



# The Paragon Network

April 2014 Newsletter

The [Paragon Network](#) is an exclusive group of **independent FBOs** that provide an elite experience to business aviation travelers in North America.

## Event Calendar:

### Master's

Augusta, GA

April 7- 13, 2014

### Passover

April 14-22, 2014

### ABACE

Shanghai, China

April 15-17, 2014

### Good Friday

April 18, 2014

### Easter

April 20, 2014

## Our FBO Members:

[XJet \(KAPA\)](#)

[Jet Aviation \(KBED\)](#)

[Clay Lacy Aviation \(KBFI\)](#)

[Lane Aviation \(KCMH\)](#)

[Jet Aviation \(KCPS\)](#)

[Jet Aviation \(KDAL\)](#)

[DuPage Flight Center \(KDPA\)](#)

[Metro Flight Services \(KDTW\)](#)

[Henriksen Jet Center \(KEDC\)](#)

[Fargo Jet Center \(KFAR\)](#)

[National Jets \(KFLL\)](#)

[Texas Jet \(KFTW\)](#)

[Hill Aircraft \(KFTY\)](#)

[Aero Air \(KHIO\)](#)

[Jet Aviation \(KHOU\)](#)

[Flightline First \(KNEW\)](#)

[Fontainebleau Aviation \(KOPF\)](#)

[Jet Aviation \(KPBI\)](#)

[StarPort \(KSFB\)](#)

[Jet Aviation \(KTEB\)](#)

[Henriksen Jet Center \(KTME\)](#)

[Tampa Int'l Jet Center \(KTPA\)](#)

[Legacy Jet Center \(KTUL\)](#)

[Clay Lacy Aviation \(KVNY\)](#)

[Odyssey Aviation \(MYEF\)](#)

[Odyssey Aviation \(MYNN\)](#)

[Pazo's FBO Services \(TJSJ\)](#)

### Safety

Uncompromising safety is the most important ingredient in aviation today. Each one of our members are NATA Safety First

## AIN Readers Give Top Marks to Paragon Members in Annual FBO Survey



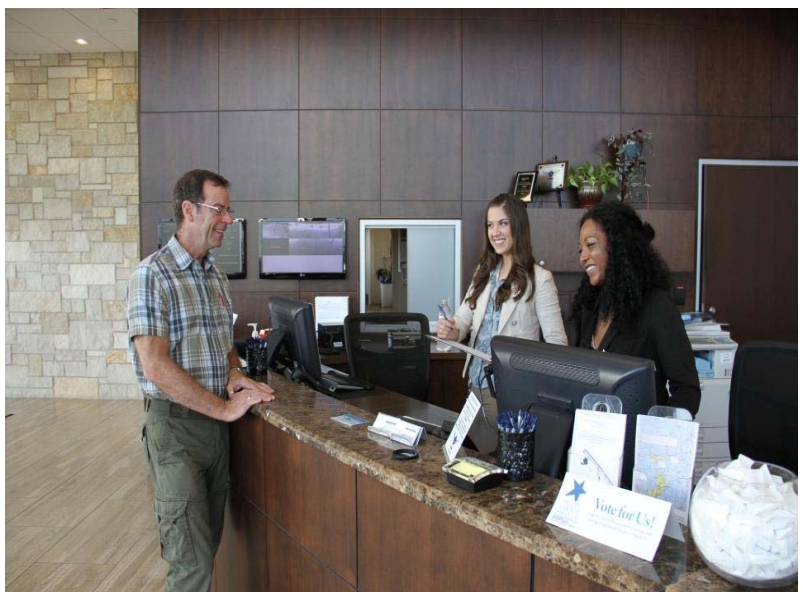
Photo above: The expansive lobby at National Jets (KFLL). AIN Readers ranked National Jets among the top 10% of all FBOs in the Americas.

Paragon Network members were recognized for their outstanding safety, service and facilities in the [2014 AIN FBO Survey of the Americas](#). **Tampa Int'l Jet Center (KTPA)** and **XJet (KAPA)** were two members that placed among the Top 5% of all FBOs rated. Other members recognized include **Fargo Jet Center (KFAR)** and **National Jets (KFLL)**, both of whom placed in the Top 10%. **Jet Aviation (KPBI)** and **Texas Jet (KFTW)** were also recognized in the Top 20%.

"There's no rocket science to what we do in the FBO industry," said Tampa Int'l Jet Center President, Phil Botana, in the article. "I think it's the execution, over time proving to customers and flight departments that the same things they like will happen each time they arrive."

Paragon Members were also regional favorites in the survey, with **DuPage Flight Center (KDPA)**, **Clay Lacy Aviation (KBFI)** and three **Jet Aviation** locations (**KBED**, **KHOU** and **KTEB**) scoring among the Top 5 FBOs in their region. All Paragon Members recognized for being among the top 30% overall were also recognized within their region.

## Photo Spotlight: The Paragon Network's Elite Customer Service



Certified or has completed equivalent program.

#### Service

Award winning service is undeniable in the Paragon Network. Each member has been rated among the top best FBOs in North America.

#### Reliability

This group of FBOs are the most consistent and dependable operators in North America.

#### Value

Our network of PAG locations guarantee a quality facility and outstanding service at a competitive price.

#### Quality

The PAG can guarantee a first-class operation through comprehensive audits and core standards that each FBO is required to meet before joining the group.



**Top:** Just minutes away from the heart of Austin, *Henriksen Jet Center (KEDC)* is home to one of the world's largest arrival canopies (its sister location in Houston has the largest). Their customer service and concierge team can handle any last minute requests with ease.

**Middle:** *Hill Aircraft (KFTY)* is the premier FBO servicing the Atlanta-Metro area and provides easy access to downtown. Tee Mickle, Shanna Maggiano, Anna Hill (FBO Owner), Savanna Kidd and Savannah Mae are pictured from left to right.

**Bottom:** *Odyssey Aviation (MYNN)* is known for its outstanding FBO in Nassau, Bahamas. Their award-winning customer service team is pictured above.

## Are You Paragon Preferred?



Flight departments utilizing the Paragon Network now receive more benefits than ever before. In addition to experiencing award-winning, elite service, you can now receive custom fuel pricing from participating locations in the Paragon Network. By joining Paragon Preferred you can:

- Access custom fuel pricing in real-time via your Paragon Preferred account.

- Receive a weekly CSV file with pricing information that can be easily uploaded into most scheduling software.
- Access pricing information via FuelerLinx if you are a FuelerLinx subscriber.

[Join Now!](#)

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## Paragon Praise Q1

The Paragon Network is comprised of some of the most elite, independent operators in the industry. Here are some outstanding comments about Paragon Members on AirNav from Q1:



**Praise for Henriksen Jet Center (KTME)**

*"This is one of the best FBOs in Texas. The staff is top notch and the facility alone is worth going out of the way for."*



**Praise for StarPort (KSFB)**

*"StarPort is in a class by itself, Kristy and Deanna are wonderful ladies who are always on top of your requests."*



**Praise for XJet (KAPA)**

*"The service and attention were terrific. They made my passengers and me feel special. Top notch in every way and I will be back."*

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