

BANYAN APPROACH

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Fort Lauderdale Executive Airport

Banyan Approach is a quarterly publication for our customers, vendors and friends.

Expecting to Win

Optimism is a way of life with our teammates at Banyan. We look at problems as opportunities, something to learn from and an important part of Banyan's continuous improvement. 2011 has been another year of expanding capabilities, our facilities and adding more than 15 new teammates. Our team's quest for excellence is fueled by the expectations each teammate has for themselves. Career growth is not "what am I getting at work," but, "what am I becoming?" Our team has long ago shifted from the thought of working for the company to working for our customers.

In reality, winning begins with accountability and is discussed at the front-end of the goal before the outcome is known. The difference between

ordinary and extraordinary is that little extra and that extra is exactly what our team is best known for. We are very optimistic about business aviation in 2012 and have plans to expand, hire more technicians, invest heavily into training, and grow leaders from within.

On behalf of all our teammates, I extend a big thank you for your business and friendship making Banyan the FBO with teammates determined to deliver winning service.

Happy New Year,
Don Campion, President



Customer Support Update



Your Votes Are Important

It's FBO Survey season and it starts with Professional Pilot PRASE Survey, followed by the AIN FBO Survey and Fltplan.com Pilots' Choice Survey.

We sincerely appreciate all the support you have given to us in the past and hope that you will think of us when you fill out this year's surveys. Our entire team is dedicated to providing exceptional services and there is no greater compliment than to be recognized in the aviation industry as a top FBO.



Favorite CSR
Lisa Stevens



Favorite Lineman
Eric Veal

Challenge Air Fly Day

Banyan is proud to be the host location for Challenge Air Fly Day on Saturday, January 28, 2012. This will be the 15th year that Banyan has participated in this event donating hangar space and volunteers. This program offers disabled and seriously ill children free 30-minute plane rides. The single-engine planes are flown by a volunteer team of 25-30 disabled and able-bodied pilots who donate their time and services for the event. The event includes an educational ground school where the children learn about the forces of flight and how physically challenged pilots fly with specially equipped airplanes.

Challenge Air for Kids and Friends was established in 1993 and has inspired over 20,000 physically challenged children in twenty-one states. The cost of the event is free to the participating children; however, Challenge Air is able to provide these once-in-a-lifetime experiences through corporate, individual, and foundation support and donations. For more information about becoming a sponsor, volunteer, or registering a child for the event, visit www.challengeair.org.



CHALLENGE AIR
for kids & friends

Schedulers & Dispatchers

John Mason, director of FBO services, Andrea Bahr, customer support manager, and Bruce Woodrell, customer support ambassador, will be representing Banyan at the Schedulers & Dispatchers Conference in San Diego, January 15 -18, 2012. If you are attending be sure to stop by and enter our daily drawings. We will also be participating in Avfuel's promotion. Visit our Banyan team in booth 623.

Avionics Update

Banyan equips private Boeing 737 aircraft with Aviator 300

Banyan Air Service and Diversified Aviation Services (DAS) have outfitted a private Boeing 737-500 series aircraft with the latest in SwiftBroadband technology.

The aircraft, which was modified at Banyan, will be maintained by an international client and used for charter in Asia and Eastern Europe.

The SwiftBroadband system fitted uses the Aviator 300 from Thrane & Thrane and an Intermediate Gain Antenna (IGA). This allows simultaneous voice and data capabilities up to 332kbps for email, web browsing, VPN access and more.

Seamless coverage

With a simple application any smartphone like the iPhone, Blackberry or Droid can be used on the aircraft to retrieve emails and make voice calls. Inmarsat's I-4 generation of satellites provide seamless coverage throughout the required geographical area.

In addition to SwiftBroadband, a new interior configuration was designed by DAS consisting of three private rooms with the forward lounge and meeting rooms outfitted with high-definition (HD) monitors interfaced to Blue-Ray DVD players, a worldwide moving map and auxiliary panels for iPod connections. Each room is controlled by touch panels with customer-approved icons in lieu of discrete switch panels.



This Boeing 737 offers entertainment and connectivity.

Truly enjoyable

“Having on-board connectivity combined with a state-of-the-art entertainment system will allow the client to offer their customers a truly enjoyable passenger experience and hopefully will be a differentiator when customers choose which aircraft to charter,” said Brian Wilson, Banyan’s director of avionics.

Gary Girard, president, DAS, added: “Working with Banyan to integrate this IFE and SwiftBroadband solution has enabled us to offer our client the very best in today’s market. Passengers can simultaneously make a call using their smart phone, view the latest news on the internet and watch a movie in HD.”

Customer Spotlight

Air Ambulance Professionals

Caring at a higher level



Air Ambulance Professionals are the longest standing air ambulance operations at Fort Lauderdale Executive Airport (FXE). For 23 years, they have been transporting both emergent and non-emergent patients from one location to another. Their fleet includes two long range Lear Jet 35's and a Lear Jet 24D that provides service to the entire Caribbean (including Cuba), North, Central and South America.



Air Ambulance Professionals medical staff includes; ICU/CCU registered nurses, paramedics, registered respiratory therapists and board certified physicians. Each staff member has a minimum of 3-5 years ER/ICU experience, is certified in Flight Physiology, attends quarterly Intubation labs, bi-annual mock



codes, simulated medical interventions and advanced airway training.

Air Ambulance Professionals is the first program world-wide, and the only program in Florida, to meet U.S. and European standard guidelines for patient care and safety through the CAMTS and EURAMI Accreditations. Their customers include private paying individuals, domestic and international insurance carriers, as well as U.S. and Foreign Governments. For more information, visit www.airambulanceprof.com



Banyan Pilot Shop News

iPad 2 Aviation Bundle

Don't delay, this is a hot product both in the store and on-line. Get yours today! Already have an iPad? No worries! We sell all these accessories and more in the store or on-line at www.banyanpilotshop.com

Need a great gift for your special pilot? This will absolutely thrill them! What's even better is you can find it in Banyan Pilot Shop or on-line at banyanpilotshop.com.

We have your choice of a 16, 32, or 64 GB Black Apple iPad 2 with Wi-Fi and AT&T 3G and we've bundled it together with some pretty amazing accessories that will surely please any pilot:

- **Dual XGPS 150 Universal Bluetooth GPS Receiver** – after a quick set up process, the Receiver will automatically connect to the device it was last paired with, and you will be able to use it with hundreds of apps that require location information.
- **MyClip iPad Kneeboard - designed by pilots, for pilots.** The leg strap conveniently positions the iPad on the thigh for easy one-handed use. Small, Compact, Lightweight; made for aviation.
- **Genesis iPad Case** – this is an ideal case for both in and out of the cockpit! It's made of ultra-durable ballistic nylon material on the exterior, and lined with brushed suede microfiber to pamper the iPad surfaces. The leg strap has a large loop to hold large pens, markers or a Mini Mag flashlight. Extra loops on the sides are for a clipboard attachment or could also be used for small pens, pencils or the included compatible stylus.



• **LillyPad iPad Protective Sleeve** - water resistant, form-fitting and reusable. The sleeve protects your iPad while still allowing for full touch screen operation and crystal clear view of the screen. There is no muffled sound thanks to the Sound Boost Chamber.

• **RAM iPad Cradle** - made from a high strength composite and is designed to hold the iPad and iPad 2. It provides easy access to electronic ports and displays your iPad in landscape or portrait view.

• **RAM Yoke Mount** - consists of a double socket arm, round 2.5" base that contains the universal AMPs hole pattern and yoke clamp base. The clamp base will accommodate rails in diameter from 0.625" to 1.25". The 1" rubber ball is at a right angle to the plane of the mount so when connected to a rail, the ball sits parallel to the rail. This mount is designed to be a universal mounting solution for both RAM and non-RAM designed products.

• **RAM Suction Cup** - consists of a 3.25" twist lock suction cup base that is connected to the (RAM-B-238U), diamond base with 1" rubber ball. The suction cup is designed to have an extra strong hold on any smooth non-porous surface, but for best result, mount the suction cup on a glass or non-porous plastic surface.

Visit us or call 954.493.8615 for more information.

Halloween Fun



Pilot Shop and Parts teammates participated in a Halloween contest for the best costume. Judges declared Marcela Lizarazo the winner for her Viking costume which she made herself. Marcela's prize – a day off of work with pay. Additional winners of \$25 gift cards were the Parts ladies for their Alice in Wonderland costumes, Felicia Sharkey, Diana Hernandez, and Desiré Torres.

(left to right: Don McLean, Donald Greene, Carlos Garcia, Meagan Elmendorff, Vanessa Ponticello, Doug Russell, Marcela Lizarazo, John Shirah, Felicia Sharkey, Diana Hernandez, Luis Urdaneta, Desiré Torres, Roberto Mejias, and tiger in front – Eduardo Aching)

Maintenance Update



This Falcon 2000 is undergoing a B inspection.

Over the last few months, the maintenance team has seen several Beechjets, Hawkers and Falcons come in for large inspections. The department has been busy and recently added nine new technicians and a second shift to expand the hours of operation for maintenance services. The new hours are Monday through Friday, 8 a.m. to midnight, and Saturday from 8:30 a.m. to 6:30 p.m. On-call service is available on Sundays.

In addition to the expanded hours, the team has also added the Learjet 40 series airframe to the department's capabilities. "Our ongoing market research has shown a real need from Lear 40/45 users for a support option other than the OEM in South Florida," says Paul Rose, Banyan's vice president of technical sales. "We have made the investment in training and tooling to service the Lear 40/45 and 60 series coming out of their factory warranty period."

Maintenance Tracking

Banyan Air Service is pleased to provide maintenance tracking assistance for our customers. A computerized maintenance tracking program can provide excellent value to owners and operators of aircraft in many ways. It allows operators to more accurately budget maintenance expenses and schedule maintenance down time around their flight schedules. It also allows them to view a snapshot of the status of their aircraft from an internet browser anywhere in the world.

There are many companies that provide maintenance tracking services such as CAMP Systems, Avtrak, CAMS and Cescom, etc. Each provides the same basic service with additional capabilities available ranging from providing electronic flight logs and flight planning to inventory management, and Banyan is always willing to assist in helping customers to choose the best system to fit their needs. Another advantage of utilizing such a service is the portability it provides in the event of the sale of the aircraft. The new owner can choose to continue to use the system for the same beneficial reasons often resulting in an increase in resale value of the aircraft.

For customers whose budget doesn't include the cost of a dedicated third-party maintenance tracking program, Banyan also provides in-house maintenance tracking at no cost to customers that bring their aircraft here for the bulk of their maintenance needs. Regardless of the maintenance tracking program used, customers and their service manager receive an email each month showing the projected maintenance due over the next calendar year. Any of our customers interested in assistance with maintenance tracking are invited to contact their service manager to take advantage of this benefit.



**New gift cards are here
Just in time for the Holidays!**

Don't know what to buy?

**Our Banyan Pilot Shop Gift Cards are the perfect solution.
You get to choose the denomination you want to give.**

Aircraft Sales Market Update

Michael O’Keeffe, Sr. Vice President Aircraft Sales & Management



These are very interesting times for the pre-owned aircraft market. Many of the

statistical reporting firms that monitor the pre-owned turbine aircraft

have reported that inventories of used aircraft are continuing to shrink. As we monitor the turboprop, light and medium sized jet markets we’ve observed a more concerning trend. Our observations have revealed that only the nicest, newest and lowest time aircraft are actually selling. If an aircraft is the nicest aircraft in their respective segment it will sell reasonably quick and command top dollar. Many aircraft have been on the active market for a considerable time and receive very little interest. This indicates there are buyers for pre-owned turbine aircraft but it better be nice and not over-priced!

What happens to a market when all the nicest aircraft are sold and it’s left with tired old high time aircraft? At some point the inventory will stop declining and what’s left will be stagnant old aircraft that are virtually worthless. It used to be those older aircraft found their way into other countries where they continued to operate for years. That’s no longer the case; Latin America no longer has any appetite for these aircraft, if it isn’t shiny and new they don’t want it. This also holds true for most of the European countries. We are seeing several models of older jets that appear to have little value in any market. There’s a recent example of a beautiful Falcon 50 being dismantled and sold for its parts, the sum of its parts are worth more than the aircraft in flying condition. It’s hard to imagine great flying aircraft being dismantled and sold for scrap. This however might become the new norm for several older generation aircraft.

Scan this QR code to see our current inventory



Banyan Aircraft Sales specializes in aircraft selection, valuation, negotiation, inspection and management of turbine aircraft.



Falcon 50 Available For Sale



Fort Lauderdale Air Show Returns



After a five year absence, the Fort Lauderdale Air Show is back! No longer called the Air and Sea Show, the new sponsor for the event, B. Lilley Productions, will once again tie the show to the Navy's Fleet Week, culminating in a week-long series of events capped off by the Air Show on Saturday and Sunday, April 28 and 29.

Recently David Chaney with B. Lilley, Inc. was here to greet two stunt

planes that were flying to Banyan for interviews with the local media. Banyan will be the host FBO for several of the aircraft for the April show, including a C-130 Hercules, Team Heavy Metal, and Rob Holland and Team MX2. In prior years, the Air and Sea Show has been attended by over 3 million people, making it one of the largest air shows in the world! For more information about the show, visit www.lauderdaleairshow.com.

Healing Bodies and Hearts



One of our core values at Banyan is for our company to contribute to the communities we serve and beyond. Giving allows our company to accomplish things far beyond ourselves. Our teammates have chosen two principal charities to support individually and corporately.

4Kids of South Florida is an organization working to solve the foster care crisis by matching modern day orphans with loving families. Our teammates paint and repair foster homes, serve on the board, and assist in fund raising.



The second project is rebuilding a rural hospital in Nigeria to deliver compassion and to bring medical hope to the suffering who have few choices. Our teammates go there to help rebuild, remodel and reconstruct, and our FBO assists with the purchasing and servicing of tools, equipment and supplies to be shipped by container.

We encourage you and your company to get involved in giving because true long-term accomplishments are those things done now that can make a difference for generations ahead.

Visit our blog at www.banyanair.com/blog/ and click on the "Giving Back" section to read more.



Scan this QR code with your smart phone to read the blog on Don and Sueanne Campion's recent trip to Egbe.



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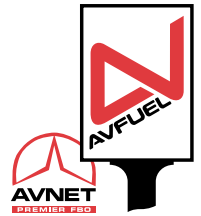
5360 NW 20th Terrace, Ft. Lauderdale, FL 33309

Phone: 954.491.3170 • Fax: 954.771.0281

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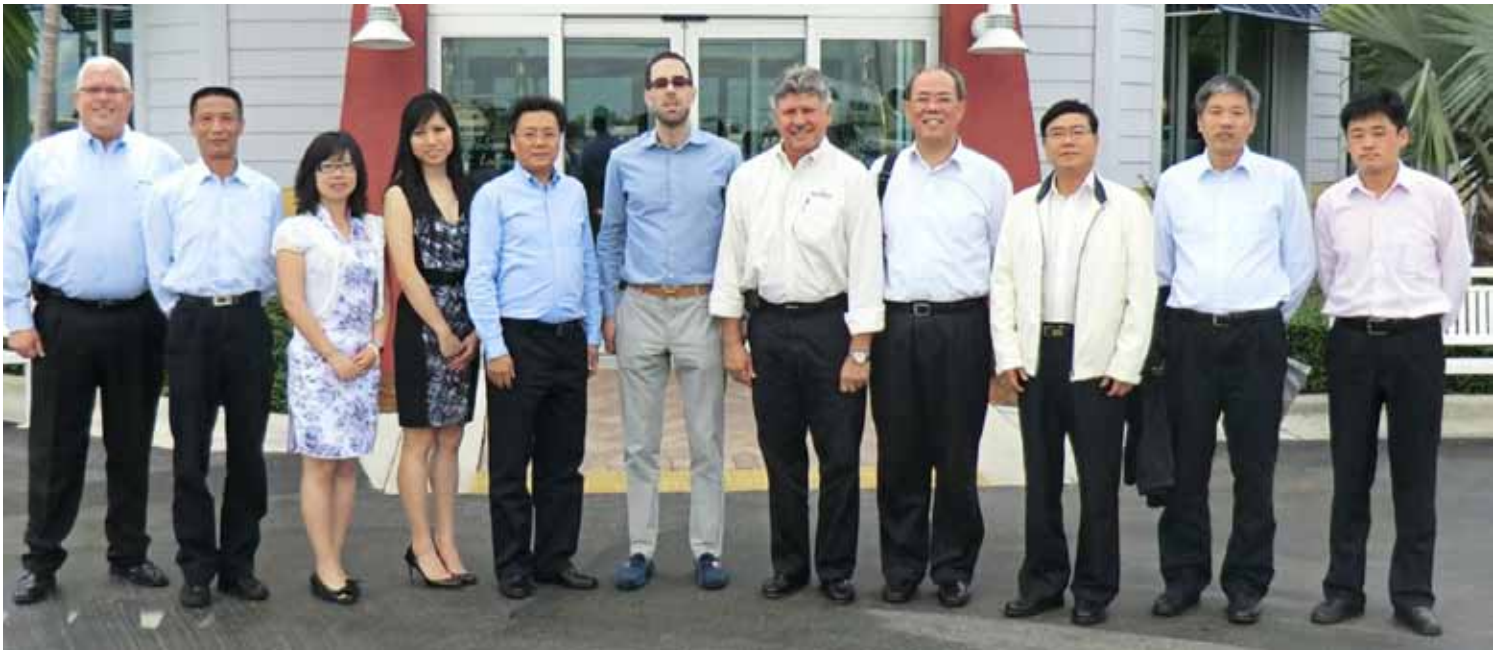


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Banyan Air Service and AvFuel Host Chinese delegation

Recently, our fuel provider, and one of our closest partners, the Avfuel Corporation, invited a delegation from China to tour the Banyan complex. The delegation was made up of aviation business leaders and aviation government officials from Chengdu, China, one of China's largest cities. The purpose of the visit was to introduce the delegation to one of the premier U.S. FBOs that partners with Avfuel under their

brand. AvFuel's C.R. Sincok gave a presentation about their business model, followed by an FBO question and answer session and a tour of the Banyan complex led by Don Champion. The delegation was extremely impressed with the AvFuel presentation and the Banyan complex. While oceans may separate us, the passion for aviation exists all over the world!