



The Paragon Network

May 2015 Newsletter

The **Paragon Network** is an elite group of **independent FBOs** that provide a first-class experience to business aviation travelers in North America.

Event Calendar:

[Click here](#) to view our new interactive event calendar!

A screenshot of a web-based interactive event calendar. The calendar is organized by month and year, with various events listed in colored boxes across the days of the month.

Mayfest

Fort Worth, TX
April 30th - May 3rd

Minneapolis ComicCon

Minneapolis, MN
May 1st - 3rd

New Orleans Jazz and Heritage Festival

New Orleans, LA
May 1st - 3rd

Barksdale AFB Defenders of Liberty Air Show

Los Angeles, CA
May 2nd - 3rd

ASPRS 2015 Annual Conference

Tampa, FL
May 4th - 8th

NBAA 2015 Maintenance Management Conference

Portland, OR
May 5th - 7th

Cinco de Mayo

May 5th

Bahamas Junkanoo Carnival

Nassau, Bahamas
May 7th - 9th

"Kids Fly Free" at StarPort



StarPort (KSFB) is hosting a "Kids Fly Free" event for the 2nd time this year with the cooperation of EAA (Experimental Aircraft Association) #74 Young Eagles, Orlando Youth Aviation Center, and Crosswinds Flight Training!

This is a great opportunity to introduce aviation to our youth. FAA Certified Pilots will be giving kids between the ages of 8 - 17 FREE PLANE RIDES! A parent or guardian must sign a permission slip before the flight.

The event will be held on May 16th, 2015 from 9am - 12pm at the Orlando-Sanford International Airport at StarPort, 100 StarPort Way, Sanford, FL 32773.

[Click here](#) to download the event flyer!

The 2015 Pro Pilot PRASE Survey Results Are In!

NBAA Business Aviation Taxes Seminar

Dallas, TX
May 8th

Mother's Day

May 10th

National Receptionists' Day

May 13th

NBAA Regional Leadership Roundtable

Minneapolis, MN
May 14th

Kids Fly Free at StarPort

Orlando, FL
May 16th

EBACE2015 - European Business Aviation Convention and Exhibition

Geneva, Switzerland
May 19th - 21st

Sizzle Miami 2015

Miami, FL
May 21st - 25th

Atlanta Jazz Fest

Atlanta, GA
May 22nd - 24th

Comicpalooza - The Texas International Comic Con

Houston, TX
May 22nd - 25th

Indianapolis 500

Indianapolis, IN
May 24th

Memorial Day

May 25th

Texas Trucking Show

Houston, TX
May 25th - 27th

MomoCon

Atlanta, GA
May 28th - 31st

Rhode Island Air Show

Providence, RI
May 30th - 31st

Discover Aviation Days

Blaine, MN
May 31st

Aviation Festival Americas

Miami, FL
June 2nd - 3rd



Congratulations to our elite Paragon members who ranked in the Top US FBOs in the [2015 Pro Pilot PRASE survey!](#)

Pro Pilot subscribers scored their FBO selections from 1 (poor) to 10 (excellent) in six categories: Line Service Team, Customer Service Representatives (CSRs), Facility, Amenities, Promptness & Efficiency, and Value for Price.

XJet (KAPA)

#3 - Best US FBOs
#2 - Best Independent FBOs

Texas Jet (KFTW)

#5 - Best US FBOs
#3 - Best Independent FBOs

National Jets (KFLI)

#10 - Best US FBOs
#6 - Best Independent FBOs

Clay Lacy (KBFI)

#25 - Best US FBOs
#12 - Best Independent FBOs

Odyssey Aviation (MYNN)

#4 - Best Caribbean FBOs

Mother's Day is May 10th!



The Paragon Network would like to wish a Happy Mother's Day to all of the special women out there who continue to provide unconditional love to their children. We are thankful for everything you do!

Our FBO Members:

[XJet \(APA\)](#)
[Clay Lacy Aviation \(BFI\)](#)
[DuPage Flight Center \(DPA\)](#)
[Henriksen Jet Center \(EDC\)](#)
 [Fargo Jet Center \(FAR\)](#)
[Premier Jet Center \(FCM\)](#)
[National Jets \(FLL\)](#)
[Texas Jet \(FTW\)](#)
[Hill Aircraft \(FTY\)](#)
[Aero Air \(HIO\)](#)
[Fontainebleau Aviation \(OPF\)](#)
[Providence Jet Center \(OQU\)](#)
[StarPort \(SFB\)](#)

Win a \$100 Visa Gift Card!

[Henriksen Jet Center \(TME\)](#)
[Tampa Int'l Jet Center \(TPA\)](#)
[Legacy Jet Center \(TUL\)](#)
[Clay Lacy Aviation \(VNY\)](#)
[Odyssey Aviation \(GGT\)](#)
[Odyssey Aviation \(NAS\)](#)
[Pazo's FBO Services \(SJU\)](#)

Safety

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



Visit any Paragon Network member and submit feedback during the month of May to be entered for the chance to win a \$100 Visa Gift Card!

[Click here to take our survey](#)

Customer Feedback

★★★★★

From Larry & Norma Armes on XJet (KAPA)

While the beautiful facilities here are world class, it is the very positive attitude, inspired customer service oriented team members, who work together like clockwork that makes this FBO so excellent. The line crew members are so professionally on their game, while being friendly and so helpful. The "Bond Girls" aka The "XJet Angels" are awesome. Friendly, knowledgeable Christine came out to our plane to welcome us on arrival. Megan and Sally, on the counter, are such great customer service employees. Jackie is a gifted sincere concierge with a very positive attitude. Over night ramp fees and 100LL were a great value at prices lower than expected for the ultimate service we received. This would definitely be James Bond's FBO of choice at KAPA! We hope to be back to this FBO. Thanks!

★★★★★

From Steve Cottrell on XJet (KAPA)

Passengers had a rental car mix up and XJet more than stepped in to help. They arranged a new rental car, mixed a full container of Mimosas, and even entertained the kids. XJet came through 100%!

★★★★★

From Christian Morales on Texas Jet (KFTW)

I have flown in several times in the past and the service has always been good. Today's visit was no exception. Both of us pilots were in a hurry due to bad weather, but rather than walking away like most ramp personnel do at other airports, Tessa stayed, offered a bottle of water and held a conversation while the other pilot helped the passenger. She remained with us until we began to taxi out. Even though it was a small gesture, the small details are what make the visit memorable. Thanks for the good treatment, hope to see you guys soon.

★★★★★

From Russell Marlowe on Fontainebleau Aviation (KOPF)

Great service, from the line to check-in, to the rental car service! Overnight fee waived with fuel purchase and we received an upgrade on our rental car. Top notch service. Looking forward to our return next month.

★★★★★

From Kent Magnuson on DuPage Flight Center (KDPA)

Great service recently for our trip. Thanks folds. Well done.

★★★★★

From Rob G on Henriksen Jet Center (KEDC)

Outstanding stop! Staff is great, wonderful service, and a very nice facility. The location and ease of access from Austin is another reason to use this FBO.

★★★★★

From Molly Beck on XJet (KAPA)

This is the best private aviation company!

★★★★★

From Jeff Lawson on Henriksen Jet Center (KEDC)

A very cool and modern FBO with an excellent pilot's lounge! Friendly and helpful staff available 24 hours.



From Steve Kuhlman on Premier Jet Center (KFCM)

Great FBO with the best service in the industry. They have been great and I plan to use them on every trip to the Minneapolis area.



From Shelley Driscoll on Aero Air (KHIO)

I just wanted to say this place was so warm and friendly!!! We got there 45 minutes before schedule and the receptionist offered us coffee, hot chocolate, hot tea, candy, basically whatever we needed to feel at home! They ALL were very friendly and made small talk with my kids as we waited! I would say if anyone ever needed a private flight area, this would be the place to go to! We were very impressed!

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