



The Paragon Network

May 2016 Newsletter

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



Are you Paragon Preferred?

Customers with Paragon Preferred status are now receiving more benefits than ever! [Click here](#) to learn more and register!

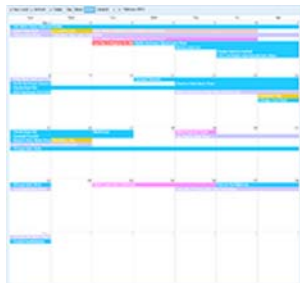


Interested in Becoming a Paragon Member FBO?

[Click here](#) to learn more about the benefits of becoming an elite member of the Paragon Network!

Event Calendar:

[Click here](#) to view the full event calendar!



Aircraft Electronics Association Int'l Convention & Tradeshow

Orlando, FL
April 27 - 30

Army Aviation Mission Summit

Atlanta, GA
April 28 - 30

Art in Bloom

Paragon Network FBOs Soar High in FBO Surveys



The 2016 AIN FBO Survey and the Pro Pilot PRASE Survey results were released this past month and our awesome FBOs ranked high as usual on both surveys.

AIN FBO SURVEY

Top-Rated FBOs in the Americas

Tampa Int'l Jet Center (TPA) - Top 5%

Fargo Jet Center (FAR) - Top 5%

Texas Jet (FTW) - Top 10%

Henriksen Jet Center (EDC) - Top 20%

Fontainebleau Aviation (OPF) - Top 20%

National Jets (FLL) - Top 20%

Top-Rated FBOs in the Americas by Region

Atlanta Metro Area

Fort Lauderdale/Palm Beach

Miami Metro Area

Tampa Metro Area

Austin/San Antonio Metro Area

Dallas/Fort Worth Metro Area

Fargo Metro Area

Chicago Metro Area

Caribbean

Hill Aircraft (FTY)

National Jets (FLL)

Fontainebleau Aviation (OPF)

Tampa Int'l Jet Center (TPA)

Henriksen Jet Center (EDC)

Texas Jet (FTW)

Fargo Jet Center (FAR)

DuPage Flight Center (DPA)

Odyssey Aviation (NAS)

Most Recognized Customer Service Employees

Greg Bowman, Hill Aircraft (FTY)

Holly Hopkins, Texas Jet (FTW)

Julie Silberman, Tampa Int'l Jet Center

Louis Hernandez, Fontainebleau Aviation (OPF)

Minneapolis, MN
April 28 - May 1

Art City Austin Festival
Austin, TX
April 29 - May 1

Bayou City Art Festival
Houston, TX
April 29 - May 1

Aviation Insurance Association Annual Conference
Miami, FL
April 30 - May 3

Milken Conference
Santa Monica, CA
May 1 - 4

Operations Conference and Exhibition (OPS2016)
Miami Beach, FL
May 2 - 5

Maintenance Management Conference (MMC2016)
Kansas City, MO
May 3 - 5

Cinco de Mayo
May 5

61st Annual Business Aviation Safety Summit
Austin, TX
May 5 - 6

World Wine Meeting (WWM) America
Chicago, IL
May 5 - 7

2016 NBAA Business Aviation Taxes Seminar
Washington, DC
May 6

Fort Lauderdale Air Show
Fort Lauderdale, FL
May 7 - 8

Mother's Day
May 8

Southwest Fuel & Convenience Expo
Austin, TX
May 9

Microsoft Cloud & Hosting Summit
Bellevue, WA
May 10 - 12

Friday The 13th Port Dover
Port Dover, ON
May 13

Dallas Truck & Jeep Fest
Dallas, TX
May 14 - 15

Exceedance 2016
Miami Beach, FL
May 16 - 19

South Florida Boat Show
Miami Beach, FL
May 20 - 22

Puerto Rico Comic Con
San Juan, PR
May 20 - 22

PRSA Travel & Tourism Conference

Pro Pilot 2016 PRASE Survey

Best US FBOs

- #2 Texas Jet (FTW)
- #10 National Jets (FLL)
- #43 Clay Lacy (VNY)
- #44 Clay Lacy (BFI)

Best Independent FBOs

- #1 Texas Jet (FTW)
- #7 National Jets (FLL)
- #14 Clay Lacy (VNY)
- #15 Clay Lacy (BFI)

Best Caribbean FBOs

- #2 Odyssey Nassau (NAS)

Best CSRs

- #4 Holly Hopkins, Texas Jet (FTW)

The 2nd Bi-Annual Paragon Network Leadership Meeting



The Paragon Network held their 2nd Bi-Annual Leadership Meeting at National Jets (FLL) in Fort Lauderdale from April 21st - 23rd. The agenda included a site evaluation with constructive feedback, shared best practices, an awesome team-building activity, and more!

The power of the Paragon Network is bringing 100% independent FBOs together to increase business through marketing, shared best practices, relationships, constructive feedback, and collaboration on awesome ideas. Based on survey results, we will have a 100% return rate next year and 100% of attendees stated that the meeting either met or exceeded expectations.



Attendees dinner at Trulucks Seafood, Steak & Crab House.



The team-building events' cardboard boats on display.

Houston, TX
May 22

EBACE 2016
Geneva, Switzerland
May 24 - 26

The Air Retail Show Americas
Miami, FL
May 24 - 25

AirXperience Americas
Miami, FL
May 24 - 25

World Low Cost Airlines Congress Americas
Miami, FL
May 24 - 25

Aviation IT Show Americas
Miami, FL
May 24 - 25

The Aviation Interiors Show
Miami, FL
May 24 - 25

Memorial Day
May 30

Summer X-Games
Austin, TX
June 2 - 5

Our FBO Members:

[Clay Lacy Aviation \(BFI\)](#)
[Ideal Aviation \(CPS\)](#)
[Yelvington Jet Aviation \(DAB\)](#)
[DuPage Flight Center \(DPA\)](#)
[Henriksen Jet Center \(EDC\)](#)
[Fargo Jet Center \(FAR\)](#)
[Premier Jet Center \(FCM\)](#)
[National Jets \(FLL\)](#)
[Texas Jet \(FTW\)](#)
[Hill Aircraft \(FTY\)](#)
[Odyssey Aviation \(GGT\)](#)
[Lux Air Jet Centers \(GYR\)](#)
[Aero Air \(HIO\)](#)
[Odyssey Aviation \(NAS\)](#)
[Fontainebleau Aviation \(OPF\)](#)
[Providence Jet Center \(OQU\)](#)
[Skyplace FBO \(SAT\)](#)
[StarPort \(SFB\)](#)
[Pazos FBO Services \(SJU\)](#)
[Henriksen Jet Center \(TME\)](#)
[Tampa Int'l Jet Center \(TPA\)](#)
[Clay Lacy Aviation \(VNY\)](#)
[Flite Line Services \(YKF\)](#)

Safety

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



Heat 1 getting ready to race their cardboard boats!

Thank you to our sponsors for supporting this great event and to the Paragon Network attendees for your participation and support in continuing to improve the value of the network by making this event a success! We look forward to our 3rd Leadership Meeting in 3Q2016.



Fontainebleau Aviation (KOPF) Promotes From Within



Fontainebleau Aviation (KOPF) truly values their employees and strives to ensure that employees who consistently meet the challenges presented to them are given the chance to grow into greater responsibilities. Fontainebleau Aviation is happy to announce the most recent updates within their Fontainebleau family. Please join us in congratulating them with their new promotions!



Caroline Corrales

Caroline Corrales joined Fontainebleau Aviation in 2014 as a Customer Service Representative. In her new role as the Customer Service Manager, Caroline will oversee the Customer Service Department ensuring the team delivers the highest level of customer satisfaction to all of our based tenants, new and returning customers. We are thrilled to watch the front desk develop into an even stronger unit under her watch.



Alessandra Camargo

Alessandra Camargo joined Fontainebleau Aviation in 2014 as a Customer Service Representative. In her new role as the Marketing Manager, Alessandra is responsible for developing, implementing and executing strategic marketing plans for our organization in order to attract potential customers and retain existing ones. We are elated to watch our brand develop and stand prominently with her on board.

Ashley Comes

Ashley Comes joined Fontainebleau Aviation in 2015 as a Customer Service Representative. In her new role as the Accounting Assistant to Controller; Ashley

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.



**PARAGON NETWORK
CUSTOMER REVIEWS**



From Juan Rodriguez on Texas Jet (KFTW)

Great Service from arrival to departure. Very prompt, courteous, precise. I will definitely return.



From Don Ferrario on Skyplace FBO (KSAT)

Friendly people did everything possible to make our stay pleasant. Went there because Briana was nicer on the phone than the fellow I talked to at one of the other FBO's. Rental car was waiting on the ramp, in and out of hangar promptly.



From Ed Cole on Skyplace FBO (KSAT)

Flew into KSAT yesterday to pick up some family members in my Twin Commander. We parked at Skyplace and, once again, was impressed with their professionalism, friendliness and facilities. Highly recommend Skyplace if you land in San Antonio!!



From David Carlisle on Odyssey Aviation Nassau (MYNN)

I operated out of Odyssey the entire month of March 2016 and found the FBO service to be excellent and the CSR's knowledgeable and willing to help in any way they could. Special attention to Zelda, Athena, Erica and the entire staff. Thank you!



From Paolo Polizzy on Flite Line Services (CYKF)

Great crew!



will provide administrative assistance to Irma Vazquez. She will also focus on reinforcing the accounting bridge and providing support to the Front Desk, Precision Aircraft Maintenance & Precision Aircraft Detailing.







Booth #728

Maintenance Management Conference (MMC2016)
Kansas City, MO
May 3rd - 5th

EBACE

24-26 MAY 2016 | GENEVA



#G089



#Z029



#G089





**Fly Into Clay Lacy Aviation for the NBAA
Regional in Van Nuys, CA on June 9th!**

Don't forget to stop by our exhibiting members booths!



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