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SMALL FLIGHT DEPARTMENT MEMBERSHIP SURVEY

2016 Survey Results

SURVEY SUMMARY

NBAA’s Small Flight Department (SFD) Subcommittee was established in the fall of 2015 to address issues specific to operators with three or fewer airplanes. This group is inclusive of planes from single-engine propeller to large cabin jet aircraft, and comprises approximately eighty percent of NBAA’s membership.

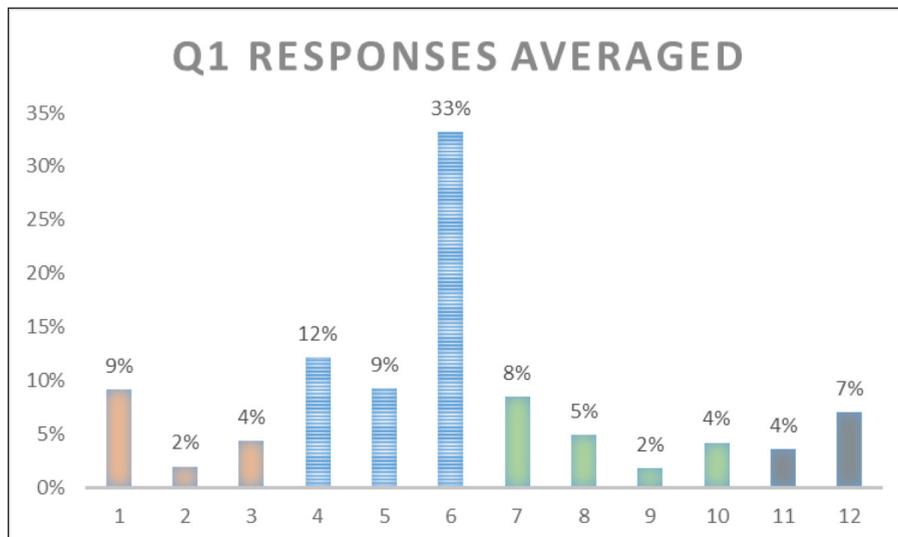
In February, the SFD Subcommittee commissioned a “call for support” to survey the membership about issues they face as small flight departments and received just under 200 responses. Eight questions were asked about past and current issues, future challenges, flight department statistics and opinions regarding NBAA.

In order to be inclusive, the survey results reflect responses received from flight departments operating up to three aircraft. SFD members analyzed the results and four broad categories were established from the responses: Strategies, Budgeting, Compliance and Human Resources. Twelve sub-categories were then designated from these four categories to provide specificity.

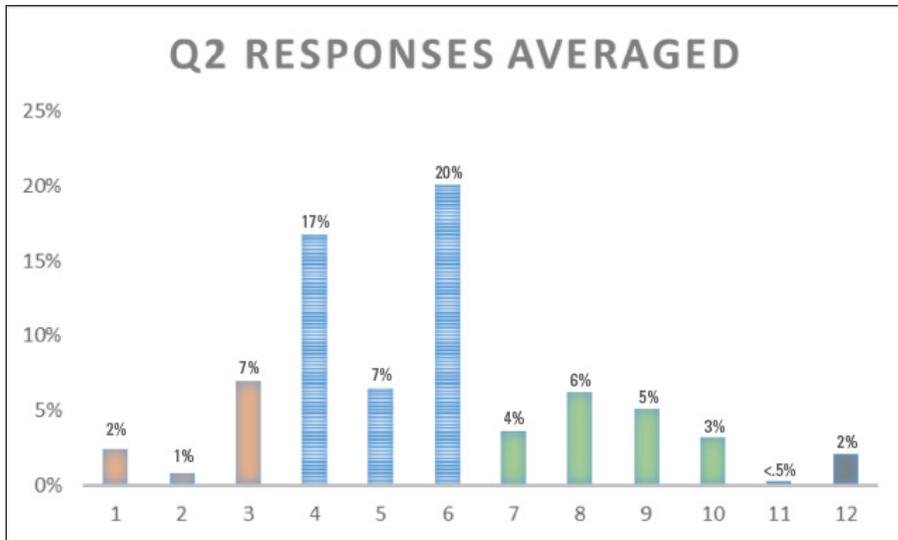
Questions one, two and three asked about challenges and obstacles small flight departments encounter in both the day-to-day and long-term operations. The results of these three questions, provided here, reference the legend below:

1	2	3	4	5	6
Strategy			Budgeting		
Owner Mgmt & Communication Managing the relationship with the owner, principal or corporate parent	Advocacy ATC Privatization, NextGen, NBAA presence	Negotiation Vendors, owners	Aircraft (Purchase, lease, fuel, insurance, tax, legal, reporting) Maintenance, Facilities	Financial Budgeting General/Overall	Staffing, Training, Scheduling Crews, a/c, mx, admin, management, ground support, contract employees
7	8	9	10	11	12
Compliance				Human Resources	
Regulations Domestic and international	Safety & Standardization	Operations Audits (IS-BAO/SMS)	Paperwork/Administrative Mgmt	Rewarding Career Path Compensation/benefits, minimal turnover	Duties and Responsibilities Often have to wear multiple hats

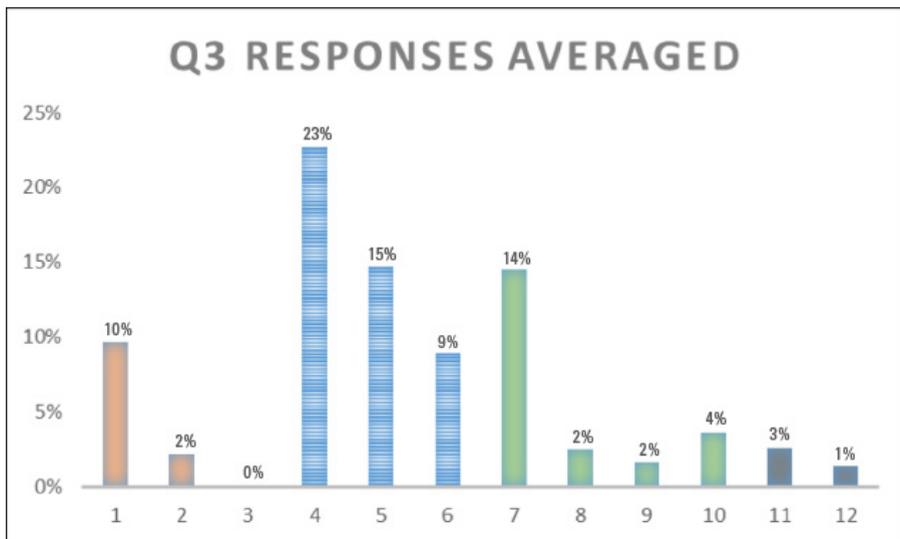
QUESTION 1: As a small flight department, what are the three biggest challenges you encounter in the day-to-day operation of your flight department?



QUESTION 2: What is the overall largest obstacle you encounter when operating your aircraft that you believe would be more easily handled in a larger department?



QUESTION 3: What is the single biggest challenge you see facing your department in 2016?



Questions four and five asked about NBAA’s support of small flight departments and the user-friendliness of the website. Compliance and Safety Management System (SMS) assistance lead the responses, with political issues and discount programs also major concerns. Respondents also recommended a dedicated SFD webpage.

The remaining questions dealt with respondent statistics, including number and type of planes and employee numbers. Overall, 194 small flight department results were used accounting for 376 aircraft. The average department has:

- **Four** full-time employees
- **Two** employees per aircraft
- **Jet aircraft**, with turbo-prop planes a distant second

CONCLUSIONS

Small flight departments struggle with proper crewing of their fleets, with a major issue being finding qualified contract pilots when necessary. Important contributors to this issue are limited financial resources, insufficient knowledge of budgeting processes and lack of effective communications with the principal, or senior management. The challenging, and ever-changing, regulatory environment also poses an obstacle for small operators with limited resources. Small flight department managers perform all functions within their operations and many times are responsible for tasks they are not trained to perform.

The NBAA Small Flight Department Subcommittee will use this survey as a benchmark to address these issues. We will endeavor to find solutions, provide information and empower our association to better serve this community.



NBAA

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ABOUT THE SMALL FLIGHT DEPARTMENT SUBCOMMITTEE

NBAA's Domestic Operations Committee formed the Small Flight Department Subcommittee in 2015 to address issues specific to operators with three or fewer aircraft. The subcommittee launched this survey in February 2016 to determine which issues small flight department members find most impactful to their operations. To share feedback, contact NBAA at ops@nbaa.org, or review additional flight department administration resources at www.nbaa.org/admin.

ABOUT NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. Contact NBAA at 800-FYI-NBAA or info@nbaa.org. Not a member? Join today by visiting www.nbaa.org/join.