SOLUTIONS IN BUSINESS AVIATION

Business Aviation Sponsor Showcase
It’s safe to say that nearly everything about business aviation has dramatically changed since Robert T. Stevens founded Stevens Aviation back in 1950. Everything that is, except for the Greenville, South Carolina-based company’s core belief that building strong relationships is just as important to customers as maintaining their airplanes.

“From the beginning, Mr. Stevens wanted everyone in the company to understand that ours is a very personal business, and how we talk to and interact with our customers is a key to success,” explained Christian Sasfai, President, Stevens Aerospace and Defense Systems. “That core philosophy hasn’t changed at all. If anything, it’s more important now than ever before.”

“Staying open for 70 years is a fantastic accomplishment in any industry, but it’s rarer in business aviation. We’ve seen a lot of MROs come and go over those seven decades,” added the company’s Director of Sales and Marketing, Phil Stearns. “Our strong personal relationships with our customers have been key to our longevity. They put a lot of trust in who we are and what we can do for them.”

Always Connected
Stearns said that testament to that trust is the fact that regardless of where or when a customer encounters a problem with their aircraft – no matter how small – their first call is to Stevens Aerospace and Defense Systems.

“If it’s 2:00 a.m., on Christmas Eve, and you have a problem with the aircraft, you’re going to call someone you have a relationship with who’s going to answer the phone,” he says. “That how our long-standing customers see us – we are not only their service provider but someone they can trust. Call someone you don’t know, and the meter starts ticking. That’s not us.”

While 0200 calls on Christmas Eve are indeed rare, Sasfai says that the company is always looking for new ways to deliver “personal service” where and when their customers need it.

“We’ve introduced new technologies and capabilities to enhance our services. For example, if we find an issue during an aircraft inspection, we use video conferencing to show the customer in real-time,” he explained. “It shortens the project time and saves the customer travel time and money.”

“We also encourage customers to do the same when they have issues or questions,” Sasfai continued. “They can call their TSR (Technical Service Representative) and discuss the problem and show the video. They rely on us to give them the right go/no-go decision. That level of trust is something that we take great pride in.”

Here’s to 70 more years...
While personalized service has, and will remain, at the core of everything Stevens Aerospace and Defense does, both Sasfai and Stearns stressed the company’s steadfast commitment to add services as their customers’ needs and fleets change.
“We have long-standing capabilities like an exceptionally skilled team of metal workers that provide affordable repairs for our customers with legacy aircraft,” Stearns said. “We complement those abilities by continually adding new services as they make good business sense for our customers and us.

“For example, our facility in Macon, Georgia, handles all of our Gulfstream and Global work. We’ve only been in the Gulfstream MRO business for four years, but when we started it, we went out and recruited the best technicians in the business,” he continued. “It’s a newer business segment for us, but we already have over 250 years of combined Gulfstream experience at that facility alone. Our team is well-versed in maintaining these legacy aircraft in a practical manner with a high amount of personal touch.”

Sasfai explained that Stevens Aerospace and Defense is not, and does not try to be, all things to all operators.

“We’ve coined the phrase, ‘Technical expertise with a personal touch.’ Customers are often pleasantly surprised just how much technical expertise we have and yet are able to maintain such highly personal relationships,” he said. “But we’re honest with new and old customers alike; if we don’t feel we’re a right fit for their needs, we tell them upfront. No project is worth risking the relationship.”
Clean, dry and on-spec—good fuel has been uneventful and has garnered little attention. Until now.

As the world changes and companies become more concerned about the environment, we're ushering in an exciting new era for fuel—one in which flight departments and FBOs are in search of sustainable options. Thus, a widespread desire for sustainable aviation fuel (SAF) emerged in 2019 and continued to gain momentum into 2020.

Despite the challenges posed by coronavirus, the Avfuel team still sees strong interest in SAF as customers evaluate incorporating their flights’ CO2 emissions into their overall sustainability platform. To support this initiative, Avfuel has an expert team dedicated to making sustainable fuel attainable—including sourcing, blending, storing, testing and supplying SAF.

However, recognizing that the challenges to widespread adoption of SAF include availability and price, Avfuel now offers carbon offsetting, which—despite being a less direct approach to sustainability—has the benefit of accessibility and being cost effective. Avfuel’s Carbon Offset Program allows operators to simply purchase carbon credits that offset their flights’ emissions. Designed with ease in mind, the program lets fuel buyers designate a certain amount of gallons to offset when they purchase fuel from Avfuel, or opt to offset all fuel gallons from Avfuel with carbon credits continuously.

But offering carbon credits isn’t the only fuel-buying solution Avfuel unveiled in 2020—the fuel supplier also began offering customers fixed forward pricing (FFP) contracts, as many industry experts expect fuel prices to rise. In this program, Avfuel agrees to supply a fixed monthly volume of fuel to a customer over a set period of time at a fixed price. While not a good fit for all operators, FFP contracts are a way for larger fuel consumers with the ability to make an upfront deposit to protect themselves from price spikes while providing complete visibility into one of their largest variable costs: fuel. Looking forward, Avfuel anticipates these new solutions will gain momentum, helping to shape the bizav fuel market of the future.

Avfuel provides insights on developments in the fuel landscape, including sustainable solutions and new purchasing options.
AIN’s second annual edition of Solutions in Business Aviation is here, packed full of interesting and informative articles from some of our most trusted brand partners. Written by AIN in collaboration with our sponsors, the publication features cutting-edge innovations and solutions in the business aviation market.

Within these pages you will learn about the latest technologies at MROs and FBOs, sustainability, new options in aircraft ownership, and maintenance service plans. You’ll also discover timely articles about hydrographic technology, communications, legacy parts, and the importance of clean aircraft air. And you’ll hear from some of our industry’s top executives with their insights on game-changing advancements.

I am proud to be a part of this business aviation community. Even through major disruptions, our operators, suppliers, and associations show resilience, continuing to work at the highest level of safety, service, and innovation. In addition, all of these companies step up with humanitarian assistance for society in general for the well-being of their employees.

Enjoy this edition, and please contact me with any comments or questions.

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One source for all of your aircraft financing needs.
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New hydrographic printing services offer interior finish options that are limited only by the customer’s imagination.
Whether it’s the richness of rare woods or stone, or the high-tech look of carbon-fiber, Duncan Aviation’s new hydrographic technology capabilities can quickly print a literally limitless array of finishes on any aircraft cabin surface.

Fixed-wing or rotorcraft, prop or jet, there’s one thing that every private and business aircraft owner/operator has in common: they all want their cabin to reflect their unique taste and style. And in the majority of cases, the materials, coatings, and finishes required to meet those demands represent a myriad of challenges to the aircraft’s completion center.

“Our customers are looking for more options when it comes to the variety of finishes available for their interior completions. They want the same selection of fabrics and finishes for their aircraft that they have for their homes and offices,” says Jared Stauffer, manager of interior modifications for Duncan Aviation’s Lincoln Facility. “That can present significant challenges when you’re dealing with the number of certification and safety requirements and restrictions that apply to aircraft interior components.”

As an established leader in cabin completions and refurbishing, Duncan Aviation’s team has found a way to give customers what they want while meeting all of the certification and safety requirements. “We’re always on the lookout for new ideas outside of aviation that will keep us on top of the game and offer unique solutions that will create a memorable experience for the owners and their guests,” he continues. “One of the newest is hydrographic printing technology. It opens up a variety of aesthetic options for interior finishes without many of the restrictions of traditional methods.”

Using hydrographic technology, Duncan Aviation’s technicians can literally “print” a replication of any material onto practically any interior component’s surface. And they can do it in a fraction of the time it would take to produce that part out of the same material, saving customers valuable aircraft downtime.

Alchemy for business aviation.

“Hydrographics have been around for a long time, but it’s new to aviation. We began testing it several years ago and really liked the options it gave us for different ways to cover interior parts and components,” Stauffer says. “For example, it provides new looks to countertops, cabinetry, and sinks that can only be created with lightweight materials that often already exist in the aircraft.”

He goes on to explain how Duncan Aviation’s hydrographic capabilities give its interior designers the ability to replicate a wide variety of textures, materials, and designs in the aircraft’s cabin while keeping the finished parts as light as possible. For example, a countertop can look like rare granite, but at a fraction of the weight – and cost.

“Many times, these genuine materials can create challenges with regards to thickness, weight, and lack of flexibility. All that adds to the complexity of the engineering design, fabrication, and installation,” Stauffer says. “Hydrographic technology nearly eliminates all of these issues, as well as the need for special edge treatments. Plus, we can print the desired finish on even the most complex shapes.”

Faux finishes are not for everyone.

Even with the uncanny ability to mimic virtually any natural or man-made materials, Stauffer stresses that as good as they are, Duncan Aviation’s hydrographic printing solution is not for every customer.

“Many of our customers will only settle for the absolute best in materials, design, and quality – that’s why they come to Duncan Aviation in the first place,” he says. “But, even in those cases, we can use hydrographic printing to give interior accessories and components a truly unique look.

“It’s a great way for our customers to be able to fully customize the interior of their aircraft by accenting the look of high-end woodland and materials,” he adds. “But, the most important part of it is that the look and feel of the final piece are of the utmost highest quality. That is what Duncan Aviation has always been known for. Anything less, and we wouldn’t offer it.”
It’s not a stretch to say that Western Aircraft grew up right along with corporate aviation. The MRO’s lineage reaches back to the late 1930s when it started as the corporate flight department for the Morrison Knudsen Corporation, operating a fleet of DC-3s. MK Aviation received its FAA Repair Station Certificate in 1957, making it one of the first MROs in the western U.S.

After a name change in 1985, Western Aircraft has continued to evolve and expand into one of the largest, and most respected, independent MRO facilities in all of corporate aviation. Today, along with customers from the western U.S. and Canada, it welcomes operators from as far away as Florida and Mexico to its beautiful Boise, Idaho, base.

But, you ask, why would owner/operators from those locations fly over some “big name” maintainers and select Western Aircraft? Simple: because the company started as a corporate flight department, it knows what operators are looking for: top-of-the-line MRO capabilities, complemented by personalized customer service.

“Western Aircraft is an authorized service center for brands like Dassault Falcon, Embraer, Pilatus, Daher (Kodiak), Piper, and Textron and we are adding capabilities for Citations and Gulfstreams. Concentrating our services on the types of aircraft our customers fly positions us well to serve them,” said Kerry Heiss, Western Aircraft’s director of sales and marketing. “We have all of the capabilities that operators need, yet we are small enough to deliver very personalized service and attention. It’s the best of all worlds, wrapped up with our scenic Boise location.”

“From simple inspections to cabin updates, to complete wing de-mates, customers come here because they know we are very capable at everything we do,” added Western Aircraft’s VP and general manager, Austin Shontz. “Many of our customers have been coming here for years. As their needs have changed, we’ve continued to expand and add services as their fleets and aircraft have grown in size.
“The transition from providing heavy Falcon maintenance to offering the same for larger Gulfstreams or Embraer jets is a pretty easy step for us,” Shontz said. “We’ve already invested in the tooling, equipment, and training to be very proficient in that type of work. The big problem was we ran out of hangar and shop space.

“We just completed a big facility expansion in late 2014, and now we’re adding more space. Our new expansion will add nearly 100,000 square feet of hangar, back shop, and office space,” he continued. “Doubling the size of our campus will allow us to bring in new big iron from Falcon, Embraer, and Gulfstream.”

Heiss explained that the expansion will enable Western Aircraft to continue to meet its customers’ needs by having all of the MRO services they require under “one roof.”

“We’re going to be able to greatly enhance our current capabilities. We will now have dedicated space for much larger interior and avionics shops. Those are two growth areas for us,” he said. “We’re also completing all the steps to gain OEM authorizations and approvals for more aircraft and engine types.

“For example, we have a lot more Citations coming through the facility now. Because of that, we went out and earned authorization from Williams to work on their engines,” Heiss continued. “We’re expanding to provide more capabilities where it makes sense for us and our customers.”

“Over the years, we have developed a lot of fantastic relationships with clients from all over the U.S. and Canada,” Shontz said. “They know that when they come here, they’ll be treated like friends, not a job number. They appreciate that, and they appreciate the steps we continue to take to ensure that Western Aircraft is the only MRO provider they need.”

Putting all the pieces together, Western Aircraft’s strategy for success is pretty simple: Add services, capabilities and space to meet existing customers’ changing needs and to support new customers looking for alternatives to their current MRO.
What do the capabilities offered by the smartphone in your pocket have to do with the connectivity experience available in today’s business jets? A lot more than you might think.

“In its simplest form, a smartphone is just a mobile phone. But what all the available apps enable it to do is to connect to the Internet and use it to do practically anything you want,” stated Chris Moore, president of business aviation for Satcom Direct. “Our SD Pro® data management platform brings that kind of software-driven flexibility to business aircraft operators.”

Moore further explained that by leveraging elements from the aircraft’s SD connectivity services, hardware platforms, and ground network infrastructure, the company is uniquely positioned to create a centralized data management infrastructure that automates and enhances the flight department’s communications and operations.

“We can use any number of SD and third-party applications to do anything and everything necessary regarding pre-, and post-flight operations, en-route connectivity, engine and aircraft health monitoring—everything,” he continued. “The SD Pro platform acts as the source of data for all types of critical flight department management and operations coordination.”

SD Pro’s open architecture closes the data loop

Moore stated that the key to SD Pro’s unique capabilities is the system’s completely open architecture, which enables it to work seamlessly with qualified third-party applications. This kind of flexibility was a key point during SD project development meetings with the 20 flight departments on its Customer Advisory Board.

“We already integrate with CAMP, Flightdocs, Rolls-Royce, Universal Weather, ForeFlight, World Fuel Services…and can potentially work with any other aviation app. We can provide real-time off-aircraft data transfer, which is then automatically entered into the appropriate application,” he said, “Our PostFlight module saves the flight crew a load of time, and work. It also gets accurate timing into the hands of operations and maintenance people in real time.

“Another big benefit to SD Pro’s open architecture is its flexibility. No matter if the operator has one aircraft or 100, the solution can be tailored to meet their exact needs,” Moore continued. “We don’t overwhelm our customers with information they don’t want or need. Wheth-
er they want a lot of information or a little, the operator creates the SD Pro solution that best fits their needs.

"Whether you’re using it for pre-flight planning, en-route connectivity management, or post-flight data collection, SD Pro is a cohesive product suite that streamlines operating procedures," he said. "It also enables flight departments to more efficiently manage multiple assets and increased passenger demand."

Speaking of demand, one of the things that Moore stressed was the increasing number of operators demanding the extremely high network security level that the entire Satcom Direct portfolio of connectivity solutions provides.

“Our clients range from head-of-state, to corporate, to military aircraft operating around the world. Because of their needs, our entire network features ‘military-grade’ encryption,” he said. “It’s probably the most advanced cybersecurity system in all of business aviation. Each and every one of our 8,000 customer aircraft benefits from the security of our network.”

continue to enhance these benefits to more customers is the company’s new Plane Simple™ two-piece antenna system.

“We are one of the few connectivity providers that also manufactures its own hardware. The newest piece is our Plane Simple, tail-mounted, Ku- or Ka-band antenna system,” he said. “It’s much smaller and easier to install than three- or five-piece systems, which means it fits into more types of legacy aircraft. You don’t have to be flying a large-cabin business jet to benefit from what SD can deliver into your cabin.

“Whether it’s new hardware or our SD Pro data management platform, we can deliver the solution to enhance every aspect of the passenger’s airborne connectivity experience,” Moore said. “When that experience is good, passengers are happy. And happy passengers make for a happy flight department.”

Smaller antenna with a larger reach

While Satcom Direct is justifiably proud of what SD Pro brings to business aviation operations, Moore said that one of the significant additions that will
EXECUTIVE INSIGHT:
What advancements in 2020-2021 will help to shape the business aviation industry?

Adam Meredith
President
AOPA Aviation Finance
No advancements, instead see overall retraction due to COVID-19. Specifically, the larger the aircraft segment the greater the retraction. We are currently seeing more cash buyers and lenders restricting exposure to specific industries. As a result owner-flown aircraft (piston, turboprop and light jet aircraft) will likely outperform all other segments.

C.R. Sincock, II
Executive Vice President
Avfuel Corporation
The privacy of bizav flights, coupled with disinfection services, will open the market to customers that were only occasional or aspirational users before COVID-19. Expanded SAF supply, alongside carbon offsetting, will help flight departments meet sustainability goals, making bizav an even more attractive solution. Finally, Avfuel’s fixed forward price solution will help customers lock in low fuel prices.

Tony L. Marlow
President-Aviation Operations & Business Development
Castle & Cooke Aviation
Our facilities are configured for excellent separation and easy transition planeside with minimum contact. Convenient Customs clearance along with other inspection requirements. We have been dedicated to full service through COVID-19 and are registered NATA Safety 1st Clean to ensure safety for our customers and team members.

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Tom Davis
Member
Aviation Clean Air
Advancements in technology have always played a role in shaping the industry. With the advent of COVID-19, efforts to effectively protect passengers and flight crews from the virus and other pathogens have become paramount. Technologies, such as Needle Point Bi-polar Ionization, that have proven effectiveness will hopefully see more widespread adoption.

Jeff Lake
Chief Operating Officer
Duncan Aviation
Due to the concerns with COVID-19 and the necessity to ensure safe home and work environments, there will be advancements in disinfection, filtration, and clean air systems that can be installed on business aircraft. The desire to travel internationally will not go away and people will look for ways to be able to travel safely, which will be made possible by business aviation.

Sean Lynch
Program Coordinator, Engine Assurance Program (EAP)
The challenges encountered in 2020 also have provided some opportunities. Service providers have had time to reevaluate their offerings, and customers have had the time to be more thoughtful about their choices. More options for the aftermarket support of older aircraft will continue to bring down their annual operating costs.
Richard Schmidt  
**Vice President, Business Development**  
**Extant Aerospace**

Given today’s dynamic market conditions, Extant Aerospace excels in legacy OEM product support, sustainment and obsolescence management. For those customers and OEMs that want to extend product lifecycles, Extant is with you till the last flight hour.

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Shaun Germolus  
**Director of Aviation**  
**City of Kissimmee Gateway Airport**

The traveling public will increase exploring the alternatives and benefits of charter flights versus commercial airline operations. General aviation airports focus on providing a safe and secure environment and convenience. Arriving closer to your final destination, avoiding crowded lines and traffic congestion are a few benefits offered by GA airports.

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Mark Molloy  
**President**  
**Partners in Aviation**

Aircraft Shared-Ownership, in one form or another, will continue to provide a path of entry to new users in 2020 and beyond. Jet-card and membership programs are seeing an influx of new customers. The ability to “split the cost” will continue to drive growth in an industry that desperately needs to grow the pie.

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Andrew Robinson  
**SVP Customers and Services-Business Aviation**  
**Rolls-Royce**

Two advancements stand out in 2020; Engine Health Monitoring capability developed on existing platforms and Pearl engine. Monitoring more engine parameters prevents customer disruption and improves aircraft availability. The second advancement is our Virtual Reality training. This allows customers or Service Centers to receive immersive engine training by Rolls-Royce instructors from their home base.

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Chris Moore  
**President Business Aviation SD**

As the digitization of aviation continues, the ability to accurately capture data about all aspects of the aircraft—from its Born on Date” to in-service performance—will become imperative. More data insights result in an elevated understanding of passenger needs, effectively improving the customer experience, while intelligent data analysis advances flight operations efficiencies, maintenance scheduling, and budget management.

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Phil Stearns  
**Director, Sales & Marketing**  
**Stevens Aerospace and Defense Systems, LLC**

“Customer-focused” companies will continue to refine their customer interaction methods in light of “what’s best for the customer” regarding, for example, aircraft inputs and deliveries, in-process documentation, or involvement at large events. Various communications platforms and development have clearly advanced in 2020, but they need to always enhance the human connection, never to replace it.

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Austin Shontz  
**Vice President/General Manager**  
**Western Aircraft**

I believe the steady growth in digital and visual connectivity will be leveraged even more to improve communications and interactions between the clients and the services being provided. The more you can bring the customer into the process the better the relationship and the experience will be.

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Jim Rankin  
**CEO**  
**West Star Aviation**

The COVID-19 pandemic has fueled the necessity to innovate on a much more basic level. MRO businesses have adapted new practices to keep employees and customers safe that will become the new standards moving forward. I also believe renewed focus on personal communication as a result of this crisis will have a tremendous effect on how business is done in our industry.
Partners In Aviation’s Managed Co-Ownership solution provides a safe and smart path to ownership for operators flying 50 to 150 hours per year.

Jet card, charter, and membership options are solid solutions for operators flying up to 50 hours per year. Operators flying more than 150 hours often gravitate towards sole ownership. But what if you find yourself in the grey area between current sharing programs and sole ownership?

The math of a “partnership” is attractive for operators in this space. Unfortunately, do-it-yourself partnerships are hard to find and even harder to successfully manage. Partners In Aviation (PIA) sets out to create a structured co-ownership program to fill this void. The result is PIA Managed Co-Ownership – a program that matches two owners to one aircraft and pairs them to a professional management company.

“We’ve created a hybrid solution: PIA Managed Co-Ownership has the math of a simple 50/50 partnership, but the autonomy, safety, and structure of a managed fractional model,” explained PIA president Mark Molloy. “Everything is moderated by a third-party manager.”

Molloy and his team started to build the program and identify industry partners in 2016, then introduced PIA Managed Co-Ownership to the market in 2018.

“Since then, we’ve completed matches coast-to-coast and compiled a database of over 600 qualified candidates – people who can afford to buy their own airplane but just don’t fly enough hours to justify individual ownership.”

Find Your Match
The first phase of the process can be thought of as “match-dot-com” for business aircraft. Once an appropriate match is identified, it moves to an informal “it’s-just-lunch” phase that allows the candidates to meet one another and confirm their interest in moving forward. Next, the co-owners select a management company—what Molloy considers key to any successful partnership.

“We have relationships with some of the best management companies in the business, and we’re happy to make the connection, but the final decision is up to the co-owners,” Molloy said. “Everything regarding the aircraft’s operation and usage is outlined in the structured agreement. The managers carry out what the co-owners have agreed to.”
Half Ownership Nets Full Usage
Another key to Partners In Aviation’s success is the access afforded to each co-owner.

“Each owner has control of the aircraft for a full seven days, every other week,” said Molloy. “Additionally, there is a financial incentive for each to make the airplane available on their control days, when they don’t plan to use it. We are matching two low-utilization operators who fly 100-125 hours per year, or about 4-5 days per month. With full control every other week and incentivized access on the off-week, our clients enjoy access to their aircraft 25 days per month, on average, while paying for half. We aren’t the right model if you fly most every week, but the value proposition is compelling for those who fly in this space and control their schedule.”

Options In All Jet Categories
As for what type of aircraft Partners In Aviation’s customers want to own, Molloy said that, while they have completed some new-aircraft matches, most are pre-owned with interest split evenly between light-jets, midsize and super midsize.

“We have some interest in the turboprop and heavy-jet segments, but most of our activity is in the middle,” said Molloy.

A Defined Legal Structure
According to Molloy, PIA co-owners are all highly successful individuals who employ very good legal and financial counsel.

“The program has to be up to par for both, and it is. Your team will work directly with PIA’s legal counsel throughout the process, to confirm your comfort in the match, the aircraft, and the structure.

PIA serves two distinct clients – current owners interested in selling half of their aircraft, and non-owners looking to buy half of an aircraft.

“If you fit either, the right partnership, or more accurately PIA Managed Co-Ownership, may be the perfect solution for you. Our co-owners fly their aircraft, on their schedule, at half the cost of sole ownership. What’s better than that?”

PartnersInAviation.com
info@partnersinaviation.com
(312) 967-4501
Business aviation is essential to tens of thousands of companies of all types and sizes that are trying to compete in a marketplace that demands speed, flexibility, efficiency, and productivity.

- **42%** of business aviation missions often involve multiple destinations.
- **80%** of business airplane flights that are into small towns & communities.
- **+50%** of business airplanes are turboprops or smaller jets.

*Source: NBAA Business Aviation Fact Book*
Can I Send This From The Sky?

The right connectivity lets you get data off the aircraft

Will this PowerPoint actually get to my boss during my flight? That stressful question when hitting “send” on board an aircraft has been repeated countless times. Getting documents and data off an aircraft while in flight has been the thorn for most connectivity systems. SmartSky aims to change that.

One major question when exploring connectivity is “How much bandwidth to and from the aircraft do you need when you’re on board?” It’s tough to know, but the answer usually has been “more.” For several years, data needs have been rising in an always-connected world, whether you’re on the ground or in the air.

Aircraft operators, owners and passengers are calling for the ability to get more data, documents, photos and more off the airplane, especially for business and aircraft efficiency needs. Most connectivity systems focus on delivering data only to the passenger. In some cases, 90% of the total capacity of the connection is to the aircraft. Only 10% goes from the airplane to the ground, a fault of the overall architecture of legacy systems. SmartSky’s next-generation Wi-Fi network will deliver a nearly 50%/50% data split to and from the aircraft.

The high-performance Wi-Fi network from SmartSky will allow super-fast connections, enabling everything from video calling to live gaming to cloud-based file transfers. This means a better user experience and satisfied fliers who don’t have to settle for text-only services or legacy systems that don’t perform. SmartSky’s patented beamforming technology also will be more secure, with one beam per aircraft instead of one beam for several.

Stream aircraft maintenance data while you talk to the office. Send the PowerPoint during a video chat. Don’t put limits on what you do in the sky.

THE SOLUTION
- Next-generation Wi-Fi
- Send data to and from the aircraft smoothly
- Use for passengers and aircraft operational data
Studies show that traveling on business aircraft can significantly improve productivity. In fact, Washington, D.C.-based NEXA Advisors states that S&P 500 companies that use business aircraft outperform those that do not.

57% of companies using business aviation have fewer than 500 employees. BUSINESS AIRCRAFT USERS OUTPERFORM NON-USERS BY 23% in revenue growth. S&P COMPANIES USING BUSINESS AVIATION OUTPERFORMED THOSE THAT DON’T BY 70%.

Source: NBAA Business Aviation Fact Book
Whether it's a simple inspection, avionics upgrade, or a major AOG incident, when it comes to getting your aircraft back in the air, you can't overstate the value of airframe-specific experience and expertise. And once you find an MRO that knows your aircraft, and delivers great service, you want to stay with it. That's exactly why hundreds of owner/operators have helped West Star Aviation become one of business and general aviation's largest MRO providers.

“We started in 2002, specializing in turboprop Cessnas and Citations. Over the years, as our customers have grown their operations, we have added capabilities to meet their needs,” said Jim Rankin, CEO, West Star Aviation. “Our philosophy has been to build long-term relationships with our customers. As their aircraft have changed, we have changed with them.

“Over the years, we’ve expanded our expertise to include Dassault, Bombardier, Embraer, Gulfstream, and others,” he continued. “Now we specialize in 11 different airframes, and we’re known for our high level of aircraft-specific expertise. That commitment includes ‘type rated’ technicians at each facility who specialize in the major disciplines – avionics, MRO, interiors, paint, and all for each of those types.

“We call them our Program Directors. For example, we have a person who’s in charge of all of our Falcon work at all of our facilities,” Rankin said. “He travels to any of our other locations whenever there is a unique problem to solve. Product knowledge is invaluable.”

Along with dedicated type specialists, Rankin shared another example of just how far West Star Aviation goes to meet its customers’ changing needs.

“We now have customers operating large Gulfstreams, Lineages, and Globals. We built the new, large paint facility in Chattanooga, Tennessee, to meet their needs,” he said. “Our model is built around being a one-stop shop for all of their needs, now and in the future. I know our loyal customers value that kind of commitment.”

Since 2002, private and corporate business aircraft owner/operators have relied on West Star Aviation’s unique blending of specific airframe expertise and personalized customer service to get the most for their maintenance, repair, overhaul and modification dollar.

THE SOLUTION

- One-stop shop for MRO, avionics, and completions services on 11 types of turboprops and jets.
- 10 locations to provide scheduled maintenance, inspections and AOG/MRT services.
- Received the 2020 FAA Diamond Award for Excellence for completing specialized training.

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SOLUTIONS IN BUSINESS AVIATION
For nearly 120 years, the name Rolls-Royce has been synonymous with some of the greatest advancements in automotive and military, commercial and business aviation engine technologies. So, it was no surprise that when Grumman’s Gulfstream I, the world’s first purpose-built business aircraft, flew in 1958, it was powered by Rolls-Royce’s RB.53 Dart turboprop engine.

Sixty some years and 8,000-plus engines later, Rolls-Royce is still powering the most advanced business aircraft from Bombardier, Cessna, Embraer, and Gulfstream.

Although the technology behind each new generation of Rolls-Royce engine has changed, one thing hasn’t: the company’s unwavering commitment to providing the best customer support experience in the business aviation industry.

While delivering on that promise may sound easy, it never is. Unlike commercial airline operators, business aircraft owners are all unique in their individual service needs, and it’s taken considerable investments in time and resources for Rolls-Royce to stay ahead of its customers’ expectations.

“We’ve spent a lot of time talking to our aircraft manufacturing customers and to individual aircraft owner/operators to learn what is truly important to them. Why did they buy their particular aircraft? How can Rolls-Royce best serve their particular needs?” said Andrew “Andy” Robinson, Rolls-Royce’s SVP, Customers and
Service, Business Aviation. “It’s clear that our customers believe that outstanding service is a major differentiator in business aviation.

“So, we’ve expanded our commitment to provide services that will meet their expectations,” he continued. “For example, we now have a brand new 24/7 Availability Center at our headquarters in Germany that looks after all of our business aviation engines worldwide. That way, we can ensure faster response times and reduce AOG downtime wherever in the world our customers are.”

Robinson explained that backing up this promise is Rolls-Royce’s Global Service Network of OnWing Services Technicians who are supported by over 75 strategically located Authorized Support Center (ASC) facilities. Nine global parts stores and a dedicated team of Customer Managers specially trained to quickly support a customer’s scheduled and AOG maintenance needs.

Seeing VR training as a real-world solution.

As if meeting all the myriad of different needs required by its array of customers wasn’t enough of a challenge, now Rolls-Royce’s global support team is faced with new travel and social-distancing requirements.

“Site visits will always be required to meet our service goals, but we have been experimenting over the past few years with different types of Virtual Reality and Augmented Reality technologies,” explained James Prater, Rolls-Royce’s VP Services, Business Aviation. “We’ve been testing the VR Familiarization Training program for the BR725 engines with our Corporate Customer Council (C3) and they are thrilled with it. In fact, we just started shipping kits to customers and service centers.

“Technicians can go through all of the various inspections and repair processes with a live Rolls-Royce instructor,” he said. “It eliminates all the costs and risks of traveling to the U.S. or U.K. to a training center. Technicians can now get the training they need when and where they are. It’s going to be a game-changer.”

Robinson added that advancements like VR training wouldn’t happen if it weren’t for the close relationships the company maintains with the members of its C3.

“Their input and guidance have been invaluable. We have found that sharing ideas like VR or our new Technical Publications with animated 3D assembly and getting their feedback is highly beneficial for us,” he said. “Another program they initiated was the introduction of our CorporateCare Enhanced program, which is the first offering of its kind that covers the engine, nacelle, and thrust-reverser. If we supply it, it’s covered. Our customers asked for it, and we’ve delivered.”

Totally focused on delivering Rolls-Royce quality support.

“We have over 8,000 engines in the business aviation fleet and we work very hard with each customer to find ways to deliver the level of support they expect from us,” Robinson said. “We are 100 percent focused on delivering whatever solutions we need to continue to be the number-one service provider in business aviation.”
Several studies have shown that productivity and efficiency gains from business aviation translate into tangible and quantifiable benefits for companies, shareholders, and the national economy.

Source: NBAA Business Aviation Fact Book

BENEFITS OF BUSINESS AVIATION

- Employee time savings
- Improved productivity
- Strategic transaction acceleration
- Protection of intellectual property
- Improved customer service

BUSINESS AVIATION HELPS GENERATE MORE THAN $200 BILLION In economic activity each year

Source: NBAA Business Aviation Fact Book
When Bob Wilson created Wilson Air Centers, he set out to establish a different set of FBO operations. From the ground up, each FBO has been designed thoughtfully, with the end goal being outstanding service and an unforgettable visit.

The canopy in Memphis, the largest in the world at its construction, is now a recognizable landmark in general aviation. It also inspired the phrase “It’s a beautiful day at Wilson Air Center.” With 26,000 sq. ft. of canopy protecting aircraft and customers from the elements, it is always a beautiful day at Wilson Air Center.

And when customers arrive under the canopy, says Bob Wilson, “We treat them like we would want to be treated. The pilot flying the piston single gets the same service as the people on the Gulfstream. Big or small, we love them all.” It’s a simple theory, but one that is proven to work well, “We have not changed our philosophy over the years,” he adds. “Even if we are the only FBO on the field, we still deliver excellent service at fair prices. We are the ‘Plane Best.’”

Wilson explains that most of the FBO’s success is credited towards his employees. “I am very fortunate to have great employees who understand what I expect out of them. All four FBOs, Memphis, Houston, Charlotte, and Chattanooga, have excelled.”

With such a solid understanding of the importance of customer service baked into the culture of Wilson Air Center, Bob turns to another facet of the FBOs: “I always tell my employees when looking at survey results, bricks and mortar are my problem, not yours. What I really look at is how we rank in customer service. We deliver a great product, and I want our facilities to reflect our attention to detail and outstanding service.” With this renewed emphasis on improving all facilities, examples of Wilson Air Centers’ upgrade projects include:

- In Memphis, an ongoing major FBO lobby renovation
- In Houston, a completely new terminal and a new 18,000-sq.-ft. hangar
- In Charlotte, new flight department/offices, a lobby upgrade, a 38,000-sq.-ft. hangar in process, and an FBO renovation
- In Chattanooga, a new 25,000-sq.-ft. hangar and a 3,700-sq.-ft. lobby/office complex

As for the chain’s consistently high ranking in all the major customer polls, Wilson says, “We have never asked for a vote in these polls. If we deliver great service, customers will remember us. Our team delivers.”

Continuously one of the top-rated FBOs in the Americas by AIN.

Best Small FBO Chain by Professional Pilot Magazine–13 years.

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THE SOLUTION
• Working with aviation OEMs to license or acquire products with the intent to sustain and extend the product life cycle.
• Ongoing manufacturing and support to keep legacy aircraft flying.
• Solutions for obsolescence, difficult to support products, parts, and components.
• In-house engineering, redesign, and production of low volume, high mix components.
• Provides continued manufacturing, repair, and support for legacy avionics from Avidyne, Collins Aerospace, Esterline, GE Aviation, L3Harris, Universal Avionics Systems, and many more.
Our audience is an elite group.

- 79% owner/partner/president/CEO
director/chairman/CFO
- 86% fly privately
- Mean household net worth: $17.97 million
- Readers have been involved with private air travel for an average of 17.2 years and take an average of 44.1 flights per year
- 68% are involved in purchasing aircraft and related services
- On average, each subscriber passes along to 1.98 more readers, resulting in a substantially larger total audience
- 82% read at least half of each issue, including 58% who read between 3/4 and all
- Average reader spends 47 minutes with each issue

Source: Independently conducted Signet Research Inc. 2020 reader study
When entrepreneur David H. Murdock started Castle & Cooke, Inc.’s flight department in the mid-’70s, he wanted the convenience, security, and privacy that only private aviation can deliver. He also wanted to extend those amenities from the aircraft to the on-ground experience. The result was the company’s country-club-like lobby/hangar complex at Van Nuys Airport. “It was like a private club for business aircraft users. It became so popular that he expanded and started renting space to his friends and associates for their aircraft,” explained Castle & Cooke Aviation’s president, Tony Marlow. “This was a very upscale facility. There was nothing else like it. That was Castle & Cooke Aviation’s entry into the high-end FBO business.”

“Van Nuys was our first operation, started in 1981. However, it was a private facility for tenants only. Their first full-service FBO was Everett, Washington, in early 2008, followed by the opening of Honolulu in May 2008. Van Nuys became a full-service FBO after adding additional land, and building a new 40,000-SF hangar, new ramp, and a new FBO lobby in 2010. “Castle & Cooke owns several businesses in Hawaii, including the Dole Fruit company. Mr. Murdock was making a lot of trips to Honolulu, and realized the one thing that the airport didn’t have was a high-end FBO,” Marlow says. “He owned two Four Season resorts in the islands, so we bought an existing FBO and totally re-made it with the elegant look, feel, and highly personal services made famous by those resorts.” Marlow stated that while Castle & Cooke Aviation’s three FBOs are in totally different locations, they all share that same commitment to delivering the unique array of 50th state-of-mind, personal, private, and secure services that the operation was founded on.

“Castle and Cooke Aviation strives for excellence – excellent services, excellent people, excellent training, and we put it together to deliver an elegant experience – no matter what it is – to every visitor,” he says. “Whether it’s full aircraft services, or just a friendly hello, we’ve got nice places here, and we’re really going to take care of you.” Aloha and Mahalo.

**THE SOLUTION**

- Three strategically located FBOs serve as the gateways to all points west.
- Whether it’s PHNL, KVNY, or KPAE, every visitor is treated to true Aloha hospitality.
- Ability to handle CBP clearances, Foreign Trash services, Ag inspections, and Australian Insecticide needs on-site.

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**Aloha**. It’s a Hawaiian word with many meanings: greetings, love, peace, respect, mutual understanding, and goodbye. To Castle & Cooke Aviation, it’s also a one-word definition for the high-level of personal care and attention that everyone who visits its FBOs receives.
We know airplanes and loans.

Talk to many aircraft buyers, and you’ll find out that one of the hardest parts of the process is often finding the loan. Well, not just a loan – the right loan. Obviously, they weren’t working with the aviation experts at AOPA Aviation Finance.

“More than any lender, we work with the banks to provide the buyer with solutions that are consistent with their needs with regards to the financing package,” Meredith said. “We find that doing things this way – putting the buyer’s needs first – we get not only a member that’s happier with the deal, but the lender is happier also. And a happier lender is usually a more flexible lender.”

He also explained that the type and age of the aircraft can impact the offering options, especially with larger-value turboprops and jets. The association’s experience with all types of aircraft can pay dividends for prospective borrowers.

“We can help them arrange for pre-approvals for their loans,” Meredith said. “That way they go in knowing what they can afford so they don’t waste time looking at or negotiating a deal for an airplane they can’t buy. We’re here to help our members make the buying process as easy as possible.”

One source for all of your aircraft financing needs.

For nearly 30 years, AOPA Aviation Finance has helped business and general aviation aircraft buyers find the custom-tailored financing package they need to make their ownership dream a reality.
For over 5 years, the professionals behind Engine Assurance Program have been helping owners of prior-generation business jets to not only control the cost of their ongoing engine maintenance but also to assure the aircraft’s reliability and resale value.

Sooner or later, every business jet goes up for sale. And when that time comes, its owner wants to net the maximum resale value. Some owners go so far as to perform pre-sale avionics, cabin, or exterior upgrades, attempting to elevate said value.

While those steps may or may not work, one thing owners can do that pretty much guarantees maximum resale is to keep the engines on a proactive maintenance plan.

“A respected engine maintenance program is one of the best ways to maximize your aircraft’s value. It will pretty much pay for itself when you sell,” stated Sean Lynch, program coordinator for Engine Assurance Program. “The problem facing owners of older aircraft is that they have tough decisions to make as the airframe loses value and the cost to keep them on an OEM engine program goes up.

“We are the first and only engine program that specifically focuses on engine models 20 years old or older,” he continued. “And our program can be priced at 80 to 100 dollars less per hour than the competition.”

Lynch explained that Engine Assurance Program’s pricing is the result of analyzing “hundreds and hundreds” of engine shop visits. Their analysis included detailed costs of all types of maintenance and repairs from the simplest to complete turbine engine overhauls.

“We know how much it costs to maintain these engines and we’ve priced our program at a level that makes it affordable, but encourages the owner/operator to stay with the program for as long as they own the airplane,” he said. “Owners will often take aircraft off a program to save money. The fact is it will probably cost them more in diminished aircraft value.

“While owners initially come to us for our coverage, they often stay with us because of our customer service,” Lynch added. “Our high level of personal service is the thing our customers and vendors like about us. We truly care about them and bend over backward to meet their needs.

“We recently polled our customers, and our number-one attribute was that they can pick up the phone and directly call any of us,” he said. “We truly value and respect our customers. We treat them like friends.”

**THE SOLUTION**

- Only engine coverage provider specializing in “matured” turbine engine models.
- Full-service engine maintenance coverage at up to $100 less per hour than the competition.
- Coverage available for many Honeywell, Pratt & Whitney, GE, and Rolls-Royce engine models.
Aviation Clean Air’s patented needlepoint bipolar ionization (NPBI™) is not only proven to neutralize COVID-19 and a host of other pathogens in the air and on hard and soft surfaces, it leaves the aircraft’s cabin smelling as fresh as a spring shower.

Remember when keeping business aircraft passengers “safe” meant protecting them from terrorists, dangerous weather, and cyber hackers? Today, to be “safe,” you also have to protect them from germs and viruses.

Of course, the smaller the foe, the bigger the challenge. Sure, you can spray or wipe every surface in the aircraft down with disinfectants. And that works—as long as no one goes in the aircraft. The first unsterilized passenger will also bring aboard countless pathogens.

“Aviation Clean Air’s patented NPBI™ technology is proven to neutralize COVID-19, as well as many other common pathogens,” stated Aviation Clean Air Member Tom Davis. “It is the only system of its kind that uses ionization to clean and decontaminate air and surfaces but does not produce any harmful ozone.

“The real key to our system is it purifies not only all the air that comes through the environmental control system, but also every crack, crevice, and surface (both hard and soft) that the air touches,” he said. “Our system puts over 20,000 ions per cubic centimeter in the cabin. Those ions neutralize viruses, bacteria, VOCs and odors as well as remove allergens [particles] from the air.”

Davis said that the Aviation Clean Air system is not a filter, but an active part of the aircraft’s environmental control system (ECS). Whenever the system is operating, so is ACAs ionization production system. When the aircraft is on the ground with no conditioned air coming through the ECS, Aviation Clean Air also offers a portable unit that can be used to keep the cabin “clean” during layovers and when undergoing maintenance.

While the Aviation Clean Air system is often thought of as a solution for larger-cabin aircraft, Davis stated that because of its small size and solid-state design, the system could be installed on most cabin-class business aircraft.

“Even after the COVID-19 pandemic is over, passengers will want to know that the aircraft they are traveling in is as clean and germ-free as possible. Our system will give operators and passengers alike the peace of mind in knowing that they are traveling in the cleanest and safest cabin environment they can possibly find,” Davis concluded.
Cancer Patients Fly Free

Filling Empty Seats With Hope

Corporate Angel Network arranges free travel on corporate aircraft for cancer patients traveling to and from treatment. Business jet travel makes it possible for patients, especially those in locations with minimal airline access, to travel to specialized medical centers.

Contact us today to learn more about patient travel services or to donate space on your aircraft.

“It’s wonderful that organizations like the Corporate Angel Network are able to help connect those most in need of flights to those who are flying.”

-Henry Maier, President and CEO, FedEx Ground
Whether it’s training as a pilot, other aviation-related careers, traveling for fun, or looking to relocate an aerospace-related business, Kissimmee Gateway Airport has what you need to make all of your aviation dreams come true.

While so many city planners around the United States see their local airport as a negative, the group overseeing Kissimmee Gateway Airport in Kissimmee, Florida, see it as a major positive. They not only appreciate the airport for what it has meant over the past 80 years but more importantly, they see it as a launching point for future growth.

“This is an amazing milestone for us,” said Shaun Germolus, director of aviation, City of Kissimmee. “What started as an Army training airfield in 1940 is now a thriving business and general aviation airport and a valuable asset to the city and region.”

According to Germolus, calling it a “valuable asset” is truly an understatement. He said that the airport and its tenant businesses annually contribute over $190 million to the area’s economy.

“In 2019, we had over 135,000 tower operations. That was up 24 percent from 2018,” he said. “Kissimmee Gateway Airport is extremely convenient to all of the theme parks, the Orange County Convention Center, and all other recreational and business destinations in and around Central Florida.

“It’s also much more private and convenient than using the international airport,” Germolus said. “That’s very attractive to personal and business travelers. Our resident FBOs take great care of all of our visitors.”

Central to business success

While people think that Central Florida begins and ends with Disney World or Universal Studios, there’s more to the area’s aviation heritage than Space Mountain. A recent report by Enterprise Florida says that the region plays an ever-expanding role in the country’s aviation and aerospace industries. And Germolus said that Kissimmee Gateway Airport wants to be the catalyst of that growth.

“We have over 200 acres of untapped property here at the airport that is ideal for development by any number of aviation or aerospace businesses,” he said. “Our innovative Aerospace Advancement Initiative is an aggressive economic incentive program, designed to spur business interest and investment in the airport.”

THE SOLUTION

- Celebrating 80 years of serving Central Florida’s growing aviation needs.
- Most convenient airport to major theme parks, recreational, and business destinations.
- Aerospace Advancement Initiative has opened 200 acres for purpose-built aviation/aerospace facility construction.

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See you again in 2021!