

# 2023 SMALL FLIGHT DEPARTMENT SURVEY RESULTS

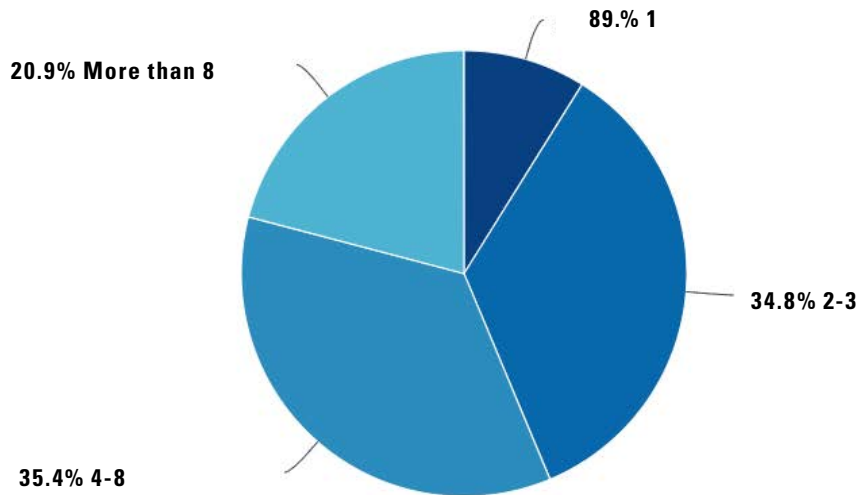


## REPORT FOR 2023 SMALL FLIGHT DEPARTMENT SURVEY RESULTS

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. The SFD Subcommittee commissioned a “call for support” to survey the membership about issues they face as small flight departments and received just under 500 responses. This survey touches on topics such as safety, leadership, training, and maintenance. This survey helps ‘small flight departments’ understand some of the largest concerns the industry is facing as well as how NBAA can address these concerns.

**525** total responses  
**84%** survey responses complete

### Number of Personnel

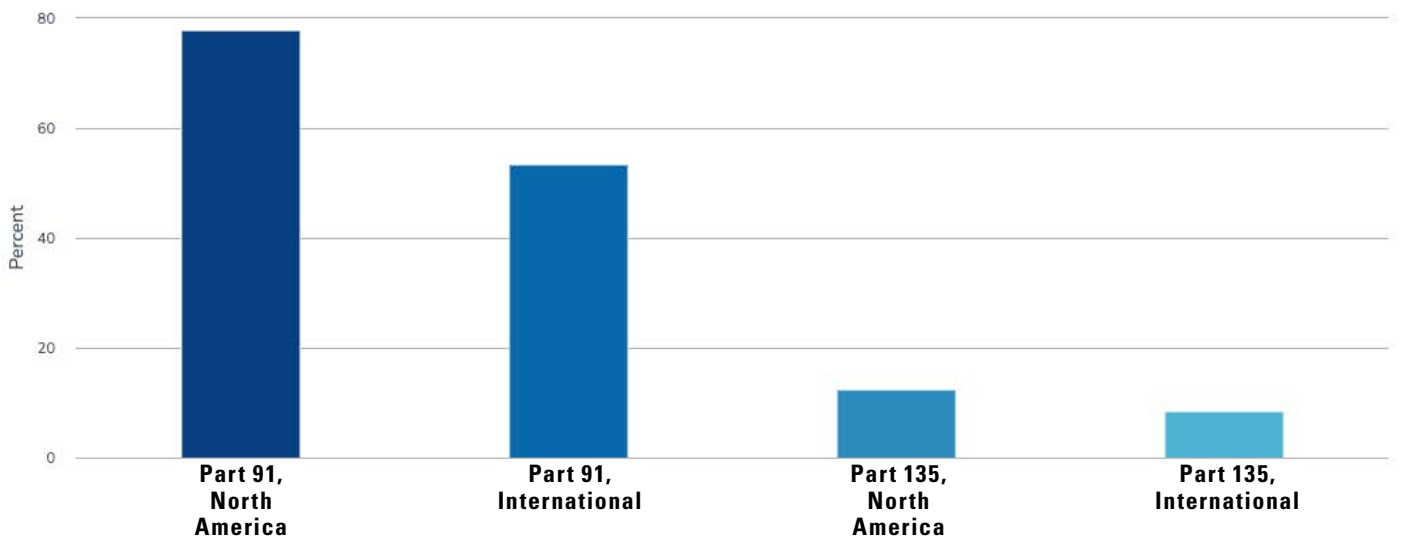


Value	Percent	Responses
1	8.9%	51
2-3	34.8%	200
4-8	35.4%	203
More than 8	20.9%	120

## Enter the number of aircraft in each category.

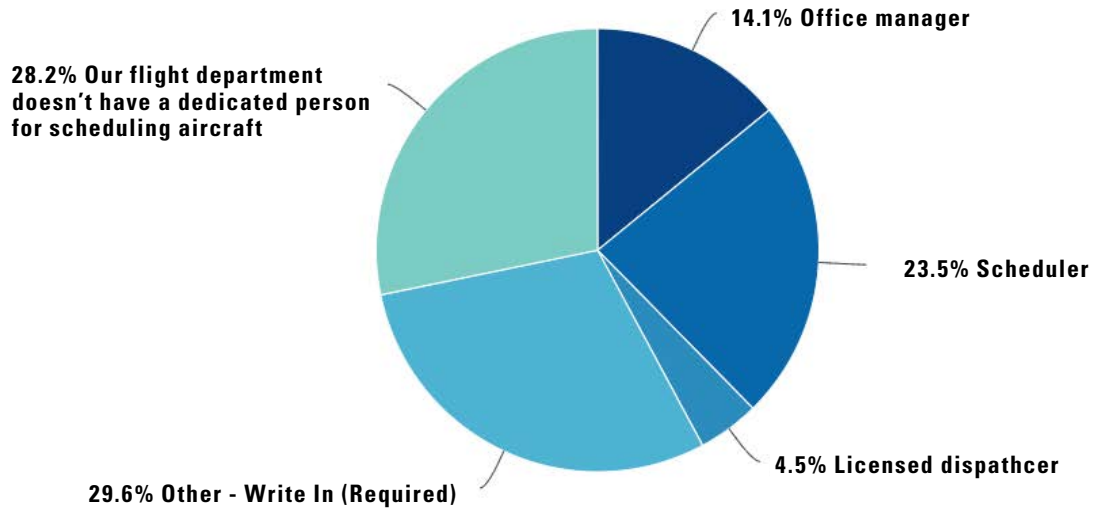
Item	Average	Min	Max	StdDev	Sum	Total Responses
Ultra-Long-Range Heavy Jet	2.5	0.0	200.0	16.9	344.0	138
Heavy Jet	1.0	0.0	6.0	1.0	133.0	137
Super Midsize Jet	1.0	0.0	4.0	0.7	196.0	193
Midsize Jet	1.2	0.0	8.0	1.4	201.0	161
Light Jet	1.7	0.0	45.0	4.3	302.0	175
Very Light Jet	3.7	0.0	300.0	28.9	397.0	106
Turboprop Multi	0.7	0.0	6.0	1.0	65.0	87
Turboprop Single	4.9	0.0	200.0	28.5	474.0	96
Piston Twin	0.6	0.0	6.0	1.0	44.0	71
Piston Single	0.8	0.0	8.0	1.4	68.0	81
Helicopter Twin	0.6	0.0	3.0	0.8	43.0	72
Helicopter Single	0.4	0.0	2.0	0.6	24.0	63

## What types of operations are you flying?



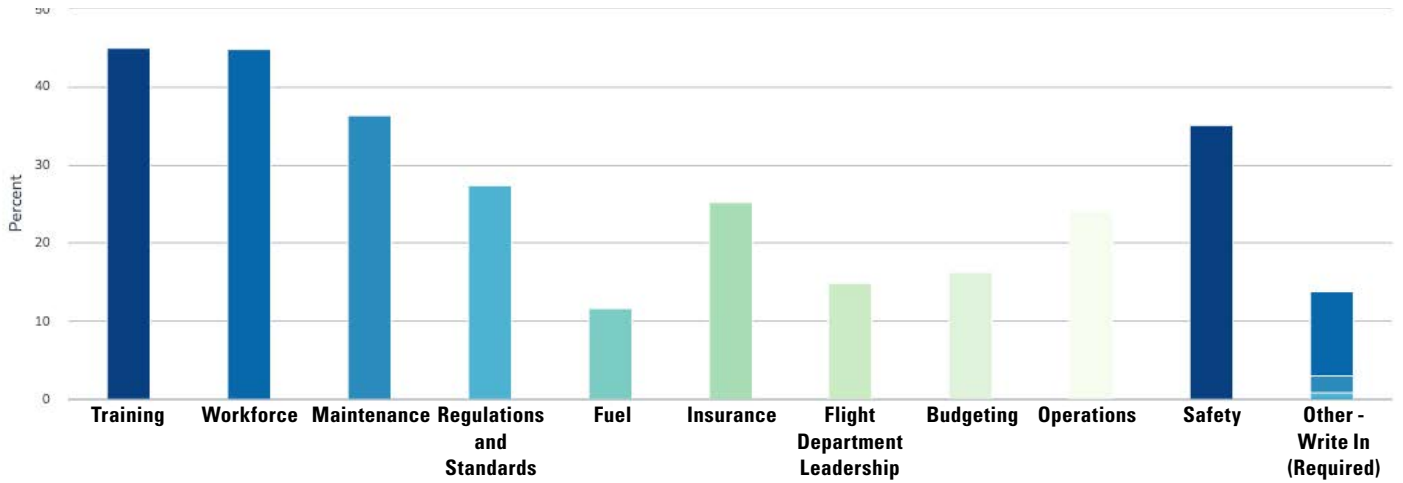
Value	Percent	Responses
Part 91, North America	78.0%	448
Part 91, International	53.7%	308
Part 135, North America	12.5%	72
Part 135, International	8.7%	50

## Who handles aircraft scheduling for your flight department?



Value	Percent	Responses
Office manager	14.1%	81
Scheduler	23.5%	135
Licensed dispatcher	4.5%	26
<a href="#">Other - Write In (Required) (click to view)</a>	29.6%	170
Our flight department doesn't have a dedicated person for scheduling aircraft	28.2%	162

## Select Your Top Three Areas of Concern



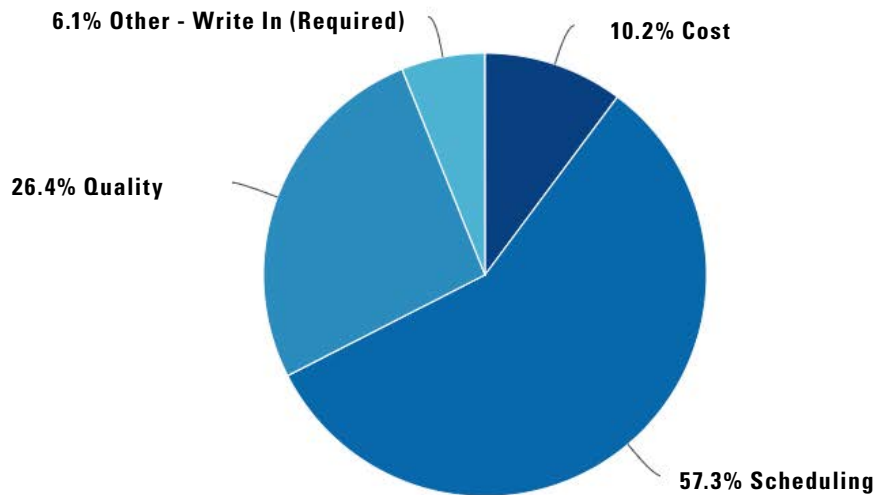
Value	Percent	Responses
Training	45.1%	259
Workforce	44.9%	258
Maintenance	36.4%	209
Regulations and Standards	27.4%	157
Fuel	11.7%	67
Insurance	25.3%	145
Flight Department Leadership	15.0%	86
Budgeting	16.4%	94
Operations	24.2%	139
Safety	35.2%	202
<a href="#">Other - Write In (Required) (click to view)</a>	13.9%	80
<a href="#">Other - Write In (Required) (click to view)</a>	3.1%	18
<a href="#">Other - Write In (Required) (click to view)</a>	1.0%	6

## Rank Your Top Three Areas of Concern

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Workforce	1		2,954	243
Training	2		2,817	237
Safety	3		2,344	187
Maintenance	4		2,321	194
Regulations and Standards	5		1,731	147
Insurance	6		1,598	135
Operations	7		1,466	126
Flight Department Leadership	8		1,010	83
Budgeting	9		1,004	86
Other - Write In (Required)	10		916	74
Fuel	11		765	65
Other - Write In (Required)	12		179	15
Other - Write In (Required)	13		47	4

Lowest Rank | Highest Rank

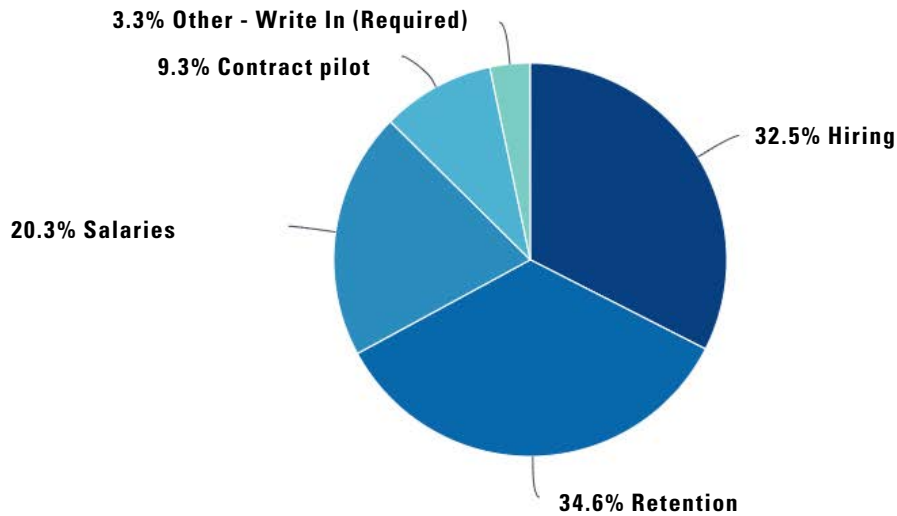
## For training, which of the following is the most pressing concern?



Value	Percent	Responses
Cost	10.2%	25
Scheduling	57.3%	141
Quality	26.4%	65
<a href="#">Other - Write In (Required) (click to view)</a>	6.1%	15

Totals: 246

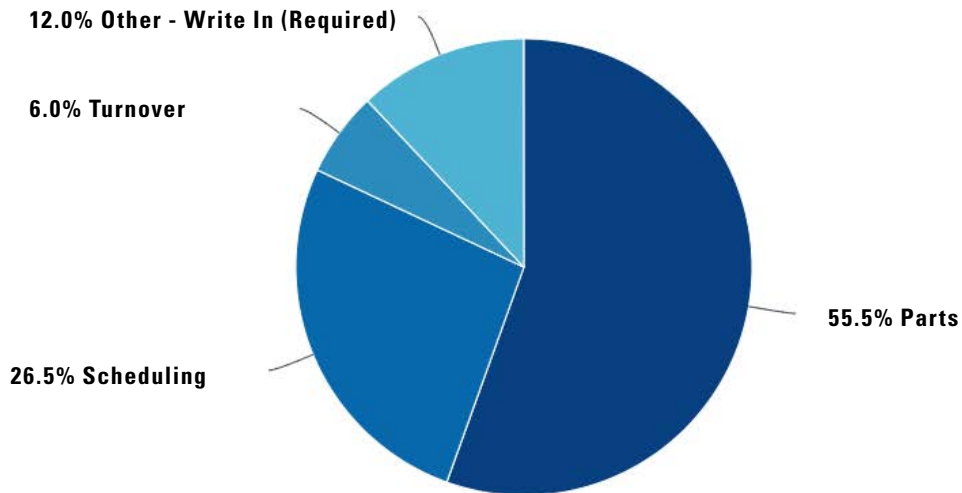
### For workforce, which of the following is the most pressing concern?



Value	Percent	Progress Bar	Responses
Hiring	32.5%	<div style="width: 32.5%;"></div>	80
Retention	34.6%	<div style="width: 34.6%;"></div>	85
Salaries	20.3%	<div style="width: 20.3%;"></div>	50
Contract pilots	9.3%	<div style="width: 9.3%;"></div>	23
<a href="#">Other - Write In (Required) (click to view)</a>	3.3%	<div style="width: 3.3%;"></div>	8

Totals: 246

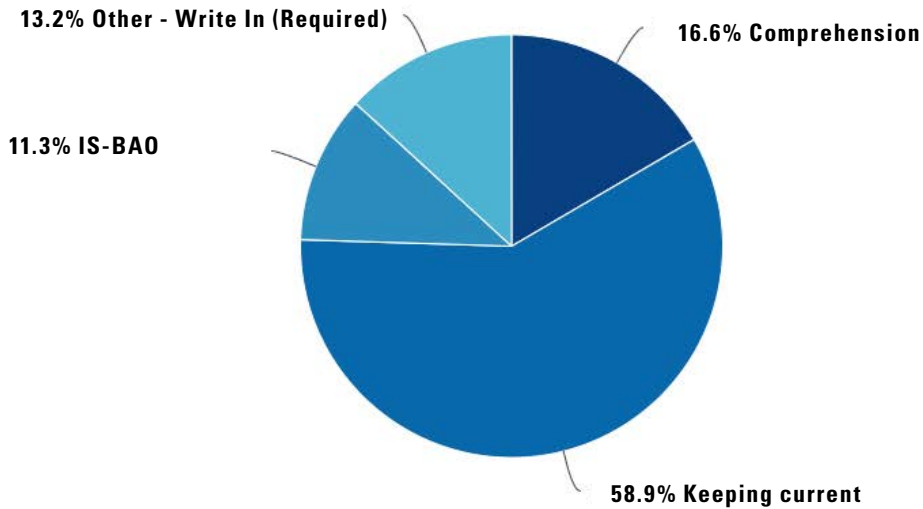
### For maintenance, which of the following is the most pressing concern?



Value	Percent	Progress Bar	Responses
Parts	55.5%	<div style="width: 55.5%;"></div>	111
Scheduling	26.5%	<div style="width: 26.5%;"></div>	53
Turnover	6.0%	<div style="width: 6.0%;"></div>	12
<a href="#">Other - Write In (Required) (click to view)</a>	12.0%	<div style="width: 12.0%;"></div>	24

Totals: 200

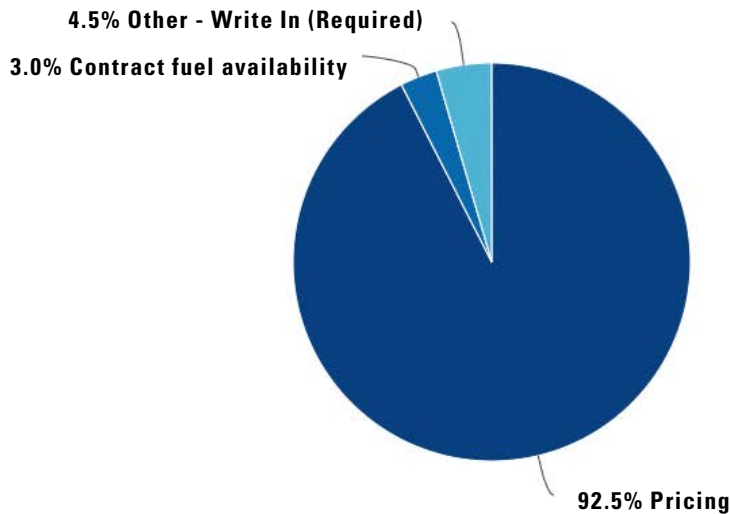
### For regulations and standards, which of the following is the most pressing concern?



Value	Percent	Responses
Comprehension	16.6%	25
Keeping current	58.9%	89
IS-BAO	11.3%	17
<a href="#">Other - Write In (Required) (click to view)</a>	13.2%	20

Totals: 151

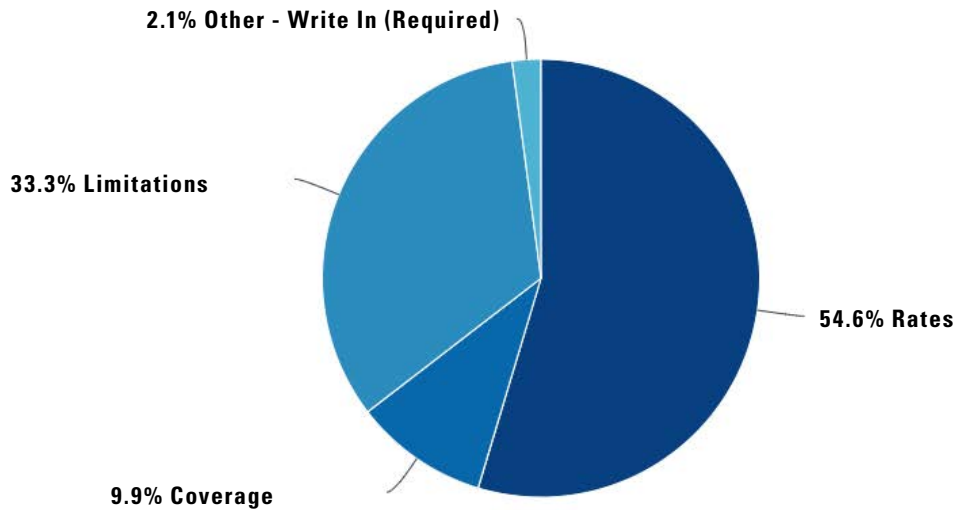
### For fuel, which of the following is the most pressing concern?



Value	Percent	Responses
Pricing	92.5%	62
Contract fuel availability	3.0%	2
<a href="#">Other - Write In (Required) (click to view)</a>	4.5%	3

Totals: 67

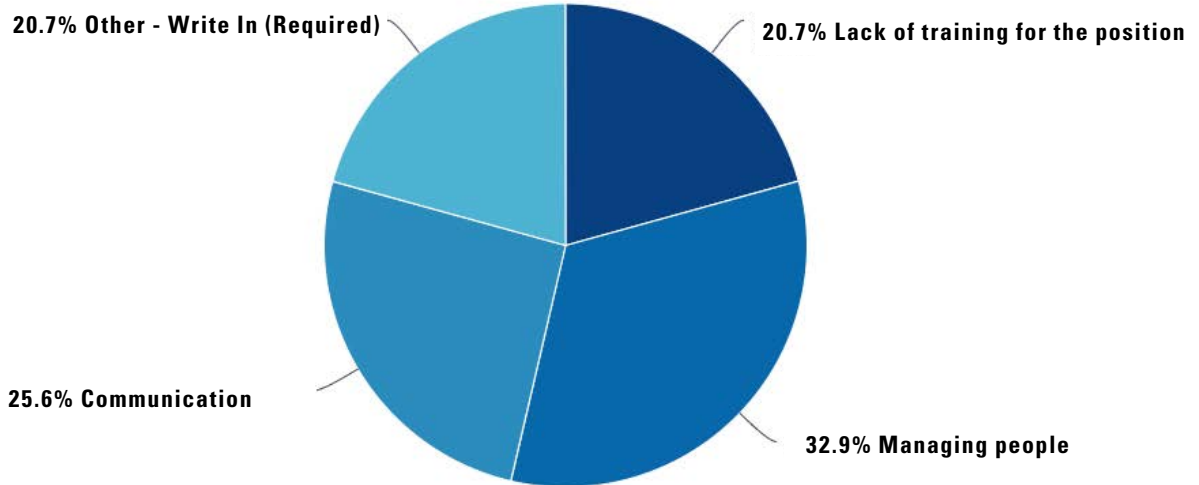
**For insurance, which of the following is the most pressing concern?**



Value	Percent	Progress Bar	Responses
Rates	54.6%	<div style="width: 54.6%;"></div>	77
Coverage	9.9%	<div style="width: 9.9%;"></div>	14
Limitations	33.3%	<div style="width: 33.3%;"></div>	47
<a href="#">Other - Write In (Required) (click to view)</a>	2.1%	<div style="width: 2.1%;"></div>	3

Totals: 141

**For flight department leadership, which of the following is the most pressing concern?**

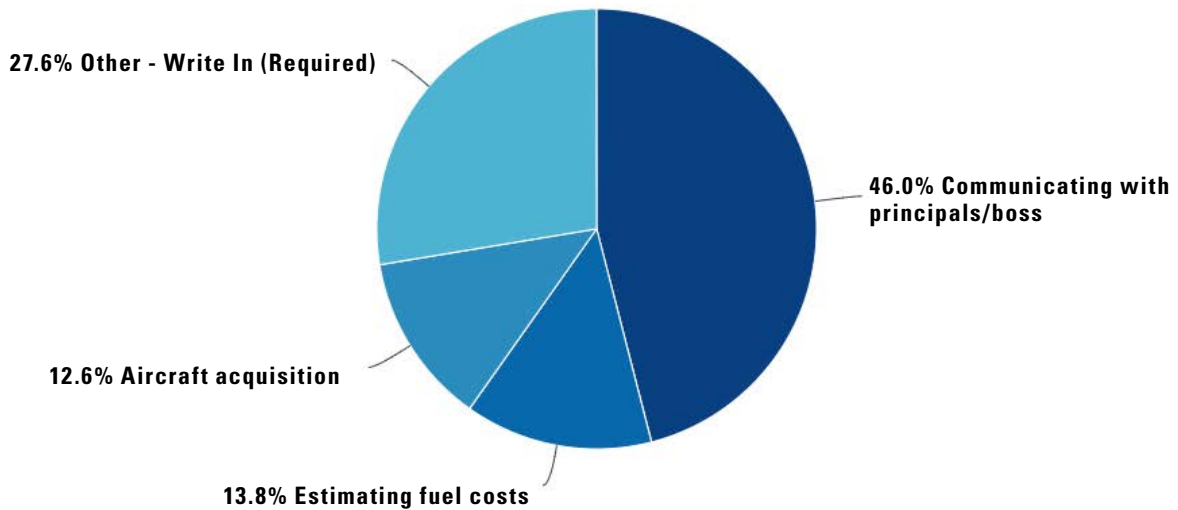


Value	Percent	Progress Bar	Responses
Lack of training for the position	20.7%	<div style="width: 20.7%;"></div>	17
Managing people	32.9%	<div style="width: 32.9%;"></div>	27
Communication	25.6%	<div style="width: 25.6%;"></div>	21
<a href="#">Other - Write In (Required) (click to view)</a>	20.7%	<div style="width: 20.7%;"></div>	17

Totals: 82



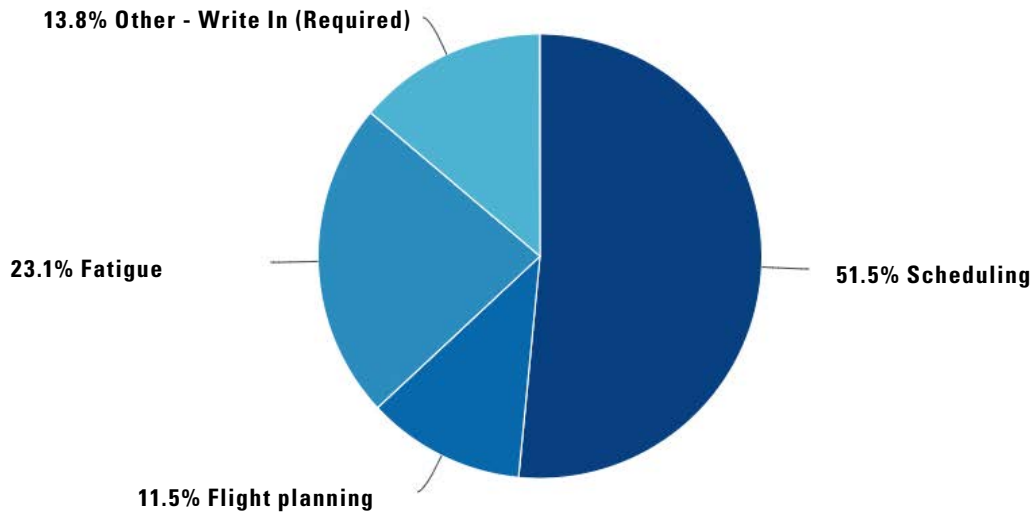
### For budgeting, which of the following is the most pressing concern?



Value	Percent	Responses
Communicating with principals/boss	46.0%	40
Estimating fuel costs	13.8%	12
Aircraft acquisition	12.6%	11
<a href="#">Other - Write In (Required)</a> (click to view)	27.6%	24

Totals: 87

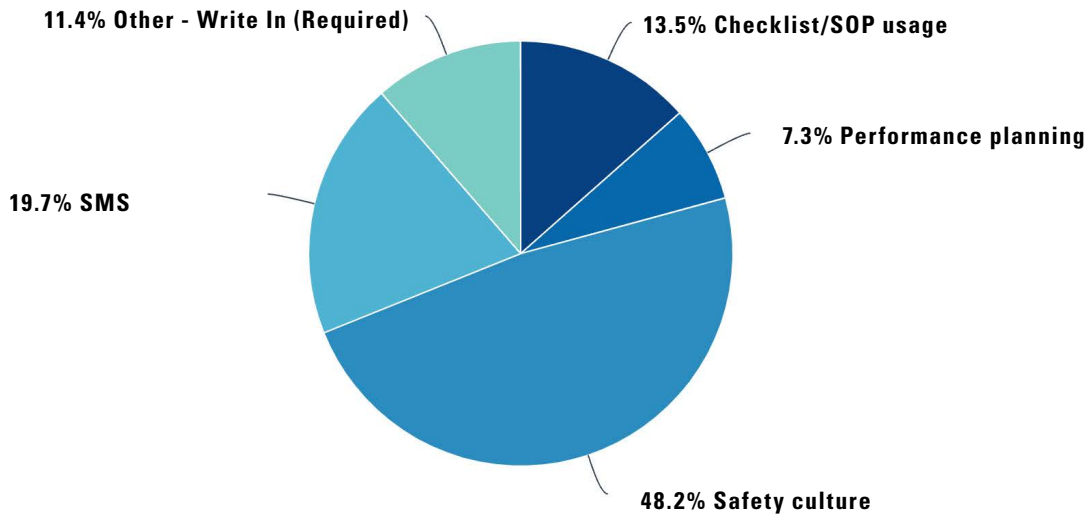
### For operations, which of the following is the most pressing concern?



Value	Percent	Responses
Scheduling	51.5%	67
Flight planning	11.5%	15
Fatigue	23.1%	30
<a href="#">Other - Write In (Required)</a> (click to view)	13.8%	18

Totals: 130

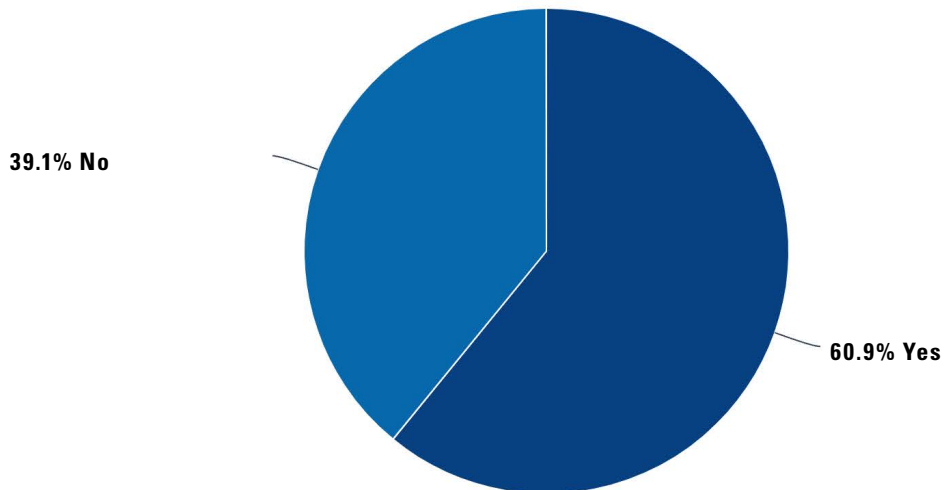
## For safety, which of the following is the most pressing concern?



Value	Percent	Progress Bar	Responses
Checklist/SOP usage	13.5%	<div style="width: 13.5%;"></div>	26
Performance planning	7.3%	<div style="width: 7.3%;"></div>	14
Safety culture	48.2%	<div style="width: 48.2%;"></div>	93
SMS	19.7%	<div style="width: 19.7%;"></div>	38
<a href="#">Other - Write In (Required) (click to view)</a>	11.4%	<div style="width: 11.4%;"></div>	22

Totals: 193

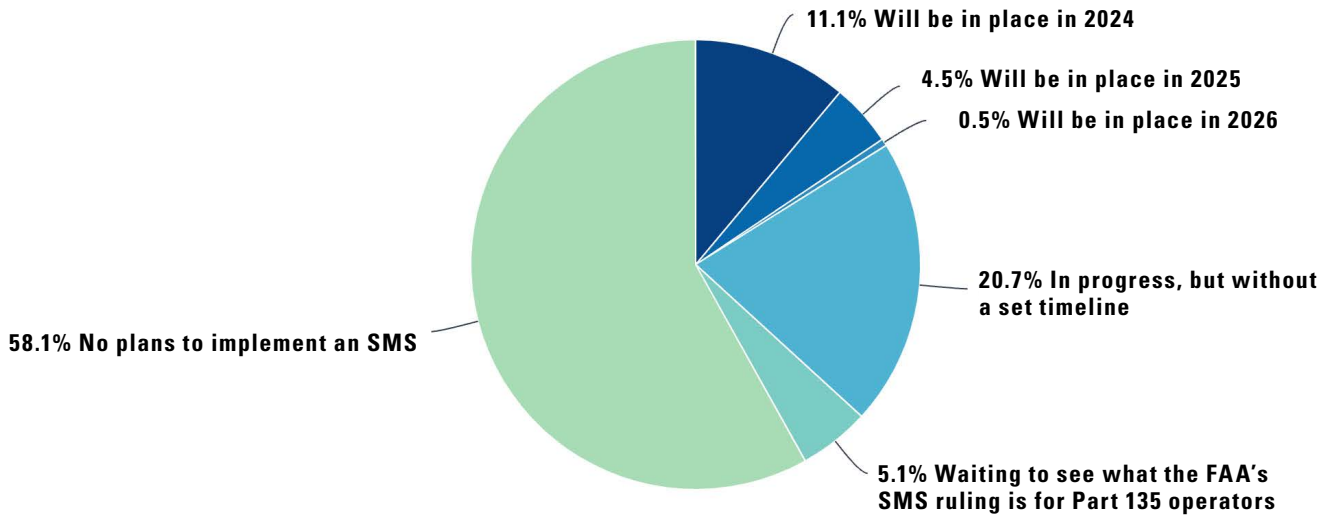
## Does your flight department have a Safety Management System (SMS) in place?



Value	Percent	Progress Bar	Responses
Yes	60.9%	<div style="width: 60.9%;"></div>	308
No	39.1%	<div style="width: 39.1%;"></div>	198

Totals: 506

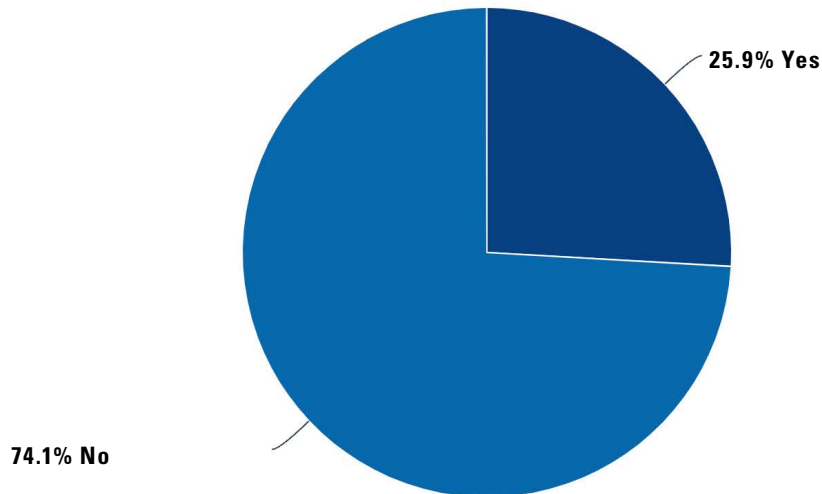
## Which best describes your flight department's plans to implement an SMS?



Value	Percent	Responses
Will be in place in 2024	11.1%	22
Will be in place in 2025	4.5%	9
Will be in place in 2026	0.5%	1
In progress, but without a set timeline	20.7%	41
Waiting to see what the FAA's SMS ruling is for Part 135 operators	5.1%	10
No plans to implement an SMS	58.1%	115

Totals: 198

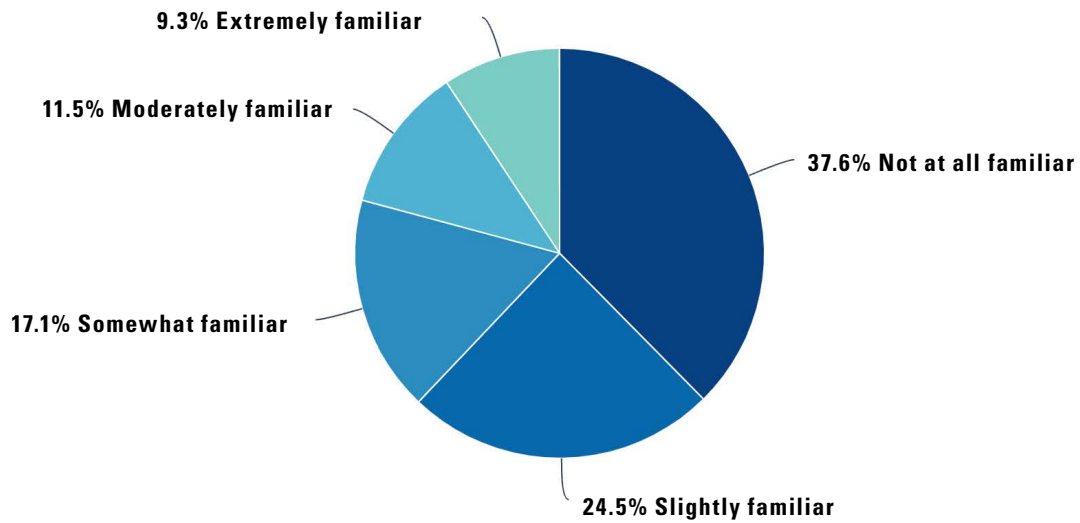
## Are you participating in an Aviation Safety Action Program (ASAP)?



Value	Percent	Responses
Yes	25.9%	131
No	74.1%	375

Totals: 506

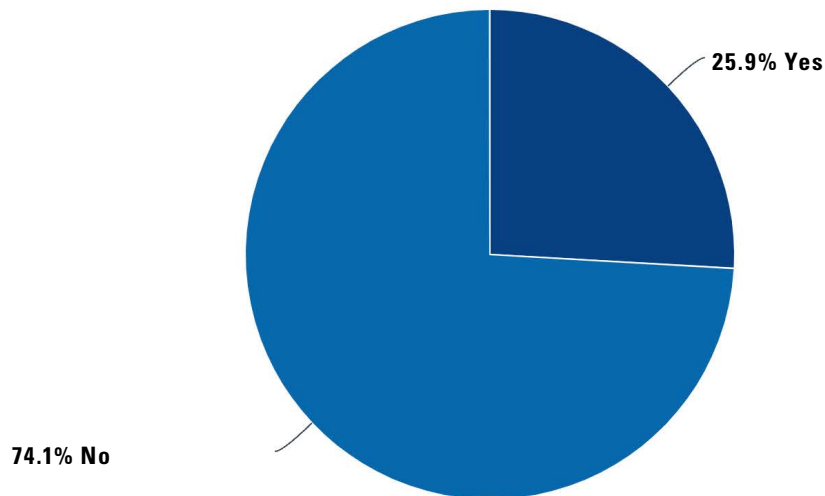
## How familiar are you with ASAP?



Value	Percent	Progress Bar	Responses
Not at all familiar	37.6%	<div style="width: 37.6%;"></div>	141
Slightly familiar	24.5%	<div style="width: 24.5%;"></div>	92
Somewhat familiar	17.1%	<div style="width: 17.1%;"></div>	64
Moderately familiar	11.5%	<div style="width: 11.5%;"></div>	43
Extremely familiar	9.3%	<div style="width: 9.3%;"></div>	35

Totals: 375

## Are you participating in an Aviation Safety Action Program (ASAP)?



Value	Percent	Progress Bar	Responses
Yes	25.9%	<div style="width: 25.9%;"></div>	131
No	74.1%	<div style="width: 74.1%;"></div>	375

Totals: 506



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May 2024

#### **ABOUT NBAA**

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#### **ACKNOWLEDGMENTS**

This resource was prepared by NBAA's Small Flight Department Subcommittee (SFD) as part of the Domestic Operations Committee. This survey provides the industry with up-to-date information on the challenges small operators are facing. If you have any questions or concerns please reach out to [ops@nbaa.org](mailto:ops@nbaa.org).