

MINIMUM PRICE

ALL

MAXIMUM PRICE

ALL

RANGE
















ALL

SEATING

ALL

RESET SEARCH

All aircraft data provided by Cirium & de Diecker.

MODEL	MANUFACTURER	CABIN SIZE	RANGE	PRICE NEW	PRICE USED		
	1006	Twin Commander	133 cu ft	1,210 nm	\$1.9M	\$825K - \$1.1M	LOG IN TO CONTINUE
	206AL	Bell	108 cu ft	303 nm	\$900K	\$1.8M - \$2.0M	
	206B3	Bell	94 cu ft	270 nm	\$1.4M	\$825K - \$1.1M	
	206B4	Bell	94 cu ft	270 nm	\$1.8M	\$825K - \$1.1M	
	206L1	Bell	73 cu ft	243 nm	\$590K	\$600K	
	206L3	Bell	73 cu ft	215 nm	\$1.8M		
	206LA	Bell	73 cu ft	253 nm	\$2.5M		
	206L7	Bell	73 cu ft	136 nm			
	208 Caravan	Cessna	271 cu ft	325 nm			
	208 Caravan Cargo Pod	Cessna	271 cu ft				
	208 Grand Caravan	Cessna	352 cu ft				
	208 Grand Caravan EX	Cessna					
	212						
	214B						
	214S						

EMBRAER LEGACY 500

TYPE

JET

CABIN SIZE

823 CU FT

RANGE

8,193 NM

PRICE NEW


\$20M

EMBRAER LEGACY 500 RANGE

Embraer Legacy 500 has a range of 8,193 miles. Select a departure city from the list below to update the range map.

NEW YORK

Range is the maximum 75% range of the aircraft according to Long Range Cruise speed with all passenger seats occupied.



Google

EMBRAER LEGACY 500 SPECS


IMPERIAL

METRIC


PRICING		PRODUCTION		FINANCIAL	
Price New	\$20M	Year Started	2014	Total Fixed Cost/Year	\$764,385
Price Used (Min)	\$18M	Year Ended	In Production	Total Fixed Cost/Hour	\$1,615
Price Used (Max)	\$19M			Total Fixed Cost/Unit Distance	\$4.16m
				Total Misc Cost/Year	\$215,862
				Total Misc Cost/Hour	\$544
				Total Crew Cost/Year	\$455,130
				Total Fuel Cost/Hour	\$1,587
				Total Maintenance Cost/Hour	\$670
				Total Variable Cost/Year	\$1,180,258
				Total Variable Cost/Hour	\$2,983
				Total Variable Cost/Unit Distance	\$6.16m

CABIN		PERFORMANCE	
Passengers (Typical)	8	Range	3,133 nm
Volume	823 cu ft	Max Takeoff Weight	38,300 lb
Height	6 ft	Max Cruise Speed	472 kts
Width	7 ft	Max Altitude	44,000 ft
Length	24 ft	Wheelspan Field Length	4,230 ft


EMBRAER LEGACY 500 ARTICLES



EMBRAER DELIVERS FIRST FLORIDA-ASSEMBLED LEGACY 500



FIRST EMBRAER LEGACY 500 ASSEMBLED IN FLORIDA FLIES



EMBRAER TO ASSEMBLE BULK OF LEGACY 450/500S IN FLORIDA

CUSTOMIZE YOUR BUSINESS AIRCRAFT SELECTION AT
BJTonline.com/AircraftDirectory



Taking the **hard work** out of sourcing the right interior soft goods

From piston singles to head-of-state business liners, when it comes time to refurbish any aircraft interior, OmnAvia Interiors' combination of exceptional selection, quality, pricing, and customer service offer a seamless and simplified path to achieving the ultimate completion.



Whether it's a basic piston single or a VVIP jet, every aircraft's interior is a source of great pride. And selecting the materials, colors, and finishes that create the ideal cabin can be a source of frustration for the mod center's designer.

OmnAvia Interiors Managing Partner Robin Butler explained that the overwhelming assortment of fabrics, natural and synthetic leathers, and carpet materials often creates a stifling paradox for the interior designer and customer.

"Typically, aircraft interior colors and finishes stay towards the neutral tones: beiges, browns and greys," he said. "But, even within those limited colors, the soft-goods manufacturers are always coming up with new products. It can be overwhelming."

On top of that, there's the added FAA requirement for flame testing on all materials. If the material is not certified, then that's added time and expense.

To help its MRO and modification center customers simplify the process, OmnAvia Interiors has optimized its

selection fabrics and materials to include the most popular colors and most reasonably priced types of materials.

"It's the highest-quality product you can get at each price point," he said. "Of course, we can get any material, leather or carpeting the customer wants.

"We know mod centers are very busy managing multiple projects and priorities, so we have built our business around the idea that we have everything they need for any aircraft interior refurbishing project. And we make it simple to select and order those products," he said. "It's easier for them to do business. They get products on time and they know that the products they order from us come with all the required flame test reports and FAA 14CFR 23 or 25 documentation."

Butler said that although the aircraft interiors soft goods business seems simple, it's not. OmnAvia Interiors has created a successful business by giving its customers what they need most to succeed: the best product quality, the most value-based prices, and truly personalized service.



THE SOLUTION

- All interior materials have FAA 14CFR 23/25 flame test certification
- Excellent selection of soft goods at truly affordable prices
- True one-stop shop for all your interior refurbishing needs



2550 Empire Drive | Suite 200 | Winston-Salem, North Carolina 27103 | 336.331.3394 | www.omnaviainteriors.com



Avidyne IFDs: Low cost, high-capability FMS plus ADS-B Out upgrade for legacy Citations and CitationJets.

New Avidyne IFD FMS solution features innovative GPS Legacy Aviation System (GLAS™), which brings a wide array of performance and safety advantages to legacy Citations at a fraction of the cost and downtime required by full-panel upgrades.

From its introduction, the Cessna Citation line has been the most popular business jet in the world. And for good reasons: they're easy to fly, extremely reliable, and offer very affordable operating costs.

But the cost of meeting the ADS-B Out mandate is posing a dilemma for many Citation and CitationJet series owner-pilots.

As Avidyne CEO Dan Schwinn explained, the upgrade path for the legacy Honeywell or Rockwell Collins EFIS and autopilot systems has been either prohibitively expensive or nonexistent. Until now.

"Using our proven, IFD545/550 FMS navigators, we can offer multiple ADS-B/FMS upgrade paths for these Citations," he said. "And, because our systems integrate with their EFIS and autopilot, we can accomplish the upgrade for a fraction of the acquisition and installation costs of other systems.

"At the center of this capability is our innovative new GPS LegacyAviation System (GLAS) protocol, which provides direct interface to the legacy avionics," Schwinn said. "There is no need for

external boxes or EFIS factory upgrades, and that saves a lot of money and dramatically simplifies the installation."

Schwinn said that along with complying with the ADS-B Out mandate, the Avidyne GLAS solution gives Citation pilots something they really want: namely, the ability to fly LPV approaches.

"The GLAS protocol enables our IFD units to provide lateral and vertical guidance to the legacy EFIS and autopilots in the simplest way possible," he said. "It's really close to having a fully integrated NAV/EFIS without having to spend hundreds of thousands of dollars replacing the entire panel."

Along with LPV approaches, Avidyne's IFD FMS solution can also deliver other new-generation functions like synthetic vision, electronic charts, and integrated wireless connectivity to many apps, including ForeFlight.

Schwinn said that the response to the IFD solution has been strong. "We have one owner who had his CJ1+ upgraded and then decided he wanted to move up to a CJ3," he said. "As soon as he got the CJ3 he brought it in to have the IFD550 upgrade. That's what you call customer satisfaction."



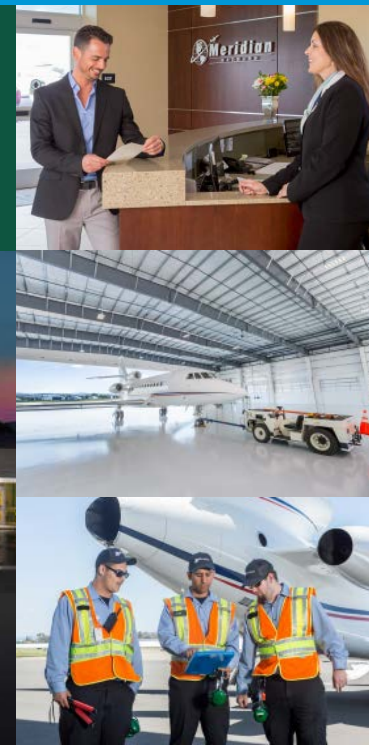
THE SOLUTION

- Easy install, cost-effective FMS/ADS-B Out solution for legacy Citations
- IFD550 features synthetic vision with integrated traffic displays
- Approved for LPV approaches coupled to legacy EFIS and autopilot systems

AVIDYNE
For pilots who know the difference.

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Your business aviation gateway to the San Francisco Bay area



Meridian Hayward brings a 70-plus-year tradition of customer care and service to its state-of-the-art FBO located only minutes away from San Francisco and Silicon Valley at Hayward Executive Airport (KHWD).

The Meridian brand traces its roots to 1946 and the beginnings of business aviation.

Throughout its history, the company has compiled an enviable reputation for unsurpassed customer care and support. Meridian Teterboro has consistently ranked among the top FBOs in every industry survey.

When the decision was made to open Meridian Hayward in 2015, CEO Ken Forester had a vision to bring that same world-class customer service from Teterboro to the West Coast. Today, that same high level of service now welcomes every visitor to the Bay Area.

“Transplanting over 70 years of culture from Teterboro to Hayward meant more than just raising the Meridian flag,” explained Mike Moore, Meridian’s VP of Aviation Sales. “Before we opened our Hayward FBO, we brought all 12 employees to New Jersey so they could spend two weeks learning what it means to be part of the Meridian brand.

“Teterboro is a very busy, fast-paced business avia-

tion airport, so our CSR and line service teams are well-trained in how to handle all types of customers and situations,” he said. “The California and New Jersey cultures may be different, but the customer expectations are the same—nothing but the best from Meridian.”

In just a few years, Meridian Hayward’s gorgeous executive terminal, 30,000 sq. ft. hangar and convenient location have established the FBO as “the Gateway to Silicon Valley.”

“Hayward is the only dedicated business aircraft-capable GA airport in the Bay area, and we don’t have any hassles or delays from the airlines here,” Moore said. “That means our customers can leave our facility and be on the bridge to Silicon Valley in about five minutes. No other local airport can match that.

“When you get down to it, our fuel is competitively priced and we are the CAA Preferred FBO at Hayward,” Moore said. “More importantly, what we uniquely offer is Meridian’s personalized service. We not only want to have you as a customer today; we want to earn your business each and every time you visit our FBO.”



THE SOLUTION

- Meridian Hayward is only minutes away from San Francisco and Silicon Valley
- Hayward is the only dedicated bizav-capable GA airport in the Bay Area—no airline traffic delays
- Beautiful executive terminal, unbeatable services and friendly, professional staff



1 Tuskegee Drive, Hayward, CA 94545 • 510.674.2500 • www.meridian.aero

The Closest, Most Affordable Airport for NBAA-BACE 2020

The full-service Kissimmee Gateway Airport (ISM) is closer to the Orange County Convention Center than Orlando International and Orlando Executive airports. Yet it costs less to park and fuel aircraft at Kissimmee Gateway Airport than at the others.

The NBAA's Business Aviation Convention & Exhibition (NBAA-BACE 2020) will be held at the beautiful Orange County Convention Center in Orlando, October 6-8, 2020. Many attendees coming to NBAA-BACE 2020 will fly here in their business jets—and the smart ones will land at Kissimmee Gateway Airport, the closest, most affordable, and yet fully equipped airport near the convention site.

"The name 'Kissimmee' can mislead people, because it's not Orlando and thus doesn't sound local," said Terry Lloyd, Kissimmee Gateway Airport's Director of Aviation. "But don't be fooled: even though we are technically in the City of Kissimmee south of Orlando, the Kissimmee Gateway Airport is physically closer to the Orange County Convention Center than Orlando International and Orlando Executive airports. It takes only 20 minutes to drive to the Convention Center from our airport, which is less time than it takes from either of the other two locations. And when rush hour hits? Our drivetime stays the same because our route doesn't have to cross Orlando—but their drivetimes get longer due to east-west traffic congestion."

Even without its closer proximity to the Orange County Convention Center, the Kissimmee Gateway Airport is still a better choice than Or-

lando International or Orlando Executive.

The reason: it costs less to fly and stay here during NBAA-BACE 2020 than at the other two airports, even though Kissimmee Gateway Airport's 6,000-foot runway is long enough to accommodate all makes and models of business aircraft.

"Even with our lower cost, Kissimmee Gateway is an FAA-rated National GA airport," said Lloyd. "We also have three FBOs on site: namely Signature Flight Support, Kissimmee Jet Center and Odyssey Aviation, which meet a variety of customer needs, from high-end amenities to outstanding value."

To seal the deal, Kissimmee Gateway Airport has parking space for about 100 business aircraft, and doesn't have part of its ramp taken up by NBAA-BACE exhibits like the Orlando Executive Airport static display. So this fully equipped airport offers everything that NBAA-BACE 2020 fly-ins need at a lower cost than the competition, and is closer to the convention to boot.

The bottom line: if you are attending NBAA-BACE 2020, there is no smarter place to fly into than Kissimmee Gateway Airport. The only 'benefit' of flying in elsewhere is paying more for the 'privilege' of sitting in Orlando traffic longer.



THE SOLUTION

- Closest airport to NBAA-BACE 2020 at Orange County Convention Center
- 6,000-foot runway can accommodate all classes of business aircraft up to the BBJ 737
- Category 1 ILS precision approach



401 Dyer Boulevard, Kissimmee, Florida 34741 | 407-518-2505 | www.kissimmee.org

Experience & Capability at Your Fingertips



West Star Aviation's Dedicated Mobile Response Team (MRT) Takes Full Service To The Next Level.

West Star Aviation is dedicated to providing a full range of capabilities in order to provide customers with a truly full-service experience. With four full-service MRO locations at KALN, KGJT, KCHA and KPCD, as well as a network of satellite locations across the country, West Star's dedicated Mobile Response Team allows the company to take "full service" to the next level.

Rapid, skilled assistance for AOG events across all makes and models of business jets: that's what West Star Aviation and its AOG Mobile Response Teams (AOG/MRTs) offer clients throughout the continental United States 24/7, 365 days a year, all by calling 1-855-638-5381. MRT services are even accessible with one touch through the West Star Aviation "Connect With Experience" mobile app for iPhone and Android devices - now available in the iTunes and GooglePlay app stores.

"Speed of reaction is key to getting grounded business jets back into the air fast," said John Mansfield, West Star's Manager of Satellite Operations and MRT. "When you call us for help with an AOG event, our knowledgeable technicians learn as much as they can from you to diagnose the problem immediately, then send an AOG/MRT, tooling and parts by air or van; whatever is faster."

(West Star Aviation can provide the same on-premises support for scheduled aircraft maintenance and other non-events. It all depends on what the operator needs.)

In offering AOG/MRT support, West Star Aviation employs highly skilled technicians with a depth and breadth of experience across all business jet makes and

models. With a respected reputation as an MRO going back to 1947, the company has solid relationships with parts suppliers, OEMs, and other MROs.

An example of West Star in action: a F2000 business jet operated by Rich Products went AOG in Wisconsin Rapids, Wisconsin with an APU problem. West Star's AOG/MRT went to the site and installed a rental APU on the F2000.

A few weeks later, when the original APU had been fixed, this same team went to Rich Products' home base in New York where they swapped out the rental unit for the original APU. "The West Star AOG/MRT did a great job for us," said Rich Products' Bruce King.

"The next time you confront an AOG event with your business jet, call West Star Aviation," said Mansfield. "You can count on us. We'll get you flying again in no time."

In addition to its primary facilities in East Alton, IL; Grand Junction, CO; Chattanooga, TN; and Perryville, MO, West Star Aviation also maintains satellite facilities at Aspen-Pitkin County Airport in Aspen, CO; Chicago Executive Airport in Chicago, IL; Centennial Airport in Denver, CO; Conroe-North Houston Regional Airport in Houston, TX; Minneapolis/St. Paul International Airport in Minneapolis, MN and Scottsdale Airport in Scottsdale, AZ.

The company also provides complete FBO services for transient aircraft at its East Alton and Grand Junction facilities. West Star Aviation is an industry leader in technical experience and expertise while providing world-class customer services in all the organization's divisions.



THE SOLUTION

- Fast, informed responses to AOG events across the USA
- Technicians' depth/breadth of know-how across all business jet makers and models
- Clear, constant communications between client and Mobile Repair Team (MRT) on AOG events



weststaraviation.com 800-922-2421

ACASS helps clients own their journeys with customized support and personal attention

A Montreal-based provider of highly customized global business aviation solutions with worldwide offices, ACASS offers best-in-class aircraft sales, management, and flight crew staffing support.

While business aviation can make travel much more convenient and flexible, it can also bring a host of management and maintenance responsibilities and complications.

ACASS mitigates or eliminates those burdens altogether, from initial acquisition/sale to aircraft management, flight crew staffing, technical services, charter, and more.

“Our tagline ‘Own Your Journey’ perfectly describes what we are committed to helping our clients do,” said Kevin Harris, ACASS Senior Vice President of Services Sales. “While business aviation can be extremely liberating, it can also introduce a host of new challenges, complications, and obligations to our clients’ worlds. We’re here to handle all of that so our clients can get what they want out of their business aviation journey, whether acquiring their first aircraft or when needing staffing, management, or other support for multiple aircraft.”

“We’ve been living and breathing business aviation for 25 years, in some of the most challenging regions of the globe,” added Derek Holter, ACASS Vice President of Flight Operations. “There are few situations we haven’t encountered and learned through experience how best to handle. Our staff is among the most experienced in the industry and have formed beneficial relationships and established extremely helpful resources all over the world.”

To make this happen, ACASS has “boots on the ground” all over the world, including Africa, Southeast Asia, Europe, India, the Middle East, and North America. As well, it offers service in multiple languages, with staff who are sensitive to the cultural considerations of the clients they support.

The company also actively seeks out and employs the latest and most trusted safety protocols and certi-

fications in the industry, as evidenced by its IS-BAO Stage 3 registration and Gold rating from ARGUS® International.

Most importantly, ACASS is dedicated to providing each client with the customized service and support they need—every time.

“It’s hardly uncommon to hear a company say, ‘Our people make the difference,’ but time and time again our clients and the people we encounter daily tell us that at ACASS it really is true,” said Harris. “Everyone at ACASS, from the highest executive to the receptionist answering our phone, is genuinely committed to helping our clients own their journeys. And all of us will do whatever it takes to make that happen.”

ACASS clients back this up.

“ACASS is the Rosetta Stone of private aviation,” said Segun Adebute, CEO of Petrolex. “They are a true turn-key solution that makes everything simpler, smoother, and more successful.”

“ACASS lived up to its impressive reputation, providing very sound advice and tremendous efficiency to conclude the sale of our aircraft,” agreed Michael Latifi, President/CEO of Sofina Foods. “We hold ACASS in our highest esteem.”

The takeaway: “ACASS has the experience, expertise, resources, people, and unique personal approach to ensure our clients that their assets, and their journeys, are in the very best hands possible,” Holter said. “Whether they need support with aircraft sales and acquisition, aircraft management, flight crew staffing, or any combination of those challenges and more, they will not find a more capable, more committed partner than ACASS.”



THE SOLUTION

- Customized business aviation support services
- Willing and able to meet unique customer requirements
- 25 years’ experience in exceeding expectations for clients



ACASS
OWN YOUR JOURNEY®

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Our audience is an elite group.

- 75%
owner/partner/president/CEO
director/chairman/CFO
- 28%
have a household net worth
of more than \$10 million
- 59%
have been involved in private air travel
for at least 15 years
- 86%
fly privately
- 77%
are involved in purchasing aircraft
or aviation-related products
- 81%
read half or more of every BJT
- 69%
pass BJT on to colleagues

BUSINESS JET
TRAVELER

bjtonline.com

Uniting made-in-Germany quality with Arabic hospitality

Based at Dubai's Al Maktoum International Airport in the United Arab Emirates (UAE), DC Aviation Al-Futtaim offers business aircraft owners/operators the very best in aircraft management, maintenance, and convenient international travel with no delays and a maximum of attentive service.

Today's top-level business aircraft owner/operators and passengers deserve the most professional, effective, and courteous all-around service available. They merit everything from fast, one-stop aircraft departures and arrivals through international borders to flexible yet uncompromising aircraft management and reliable maintenance by well-trained technicians using the very latest tools and procedures. In Dubai, the preferred choice for this level of business aircraft service/support is DC Aviation Al-Futtaim. Based in its own hangar and lounge at Al Maktoum International Airport, DC Aviation Al-Futtaim integrates the excellence of Germany's DC Aviation (and its European operations) with the regional expertise of the Dubai-headquartered Al-Futtaim.

"We offer the best of German quality and Arabic hospitality," said Holger Ostheimer, DC Aviation Al-Futtaim's Managing Director. "Thanks to our in-house security and customs clearance facilities, DC Aviation Al-Futtaim provides the fastest aircraft-to-limousine service available in Dubai. Our courteous, dedicated staff pampers clients with VVIP attention and delicacies while they await their flights. And our expert managers and technicians ensure fast-turnaround flights and aircraft maintained to the highest technical standards."

The result is a passion for excellence and service that combines the best of both worlds. This fusion is what makes DC Aviation Al-Futtaim the preferred choice for business owners/operators and travellers going to and from Dubai to Europe, and beyond.



THE SOLUTION

- Standalone, fully integrated VVIP hangar and lounge facility in Dubai
- Shortest distance from arrival in limousine to takeoff
- Highest level of privacy and discretion for clients



DC AVIATION

PASSION FOR EXCELLENCE

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Simplifying the complex world of corporate aviation flight planning and logistics.

Delivering an impressive array of free flight and trip-planning services, complemented by a portfolio of subscription-based “premium” services, FltPlan.com is helping pilots and flight department managers simplify and streamline their flights.

Every pilot loves to fly. That’s why we do what we do. But the downside to the flying is the growing amount of flight planning and coordination that’s part of every trip. Between weather, airport information, FBO research, weight and balance, and a growing list of regulations, it seemingly takes longer to plan a trip than to fly it.

Well, a five-minute stop at FltPlan.com and you’re well on your way to making routine flight planning the easiest part of your next mission.

“With a wide range of web- and app-based services, FltPlan.com enables pilots and corporate flight departments to streamline their operations through a full suite of logistics solutions,” explained Ken Wilson, founder and Staff Lead for FltPlan.com (a Garmin company). “Everything that every pilot needs to plan a trip is free to use. All they have to do is sign up.”

And pilots have signed up: according to the company, upwards of 70 percent of all N-registered flight plans for turboprops and business jets are currently done through the FltPlan.com website.



FltPlan.com Safety Management System manages flight department safety by tracking risks and mitigation plans.

“Everyone knows about the benefits of our free FltPlan.com services, but what really sets us apart is our extensive selection of Premium Services that have been specifically tailored to fleet and corporate operators,” Wilson said. “All of our premium services are integrated with a user’s FltPlan.com account, which saves a lot of time when entering routine information.”

FltPlan.com’s current array of Premium Services are tailored to meet the needs of corporate and charter operations and include Safety Management Systems (SMS), Pre-Departure Clearances (PDCs), FltPlan Manager, FltLogic, eAPIS for Mexico, Canada and the Caribbean, Premium Flight Tracking, a DCM Call Sign Program for security, Runway Analysis, and more.

“Corporate and charter operators have vastly different needs, so our Premium Services are individually priced so members pay only for what they need,” Wilson said. “While they all deliver significant pre- and post-flight benefits, the most popular services are SMS, FltLogic, PDC, and eAPIS.”

Wilson explained that to meet the needs of the growing number of pilots who want to do their flight planning on a personal device, FltPlan.com offers the flexibility of two apps: FltPlan Go, which supports most third-party avionics, and Garmin Pilot, which supports all the Garmin avionics.

But, while all of the free and premium FltPlan.com services and apps deliver a greater level of capabilities and simplified operations to pilots, Wilson stressed that the real draw is the company’s customer support team.

“We are there for our customers 24/7, and pilots have great confidence that when they create a flight plan on our site it will actually get in the ATC system and be ready for them when they need it,” Wilson said. “That’s our top priority.”



THE SOLUTION

- Extensive array of free web-based services simplify and improve flight planning
- Premium services allow flight departments to add capabilities to meet specific needs
- FltPlan Go and Garmin Pilot apps enable avionics syncing via mobile devices

FitPlan.com SMS

Created for corporate and charter fleet operations, SMS provides top-down, organization-wide guidance for managing flight-related risks and monitoring the effectiveness of risk controls and safety policies. Users can easily create multiple custom flight risk assessment (FRAT) forms.

FitPlan.com FltLogic

Providing a comprehensive suite of features for scheduling and managing flights, FltLogic delivers total planning coverage from initial trip requests to post-flight reporting. Because it is integrated with a client's FltPlan.com account, all crew, aircraft, passenger manifests, and related trip information is automatically included in each flight's planning—saving time and eliminating mistakes.

FitPlan.com PDCs

By enabling flight crews to receive their ATC clearances via text or email, our FAA-approved pre-departure clearances save time and reduce workload at a growing number of busy airports.

FitPlan.com eAPIS

Crews traveling to Mexico, Canada, the Caribbean, and many other locations deal with the Electronic Advance Passenger Information System (eAPIS) all the time. FltPlan.com's eAPIS service and FltPlan.com's team of experts can help you manage all of the ins and outs, taking all of the guesswork and worry out of international flight planning and coordination.

FltPlan.com 
A Garmin Company

GARMIN®



We are dedicated to delivering a truly memorable FBO experience



In a time when poor service had become accepted as the norm, Bob Wilson was inspired to create an FBO chain that stood out by delivering true Southern hospitality at no extra charge.

As a successful businessman and ex-military pilot, Bob Wilson often used his airplane to visit his company's various Holiday Inn and timeshare holdings throughout the U.S. While he loved the flying, the less-than-memorable service he received at FBOs left him wondering why the people at these facilities just didn't seem to care.

Wilson saw these FBOs' failings as an opportunity. So he opened the first of four Wilson Air Center FBOs at Memphis International Airport (KMEM) in 1996. Since then, Wilson Air Centers have opened at William P. Hobby Airport (KHO), Charlotte/Douglas International Airport (KCLT), and Lovell Field Airport (KCHA).

"The Wilson Air Center FBO model was created in the spirit of delivering a quality product at a reasonable price and complemented with unmatched customer service," Wilson stated. "Our goal is to take care of every need that our customer may have, not just the needs of the airplane."

Each U.S. owned and operated Wilson Air Center

FBO has a full-time, hotel-trained concierge who is responsible for meeting and exceeding the needs of the passengers and crew from the minute the engines shut down to the time they start again.

Wilson Air Centers pride themselves on doing the little things that add value to each customer's experience. For example, their line crews perform walk arounds for all arriving and departing aircraft and alert pilots of any aircraft issues they find.

Also, as recognition to Mr. Wilson's career as Lt. Col. Operations Group Commander in the TN Air National Guard, and a sign of respect to their customers, the line crewmembers salute the aircraft's crew as they taxi away from the ramp.

"The members of the Wilson Air Center family understand that helping our customer is always our number-one priority and even if it goes outside the normal job description - you do it," Wilson said. "We strongly believe that our service has helped us to have been named the 'Best Small U.S. FBO Chain' 12 times."



THE SOLUTION

- Delivering a true Southern hospitality experience to pilots and passengers
- Hotel-trained concierges at every location to meet even the most unusual requests
- Voted "Best Small FBO Chain" 12 years running

**WILSON
AIR CENTER**



The Plane Best!®

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The **easy solution** to meeting your flight crew staffing needs.

With thousands of successful “missions” in its logbook, Flight Crews Unlimited has the experience and reputation to take the worry out of finding the right flight crew and maintenance professional you need.

While corporate flight departments and the aircraft they operate have changed a lot since 1997, one thing hasn't: the difficulty of recruiting, hiring and retaining qualified pilots, cabin attendants and maintainers.

Twenty-two years ago, that very need led Robert Tolomeo, a Chicago-based corporate pilot, to launch Flight Crews Unlimited.

As Tolomeo's daughter and Client Relations Specialist for Flight Crews Unlimited Natalie Tolomeo explained, the company has grown from just looking to fill slots in the Chicago area into providing captain-rated crews for individuals and corporations around the world.

“Whether it's for a temporary or full-time position, we provide recruiting services for all kinds of operators with all types of aircraft,” she added. “Most of our candidates come through referrals from past clients or their friends.

“[Flight Department managers] come to us first because they know we not only know what kind of person they are looking for, but we also know what kind

of jobs the available crewmembers are looking for,” Ms. Tolomeo said. “We spend a lot of time getting to know that client, their personality and culture. Our goal is to present candidates that exceed expectations at all levels.”

When it comes to finding those individuals, Flight Crews Unlimited is just as thorough. Experience has shown that while a pilot's logbook is important, it's no indicator of how well that person's soft skills will fit with the prospective employer.

“Our CREWScontrol program has one of the highest vetting standards in the industry,” she said. “There is so much of a person's personality that we have to take into consideration. The hiring company wants someone who will fit and be with that company for a long time.”

While Flight Crews Unlimited's track record for success is enviable, Ms. Tolomeo said that some positions are easier to fill than others. “As you can imagine, some of our customers are extremely particular about who they hire to fly their airplane. It can be a challenge, but we never give up.”



THE SOLUTION

- Founded by an experienced corporate pilot and flight department manager
- 22 years' experience specializing in matching flight crews with corporate flight departments
- Exclusive CREWScontrol® is the most-trusted vetting process in corporate aviation



5700 Mill St, Richmond, IL 60071
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High-value reporting from the floor of major industry events



In a recent independent study conducted on site by Beta Research Group, 75% of attendees stated that **EBACE Convention News** would be the one publication that should cover EBACE. 76% found AIN's **NBAA Convention News** to be most valuable at NBAA-BACE.*

* Results tabulated by Beta Research Group in 2017 at EBACE and in 2015 at NBAA.



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AEG Fuels: Many valuable services from one proven provider.

Whether it's pre-negotiated pricing at more than 3,000 airports around the world or obtaining the best pricing for your operation's bulk fuel needs, AEG Fuels can help you efficiently manage your flight department's highest variable expense.

Remember when buying fuel was the easiest part of your flight? They topped the tanks, you paid the bill and you were off. Not anymore. With a laundry list of fees and taxes to deal with, today you have the dreaded task each month of sorting through it all. Any savings you got from searching out "cheap fuel" is lost in the added hours it takes you to decipher the invoice.

It doesn't have to be that hard. Since the company's founding in 1998, AEG Fuels has developed a portfolio of services that can help operators save a lot of time and money on their flight department's highest variable expense.

As the company's executive vice president, Business Aviation, Greg Cox explained, what sets AEG Fuels apart is its commitment to be more than just a source of discounted fuel and services at more than 3,000 airports around the world.

"We are an entrepreneurial company and our size and flexibility enables us to work closely with our vendors and customers and quickly create

programs and products that solve their problems," he said. "For example, many customers have told us that billing, especially on international trips, is a problem. We take great pride in the accuracy and timeliness of how and when our trip invoices are delivered to our customers."

Cox added, "They are designed to take the guesswork out of all the various charges. Because it's contract pricing, they already know what they are paying for fuel and services. The pilots can either show their Carnet Fuel Card or tell them they are members of our network to get the best contracted price. It's very easy."

If there is ever an issue, he explained, the operator can easily contact the company's dispatch and operations team 24/7 via text, web, or phone.

"Fuel is the most expensive controllable asset that a flight department has to deal with today," Cox said. "It can be very difficult to control those costs. As your partner, AEG Fuels has the tools and services to help you manage those costs easily and efficiently."



THE SOLUTION

- Pre-negotiated pricing for fuel and services at more than 3,000 airports worldwide
- Multilingual flight support teams available 24/7 by text, online, or phone
- Accurate and timely billing saves time and eliminates accounting issues

Luxury Interiors. Quality Craftsmanship.

Over the last three decades, PRO Aircraft Interiors has become renowned for installing one-of-a-kind custom business aircraft interiors that are elegant, functional, and durable.

To thrive in business for more than 30 years, a company must excel at what it does. This is certainly true for PRO Aircraft Interiors, a business jet interior customization firm in Pompano Beach, Florida. PRO Aircraft Interiors provides unmatched individual attention to its clients—many of whom are repeat customers—a benefit made possible only in a small company.

Founded by CEO Tim Prohaska in 1985, PRO Aircraft Interiors handles every aspect of business aircraft interior design, fabrication, and installation within its own hangar—all executed by dedicated craftspeople who have been with the company for 10 to 25 years.

“We don’t subcontract anything to third-party suppliers,” said Theresa Prohaska, the firm’s vice president. “Everything is completed in-house and within our 40,000-square-foot facility, which al-

lows us to be involved in every aspect of the job no matter the size and consistently provide the very best in quality to our customers.” Keeping production on site creates the ability to offer cost-effective solutions without compromising quality craftsmanship.

PRO Aircraft Interiors offers everything from cabin sidewalls, drinkrails, and headliners to custom-milled cabinetry, custom galleys and countertops to luxury seating, state-of-the-art entertainment systems providing Bluetooth and internet-access technology. Specialty options include complete cabin modifications, LED lighting and window treatments as well as avionics upgrades such as ADS-B and broadband satellite communications. Additionally, the firm provides exterior painting options and aircraft maintenance services for Challenger, Citation, Falcon, Gulfstream, Hawker, and Learjet aircraft, among others.

Thanks to Pro Aircraft Interiors’ small size and customer focus, every project is executed with the utmost of personal care and professionalism. Whether it be superbly finished cabinetry, glove-soft leather seating, or other luxurious appointments, the result is an individualized passenger cabin that is the epitome of taste, elegance, and style.

“You’re never just a ‘work order’ at PRO Aircraft Interiors,” said Katie Martin, lead designer. “Using your desired colors and concepts, we will work with you to design a truly one-of-a-kind look for your aircraft interior using styles, colors, and materials you choose. So give us a call to get the very best for your aircraft.”



THE SOLUTION

- Custom-made, top-quality business aircraft completions
- Personalized interiors tailored precisely to customer designs
- Small, reputable firm in business for nearly 35 years



PRO

AIRCRAFT INTERIORS

(954) 786-0908 • 1311 NE 10th Street, Hangar #2, Pompano Beach, FL 33060 • proaircraftinteriors.com



Your Full-Service FBO at Naples Airport

Naples Aviation is the full-service FBO for Naples Airport, connecting people to the Paradise Coast through an exceptional airport experience.

With an ideal location in Southwest Florida and close proximity to all area attractions, Naples Aviation is the right choice for aircraft owners and operators whose passengers are seeking all that Naples has to offer. With white sand beaches, world-class deep sea and backwater fishing, premier golf destinations and downtown arts and dining, Naples has ranked No. 1 in the nation for health and happiness four years in a row.

"Naples Aviation is the exclusive provider of fuel at APF and offers incredible value," said Chris Rozansky, the Naples Airport Authority's Executive Director. Offerings include contract fuel, volume discounts and AVTRIP Points at some of the lowest prices in the state and region.

In 2018, the Naples Airport Authority introduced a unique identity for its FBO, Naples Aviation, along with updated branding that links the airport with the FBO and the community. A top-15 ranked FBO in 2019, Naples Aviation has been recognized by its customers as among the best FBOs in the U.S.

"Our staff, who aspire to exceed customers' expectations, strive to greet every arriving aircraft and are equipped to provide a variety of ramp-side services," said Mike Hushek, Naples Aviation's FBO Manager. "Safety is paramount. Our staff continually train to ensure the protection of our cus-



tomers, their aircraft, and our employees."

Naples Aviation provides concierge-level services, including easy access to vehicle rentals, aircraft catering, relationships with numerous local hotels and on-site offices/conference rooms for client use. The facility offers a comfortable lounge and complimentary refreshments. A weather station, flight planning center, computer and printer access, fitness facilities with showers, and a fleet of crew cars are also available to pilots.

"From arrival to departure, we strive to redefine the level of service an FBO can offer," concluded Rozansky.



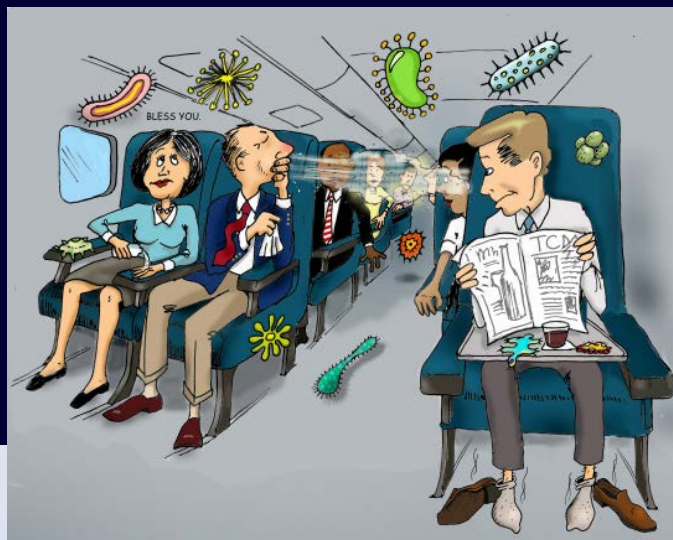
THE SOLUTION

- The exclusive provider of aviation fuel at Naples Airport (Naples, Florida)
- New, modern brand to represent concierge-level FBO services
- Safety-first approach to ensure customers, aircraft and employees are protected

flynaples.com
(239) 643-0733
160 Aviation Drive North,
Naples, FL 34104

AVIATION CLEAN AIR REFRESHES THE RARIFIED AIR OF BUSINESS JET CABINS.

Aviation Clean Air systems use proven, non-chemical technologies to safely and completely kill pathogens and odors throughout all of the air-conditioned spaces within the cabins and cockpits of a growing variety of business jets.



No matter how you look at it, as an unwilling host to any number of viruses, bacteria, gases, allergens, mold spores, and other microscopic nasties, the typical aircraft is indeed a “flying germ tube.”

Thanks to the folks at Aviation Clean Air, LLC and some groundbreaking technology, it doesn't have to be. Aviation Clean Air (ACA) has introduced a non-chemical, non-intrusive system that automatically and proactively kills pathogens throughout the aircraft's air-conditioned spaces.

“The ACA system is a natural purification process that produces no harmful ozone, which can be an irritant to your lungs,” said Tom Davis, one of the company's founding partners. “Most importantly, the system has proven to kill pathogens that are present in the air and on the various surfaces in the aircraft's cabin and cockpit—all with no action by the flight crew.”

The system component is strapped to the aircraft's air ducts with the probes protruding into it and works electronically to create positive and negative ions from the water vapor in the air, Davis explained. This sets off

a natural reaction that effectively kills pathogens and odor-causing compounds.

“Once it is installed, there is no ongoing system maintenance and no inspections required or filters to change,” he said. “Most operators just leave it turned on so whenever the environmental control system is working the component is killing germs.”

Davis said the result is not only a nearly germ-free cabin, but a cabin free of odors that smells cleaner, fresher, and is actually more pleasant for passengers.

The patent-pending Aviation Clean Air system is currently STC'd on the Boeing Business Jet (BBJ) and the Gulfstream G450, GV, G550, G650, and G650ER. The system is currently available in all Gulfstream Service Centers.

“The ACA system is the result of a lot of development and testing to meet, and often exceed, the DO-160 standards and those of our aircraft OEM customers,” Davis said. “By eliminating germs and odors from the cabin, it simply and effectively makes every flight better and more comfortable for the crew and passengers.”



THE SOLUTION

- Automatically eliminates harmful pathogens from cabin air, upholstery, and surfaces
- Removes odors and leaves cabin air smelling cleaner and fresher
- Filterless system meets DO-160 environmental requirements



123 WESTSIDE BLVD / POOLER, GA 31322 / 248.505.1964 / WWW.AVIATIONCLEANAIR.COM

Offering easy, affordable access to the Northeast Corridor

The Northeast Corridor is one of the most important business regions in the United States. Running from Washington, D.C., in the south to Boston in the north, it also includes Baltimore, Philadelphia, and New York City.

Business aviation has a robust presence here, which is why airport access and support facilities can be extremely expensive. But they don't have to be. The airports managed by the Delaware River and Bay Authority (DRBA) offer business aviation flight departments, service operations, and dedicated enterprises easy access to the Northeast Corridor at prices that make sense.

DRBA's airports in Delaware and New Jersey are modern facilities equipped with a full range of fixed-based operators (FBOs) and other aircraft support companies. They offer lots of room for new tenants with ground lease (tenant builds and leases land) or build-to-suit (DRBA builds and leases to tenant) occupancy options. These advantages are enhanced by significant tax benefits and development incentives offered by the states of Delaware and New Jersey.

"By locating at one of our DRBA airports, our

tenants enjoy delay-free arrival and departures in uncongested airspace in the Northeast Corridor," said Stephen Williams, DRBA's Deputy Executive Director and Director of Airports. "Our locations provide easy access to major cities via Amtrak and ground transportation, allowing for quicker, more enjoyable trips for business aviation passengers."

At the same time, the DRBA airports' combination of modern infrastructure, top-level FBOs, and room to build make them a preferred choice for business aviation tenants.

Add the lower costs of operating at a DRBA airport (compared with airports in larger cities) and the choice is clear: For business aviation operators and enterprises, being centrally located in the Northeast Corridor at DRBA airports in Delaware and New Jersey is a smart, sustainable business decision.



THE SOLUTION

- Great airport opportunities in the center of the Northeast Corridor
- Low-cost ground-lease and build-to-suit leasing options at multiple locations
- Full range of aircraft maintenance and support facilities onsite



DRBA's airports are:

- Wilmington Airport in Wilmington, DE (ILG): 24/7 Part 139 certificated FAA facility with three runways (two over 7,000 feet long)
- Millville Executive Airport in Millville, NJ (MIV): 24/7 two runways (6,002 and 5,057 feet)
- Cape May Airport in Cape May, NJ (WWD): 24/7, two runways (5,000 feet)
- Delaware Airpark in Dover, DE (33N): 24/7 general aviation airport with 4,200-foot runway

302-571-6482 www.drbaairports.com



Cost-effective new-gen solutions for aging aircraft cabin systems.



With its new family of PRIZM LED cabin lighting and electronic Smart Vision shades, Elliott Technologies is providing easy-to-install, cost-effective solutions that improve the capabilities and reliability of two problem-prone areas of your aging aircraft's interior.



Sometimes the little things will drive an aircraft owner crazy. For example, due to problems common to old fluorescent lighting and mechanical window shades, these two “simple” items are the cause of a lot of extra maintenance headaches.

Thanks to their experience with re-engineering proven technologies for aircraft use, the experts at Elliott Technologies, a division of Elliott Aviation, have introduced two new products that will see fluorescent lighting and mechanical shades going the way of the radial engine.

“We are taking advancements in electronic lighting and window dimming and ‘repurposing’ them for business aviation use,” explained Mark Wilken, v-p of avionics programs and operational logistics for Elliott Technologies. “For example, the technology in our PRIZM LED lighting uses very low power and voltage but delivers more lighting than the old fluorescents.”

He explained that PRIZM LEDs have the added benefit of offering millions of lighting color options. You can create a lighting environment to match the

need—a blue/white lighting scheme for alertness or a warmer, amber shade for relaxation.

Elliott Technologies’ Smart Vision Shades are equally advanced. The interior window panel features an extremely thin film that transitions from clear to opaque as electricity is applied.

“There are no mechanical parts to break and the film has a 50,000-hour mean time between failures,” he said. “All the benefits of nice window shades, but without any of the problems.”

Another unique feature is that the system can be set to automatically clear all the windows on aircraft shutdown. Then after 10 minutes the windows all switch to opaque to protect the interior from heat and damaging UV rays.

“The technologies are created to retrofit into many legacy aircraft and to make it easy for MROs to sell. We have created quoting tools with all the parts and pricing,” Wilken said. “And both systems are easy to install. We have a lot of training available to help the installer simplify the task on most aircraft. They offer feature-rich solutions at very attractive prices.”



877-322-4727
elliotttechnologies.aero



THE SOLUTION

- New PRIZM cabin LED multi-color mood lighting minimizes passenger fatigue
- Electronically dimmable Smart Vision shades improve cabin comfort
- New-technology lighting and window shades reduce maintenance costs

The New Standard for Pre-flight Planning on a Mobile Device



Flying is complicated. Pre-flight planning doesn't have to be—but only if you use the iPreFlight Genesis application by Aircraft Performance Group.

Newly released, APG's iPreFlight Genesis is a mobile iOS app that puts all aspects of pre-flight planning in the palm of your hand. Robust and powerful, iPreFlight Genesis can be used for flight planning, runway analysis, and weight and balance calculations for flights anywhere in the world.

Using data provided by the aircraft manufacturers, high-fidelity weather information, and NOTAMs, plus specific airport, obstacle, and terrain information compiled by APG, iPreFlight Genesis quickly computes a series of possible flight plans and routings for the pilot to choose from. (This includes the direct route, preferred routes, recently cleared routes, and a wind/temperature optimized route based on APG's proprietary routing algorithm. It does this while incorporating APG's industry standard Runway Analysis and Weight & Balance calculations, ensuring that the recommended flight plans are safely within the aircraft's capabilities and limitations.

"All you have to do is enter your aircraft's tail number, the departure and arrival airports, ETD or ETA, and the number of passengers and/or cargo weight," said APG

CEO Mike Caflisch. "And iPreFlight Genesis calculates all of the necessary flight parameters and does so without the need for an internet connection; a first in the industry. Better yet, these tightly integrated calculations are not generic: they are based on the precise characteristics of the aircraft that you are flying."

When an internet connection is available, iPreFlight Genesis can file flight plans (FAA, Eurocontrol, AFTN) and share those plans with crew members and dispatchers on the ground. (This connection can also be used to update real-time weather, NOTAMs, and other time-sensitive data.)

This app comes with over 2,200 of APG's custom Engine-Out Departure Procedures (EOPs) that allow for increased maximum allowable takeoff weights, based upon iPreFlight Genesis's worldwide airfield database of over 9,000 airfields.

"APG's iPreFlight Genesis is the mobile pre-flight planning solution pilots around the world have been asking for," said Caflisch. "We've set a new standard in the industry with this release."



THE SOLUTION

- Complete pre-flight planning application on your iPad
- Includes full-featured flight planning, runway analysis, and weight and balance calculations
- All calculations performed on the iPad without the need for an internet connection



www.flyapg.com
(303) 539-0410



Satcom Direct SD FlightLogssm: simply synchronizing aircraft and maintenance operations

Any corporate pilot will confess that they'd rather vacuum the cabin than manually update their aircraft's time and cycle logs after each flight. With the introduction of *SD FlightLogs* and the *SD Crew* app, Satcom Direct has virtually eliminated that time-consuming and error-prone process.

With all the new pilot workload-reducing technologies and capabilities found in the cockpits of today's corporate and charter aircraft, there's one task that is still largely a "pencil and paper" process: Logging the OOOI (Out, Off, On, and In) times for each flight. Or, at least it was. With the introduction of its updated *SD FlightLogs* and new *SD Crew* app, Satcom Direct has taken giant leaps in automating your aircraft's recordkeeping process.

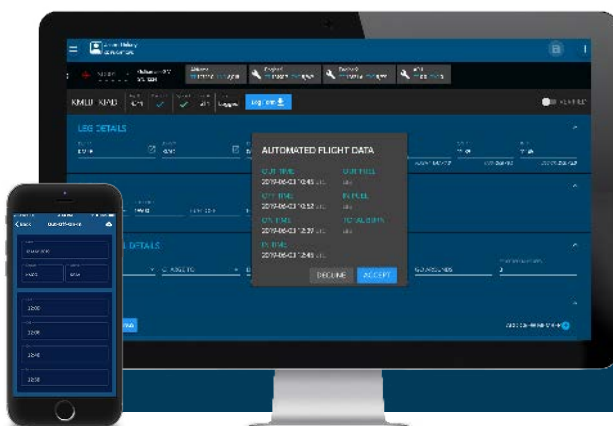
"Today's new aircraft are high-tech assets rich in data, yet they are being managed by antiquated processes on the ground. By and large, many of the processes required to collect and record critical flight data is still a manual process, even though we can now get all the accurate times we require right off the airplane and it's accurate down to the minute," explained John Kummer, Executive Vice President, Strategy and Programs for Satcom Direct. "Any of our data link customers can now subscribe to *SD FlightLogs* in their *SD Pro Platform* and gather all of the available data right off the airplane at the end of the flight in real time.

"We know weight-off-wheels, weight-on-wheels, door open and close; we can even tell you how long you were holding. The airplane's data allows us to calculate practically anything you need to know about any flight," he said. "We can now automate all of the OOOI data collection processes and present the information back to the flight crew in real-time—no more 'pilot

math' required. All the pilot has to do is verify the information and it's automatically sent to the flight department."

Kummer said that the idea behind *SD FlightLogs* and the new *SD Crew* app is to enable the automation of data collection and then to present it on three simple screens to the flight crew on whatever type of device they select.

"It allows you to easily review and verify the information. Once it is verified, it keeps moving through the flight department's ecosystem and ends up with a 'gatekeeper' or second level of ver-





ification (i.e. maintenance director or other approving authority) where it can be pushed into the operation's maintenance tracking software," he said. "We are now fully integrated with the leading tracking packages including CAMP and Flightdocs.

"We also have an agreement with Rolls-Royce to provide electronic engine times and cycles for the operator's engine warranty program," Kummer said.

Speaking of engine warranties, another benefit to *SD FlightLogs* is the elimination of the time-honored aviation practice of "rounding times."

"The industry rounds everything—flight times, logbooks, maintenance tracking times—everything is rounded to the nearest tenth of an hour. It sounds harmless, but if you look at it, rounding up actually adds time to the airframe and engines," he said. "If you're on an hourly to-do list and you add time, you are going to reach your maintenance times sooner and cost yourself more money."

Of course, as you may well expect, if it comes from Satcom Direct, it's designed to be easy to use. In fact, Satcom Direct is not only the creator of *SD FlightLogs* and *SD Crew*, the company's own flight department is a customer.

"We operate a GIV and a Citation Sovereign and it's a huge advantage to be able to test all of our services in real-world situations," explained the company's Chief Pilot, Dallas Shoeneman. "We have found that learning to use *SD FlightLogs* and *SD Crew* has been extremely intuitive and it really has increased the accuracy of recordkeeping from our flight department's perspective.

"By using the two capabilities together, we've seen our flight crews be able to more quickly validate their flight times and cycles on the airplanes and get that information to our schedulers and maintainers in a more timely fashion," he said.

"And as a nice side benefit," Kummer concluded, "since most of the information is auto-populated, the *SD Crew* app provides our pilots with a pretty nice logbook."



THE SOLUTION

- First web-based EFB designed to automatically capture and manage aircraft flight log data
- Patented capability greatly reduces workload while eliminating time-recording errors
- Provides user guidance, reduces human error, and delivers real-time data

satcomdirect.com
1.321.777.3000



Continue to learn.

Our team cultivates a variety of webinars, events, and podcasts to educate and engage our audience.

aircraft financing

flight operations

flight planning

flight safety

connectivity



Your complete resource for business aviation.

..... ainonline.com



Gogo 5G Network: Delivering the final piece of the high-speed airborne connectivity puzzle.

Experience true 5G in the air and on the ground. Gogo Business Aviation is bringing the mobile 5G experience to airborne passengers when the terrestrial telcos are bringing it to your home.



"As the need for broadband connectivity continues to grow from passengers, airborne connectivity providers continue to innovate to meet those expanding needs. Gogo Business Aviation's new 5G network will be a game changer. What's so great about 5G? In connectivity parlance: it's the *next big thing* of big things.

"The new 5G network we are launching will deliver the same great user experiences to corporate turboprops and jets as the 5G networks the other carriers are going to deliver on the ground," explained Mike Syverson, Senior VP, Gogo Business Aviation. "With 5G, the amount of spectrum available for us to use will increase by 20 times compared to what we now have on our current 4G network."

"This is really going to be the first time in aviation history that aircraft connectivity will be on a level playing field with what you experience in your home or office," he continued. "Our customers will finally

have a full suite of capabilities to do what they want."

Syverson also said unlike the prior-generation 3G and 4G network rollouts, Gogo 5G has been designed to be the first truly scalable solution.

"We're building it with the future in mind," he said. "Spectrum acquisitions will enable us to add new technologies and capabilities to the 5G network. That means we can deliver expanded services faster and easier to our customers with no reinvestment in the network."

Speaking of minimizing major investments, Syverson said that the new 5G network's in-cabin equipment configuration leverages the company's established AVANCE product line.

"That will make it much easier for customers who have AVANCE to upgrade to 5G," he said. "And because MROs and OEMs are already familiar with the equipment and configurations, new installations will be easier."

THE SOLUTION

- 5G delivers true broadband connectivity to corporate and regional commercial aircraft
- 5G provides satellite-like speeds at a fraction of the price
- AVANCE L5 provides an easy upgrade path to Gogo 5G



business.gogoair.com | 1 888.328.0200

Milano Prime



THE SOLUTION

- World-class facilities providing business/general aviation access to Milano, Italy
- Customized 24/7 VIP services and links to Milano
- State-of-the-art luxury services at both Linate and Malpensa

Managing Milano's two business and general aviation dedicated terminals and infrastructure

Milano is the pulsing business heart of Italy. SEA Prime is the innovation-minded sole airport manager of the city's two modern, fully equipped business and general aviation dedicated terminals and infrastructure: Milano Linate Prime and Milano Malpensa Prime.

When it comes to business, fine design, and fashion, no city can compare to Milano. This is why airborne access to the city is so important—both through Milano Linate Prime (seven kilometers from the city center) and Milano Malpensa Prime (the gateway to the western part of Lombardy and close to the border with Switzerland).

Managing both to the highest levels of service and quality and with the legendary Italian flair for style is SEA Prime's mission. Since 2014, SEA Prime, part of the SEA Group, has substantially enhanced the airport experiences of business travelers going in and out of Milano, both through investments and dedicated partnerships. The 24/7 services provided include hangar, maintenance, concierge, lounges, fuel, tax refund, VIP transportation, and parking.

"We have been continuously investing in improving the capacities and facilities at Milano Linate Prime and we are now replicating our success story at Milano Malpensa Prime," said Chiara Dorigotti, CEO and general manager of SEA Prime. "In our vision, Malpensa Prime is a com-

plementary service to the one offered by Milano Prime in Linate; the latter, in fact, benefits from its nearness to the heart of the city, from which it is only 7 km, whilst, with Malpensa Prime, we can also serve passengers reaching Milano Malpensa with first- and business-class services."

The new Milano Malpensa Prime Terminal, open 24 hours a day, stands in a dedicated area of the airport between Terminals 1 and 2 and has its own apron of ca 50,000 sqm in addition to the 5,000 sqm hangar, ready for the latest generation of executive jets. Its polyhedral structure, developed over a surface of approximately 1,400 sqm, is a gem standing amidst its surrounding territory and, thanks to its iconic form, finishing, and colors, it is recognizable both from the sky and the ground.

"Milano Malpensa Prime is a natural place for Linate traffic to go during the closure of Linate for runway refurbishment," said Dorigotti. "Not only does it provide easy access to Milano and other locations in Italy and worldwide but it also connects to important tourist locations like Lake Como, Maggiore, and the mountains."

www.milanoprime.com



Fueling Connections

Avfuel's Marci Ammerman, vice president of marketing, shares why in an industry of technological innovation, the human approach will always be the company's greatest business solution.

Avfuel Corporation has grown from a regional fuel supplier to a global supplier of aviation fuel and services across 45-plus years. But ask anyone in the company and they'll tell you their business isn't in selling fuel. It's about fueling connections.

"It's the mission that runs our company," said Marci Ammerman, Avfuel's vice president of marketing. "We're not in the business of selling fuel; we're in the business of connecting people, businesses, governments and cultures. Every innovation has been driven by that mission."

It's these innovations that make the company an industry leader. Avfuel was the first to offer pilot loyalty rewards, the only company to offer FBO-employee rewards, and the only one to connect branded FBOs with a referral program and discussion board to serve as each other's greatest resources. This is in addition to a slew of solutions that streamline operations and support business operations: aviation insurance, flight planning, credit, payment processing, contract fuel, marketing and sales support, quality assurance,

training, refueling equipment, etc.

Offering such solutions means adapting to new technologies, but technology does not dissipate the need for human connection.

"Our collaborative relationships model continues to be our greatest differentiator," said Ammerman. "Our customers conduct business with Avfuel because of its people. We utilize modern technology to provide efficient solutions, but technology can never replace the value behind 24/7 access to experts who empathize with needs and provide support in a caring, dedicated, passionate way.

"It's the same principle as why aviation remains necessary," continued Ammerman. "Even with video conferencing, there's no replacement for face-to-face interactions. That's the reason for Avfuel's business. It drives every decision we make, every solution we create and every hire we make. Our mission is to fuel connections—the ability to do so efficiently will always be our greatest business solution."



THE SOLUTION

- A focus on fostering collaborative relationships to grow business
- Leading innovations that support global customers
- Putting the human connection first for heightened support



www.avfuel.com
+1-734-663-6466

THE EXCEPTION TO THE RULE

Located in Fort Wayne, Indiana, publicly owned Fort Wayne Aero Center is the FBO that breaks the mold by matching the most expensive private FBOs with highly personalized customer service at much more reasonable prices.

There's an unspoken rule when it comes to Fixed Base Operations (FBOs); namely that affordable government-owned FBOs deliver mediocre care to customers, while customer service-focused private FBOs are anything but affordable.

Meet the exception to the rule: the publicly owned Fort Wayne Aero Center (FWAC). Located at Indiana's Fort Wayne International Airport, FWAC offers more than 15,000 square feet of space and reasonably priced amenities for flight crews and passengers to enjoy.

"We offer outstanding service and amenities while charging fair prices that are an outstanding value," said Joe Behling, FWAC's FBO Director.

Here are the services and amenities that FWAC provides to its customers. "We offer the standard amenities such as coffee, fresh-baked cookies, bottled water, and satellite TV in our lobby," said Behling. "We have two conference rooms, a guest office with teleconference, an oversized pilots' lounge, flight planning, sleep rooms, and a fitness center complete with two showers and change rooms. We have on-site customs as well, ensuring quick clearing and service for our international clients.

"FWAC's staff lives by four mantras: 'Do The Right Thing,' 'Good to Great,' 'Attention to Detail,' and 'Every Aircraft Is Important.'"

"Do The Right Thing" is a very powerful and

simple statement all FWAC team members live by. We look out for our customers and their best interests. Profits are not our motivation and we believe that shows.

"Good to Great" means we want your experience to be unforgettably great and noteworthy in its excellence," Behling said. "Continuous improvement is something we all strive for, and that includes myself.

"Attention to Detail" means we take notes on every customer that comes through our doors," he said. "Our desire is to create a personalized experience for each client: We pride ourselves on 'Hoosier Hospitality!'"

"Every Aircraft Is Important" means that that a Cessna 150 has the same importance as a Gulfstream G650," Behling said. "Arriving aircraft are parked on Line 1, Spot 1 at every opportunity. When departing, your aircraft will be pulled up to either Spot 1 or Spot 2 depending on ramp activity. We will get your aircraft as close to the door as possible."

Put it all together, and FWAC has earned its reputation for being the premier FBO in Northeast Indiana and the Great Lakes region. "We will impress you by treating you the way you should be treated and raising your expectations of FBO service," said Behling. "We have only one chance at a first impression, and we want FWAC's customers to be impressed!"



THE SOLUTION

- A publicly owned FBO dedicated to great customer service; not just good
- A personalized experience for every business aviation customer
- Every aircraft, no matter how big or small, is treated as important

— FORT WAYNE —
AERO CENTER

fwaerocenter.com | (260) 446-3456
4401 Altitude Dr Fort Wayne, Indiana 46809



AOPA FINANCE

AOPA Finance: General aviation's go-to source for financing anything that flies.

All too often, the hardest part of buying an airplane is finding the right financing. The professionals at AOPA Finance not only know the right lenders but also the airplanes and what it takes to put it all together to make your dream of ownership a reality.

Congratulations! You're ready to do something that every pilot dreams of from their first flight: you're going to buy an airplane. Now for the fun and frustrating parts: looking for the airplane (fun) and trying to find the right financing (often frustrating).

While the financial pros at AOPA Finance can't do much to help you find *your* airplane, with more than 30 years of experience and billions in aircraft loan placements, they can arrange the right financing to make your ownership dream a reality.

"AOPA's mission is to promote aircraft ownership, and we believe that simplifying financing is a big part of making that happen," said Adam Meredith, president of AOPA Finance. "That's why our focus is member-centric. We work hard to find solutions that fit each member's particular needs and situation. There's a lot more to it than just finding the lowest rate.

"As a broker dedicated to general aviation financing, we have access to various providers with

the best balance of all the variables," he said. "There are a lot of items that can be easily overlooked if you don't know what to look for. The typical lending agent may know real estate or cars but doesn't understand aviation well enough to know what to ask."

Meredith explained that among the variables impacting the cost and terms of a loan are the airplane's type and age, as well as the total amount to be financed, how the airplane will be used—personal, business, or flight training—and, of course, your personal financial situation.

"Some lenders won't finance an airplane over a certain age or if it's used for commercial purposes like flight training or charter," he said. "Once we know your situation, we can narrow down which lenders have the best program for you. This saves the buyer a lot of time and headache, and in today's tight aircraft market a few days can make the difference between you getting the airplane you want and missing out to a cash buyer."



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THE SOLUTION

- Unmatched experience in arranging financing for new or used piston to light jet aircraft
- Completed over 830 aircraft transactions totaling over \$100 million in 2018
- General aviation's leader in arranging financing for turbine, piston, light sport, and experimental aircraft



THE NEXT GENERATION BU

Now deployed on the Gulfstream G500 and G600 business jets, the Pratt & Whitney Canada PW800 is an exceptional jet engine that is powerful, fuel-efficient, quiet, reliable, and easy on maintenance.

Today's business jet travelers want advanced aircraft that go farther and faster yet are more comfortable and quiet to fly while offering more "up time" than ever before.

This is where Pratt & Whitney Canada's PW800 family of long-range business jet engines fills the bill. The PW800 is a next-generation turbofan engine in the 10,000- to 20,000-pound thrust class. It is built to exceed industry standards for performance, fuel efficiency, and availability, all while supported by Pratt & Whitney Canada's personalized premium service and advanced digital connectivity.

"The PW800 is a logical extension of our leadership position in bizav," said Scott McElvaine, Pratt & Whitney Canada's Vice-President of PW800 Marketing & Customer Service. "We really pioneered business jet aviation in 1971 with the JT15D and have made continuous progress since then right up to the PW300, PW500, and PW600."

Today, Pratt & Whitney jet engines power 36% of all business jets worldwide, with over 92 million hours of service logged to date. "We have taken what we have learned from this vast experience to create the PW800, the engine of choice for the next generation of long-range business jets," McElvaine said. "It's quiet, powerful, and backed by premium customer service solutions."

There are many factors that define the PW800 as a standout among business jet engines.

One factor is its efficiency: "We deliver a 10% or better fuel burn, compared with the competition," McElvaine said. "This is good for the budget and the environment, because 10% or better means less money spent on fuel and fewer emissions going into the atmosphere."

This engine is setting new sustainability standards. The PW800 is equipped with the highly efficient TALON X combustor, which results in double-digit margins clearing anticipated future regulations by the Committee on Aviation Environmental Protection (CAEP) and in ultra-low levels of unburned hydrocarbons and smoke.

A second factor is the soothing, stress-free cabin experience that the PW800 provides to passengers and crew inside the Gulfstream G500 and G600 and the Dassault Falcon 6X. "Thanks to its cutting-edge design and precision manufacturing, the PW800 delivers substantially lower noise signatures in

the cabin," said McElvaine. "This means the flying experience is wonderfully quiet and comfortable for everyone aboard so that they can work, rest, or simply relax. We've been getting rave reviews from pilots and customers around the world."

Worth noting: with its significant fuel economy, reduced emissions, and low noise output, the PW800 is actually ahead of anticipated environmental standards in these areas. This is an engine built not just for today, but for long into the future.

Factor number three: when it comes to maintenance requirements, the PW800 is an operator's dream. "We have achieved 40% less scheduled on-wing maintenance and 20% fewer required inspections on the PW800," McElvaine said. "This translates into more aircraft availability, and easier downtime planning for PW800 operators."

When the PW800 does require service, its large protective panels allow full-person access directly to the engine's core. Add the intelligence that went into designing this turbofan, and the PW800 is the easiest engine in its class to access and maintain. This translates into less time in the shop and more time in the air.

All told, the PW800 is the preferred next-generation choice for the world's most advanced business jets. It is backed by Pratt & Whitney Canada, the only engine manufacturer in business aviation with a portfolio spanning all segments from very light jets to large-cabin aircraft.

At present, the PW814 engine powers the Gulfstream G500 and the PW815 powers the G600. Testing of the PW812 on the Dassault 6X is progressing very well; in fact, it is fully on track and hitting all the milestones for entry into service.

Moreover, the PW800 isn't limited to business aviation. It has the power and durability to be deployed on regional passenger jets, was selected for the General Atomics MQ-25 Stingray proposal to the U.S. Navy and is a strong choice for re-engining the U.S. Air Force's long-lasting B-52 Stratofortress.

"We believe the PW800 is a truly outstanding engine that is ideally suited for the world's best business jets," McElvaine concluded. "This engine offers a exceptional cabin experience, while its performance, fuel economy and reliability speak for themselves."



THE SOLUTION

- A fuel-efficient turbofan engine with an improvement of over 10% compared with current and previous generations of engines in its class
- Exceptionally quiet, low-vibration cabin experience
- 40% less scheduled on-wing maintenance backed by exclusive personalized premium service

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WHEN YOU ENGAGE MESINGER JET SALES, YOU GET A DEDICATED TEAM WHO WORK TIRELESSLY FOR YOU TO CREATE THE BEST SOLUTIONS AND OUTCOMES.

TIME IS MONEY

Through constant market research we know how to accurately value an aircraft that we're considering for an acquisition client and price an aircraft that we plan to list for a brokerage client. When an aircraft is priced and promoted correctly, time on the market is significantly reduced. From 2017 to 2019, our average days on the market, from listing to an accepted LOI, has been 56 days.

Our comprehensive approach to research includes daily calls to various markets to track inventory levels, aircraft-specific details, prices, and operational histories. We also track sold prices, a crucial differentiator made possible through trusted global relationships with our industry peers. Solely knowing what an aircraft sold for means nothing if you don't know all factors that attributed to that price.

Many aircraft come to market with a "Make Offer" asking price, which provides no real guidance to a buyer. Our knowledge and expertise provide more certainty to the market and a faster resolution for clients, whose goal is to maximize sales price and minimize time and expense.

When buying an aircraft, we analyze the

needs and desires of buyers and run flight plans to determine the types of aircraft that will best achieve their missions. We present cost recaps of each type of aircraft, including capital costs, fixed costs, variable costs, and charter cost savings if applicable. Additionally, if needed, we interview management companies with the buyer and review and compare their costs.

NO COMPETITIVE DISADVANTAGE

We are not inventorying dealers, so we never own aircraft. We don't do back-to-back deals, and we will never represent multiple directly competitive aircraft at the same time. We make your aircraft a priority.

Our engagement structure means that our work with clients is 100% transparent and our interests remain aligned with our clients' interests.

SUCCESS FROM LISTING TO CONTRACT

Our Technical Director performs a site visit, whether buying or selling, to see the aircraft and review records. Having a deep understanding of the asset empowers us

to negotiate when buying. When selling, it allows us to best promote the aircraft's value and explain the history to buyers, minimizing surprises that could otherwise be costly and frustrating. We have the industry's most detailed and accurate specifications, so the industry pays attention to our listings first.

The Technical Director is on site at multiple times throughout the process, including key showings, and assembles the correct people (principal, seller, technician) from Mesinger depending on the group attending the showing.

FOCUSED AND EFFICIENT INSPECTION OVERSIGHT

Our Technical Director spends copious amounts of time and energy to prepare for and oversee the pre-purchase evaluation including: requesting proposals, attending the input of the aircraft into the pre-purchase facility, and closely following the progress of the pre-purchase process, including visits at key times. Maintaining a laser-focus on time management, discrepancy correction, and cost ensures your success and satisfaction, while reducing expenses and maximizing return.



THE BEST SOLUTIONS. THE BEST OUTCOMES.



THE SOLUTION

- 45 years of a 100% transparent process and brilliant negotiating
- Market intelligence and unmatched insight = short sale cycles and effective purchase prices
- Technical expertise and project oversight
- Competitive assurance

All are enhanced by working closely with our clients' teams and our respect for the process. Great communication and time for every question are the cornerstone of our operations.

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