



TITAN



Quick Turn

Titan Aviation Fuels • Summer 2019

From The Cockpit

As of this writing the dog days of summer are still hanging on to most of the country. Like you, we always thought the “dog days” were those summer days so hot that even dogs would just lie around panting. After a little research, we discovered this is only partially true. It turns out that the “dog days” refer to the dog star, Sirius, and its position in the heavens. To the Greeks and Romans, the “dog days” occurred around the day when Sirius appeared to rise just before the sun, in late July. They referred to these days as the hottest time of the year. We don’t know about you, but we are ready for Sirius to move on!



Even with the heat, Team Titan has been busy this summer. We exhibited at the NBAA Regional Forum in White Plains, New York. This is always a great locale since many of the largest corporate flight departments and northeastern FBOs come to the venue to visit with vendors like ourselves. By entering a drawing at the Titan booth, visitors got the chance to win a \$100.00 Visa gift card. We were excited to see so many of our customers and appreciate them coming by the booth for a visit.

Our next stop on the marketing trail was EAA Airventure held in Oshkosh, Wisconsin. Titan sponsored the EAA Aviators Club each day of the event. Located right alongside the flight line, the air-conditioned facility provided the perfect vantage point to view the airshow. The great food and refreshments were a wonderful draw as Titan customers and other aviation enthusiasts came in to find relief from the heat. We were also excited to have some of the of the finest aerobatic pilots visit us each day. The AeroShell Aerobatic team signed autographs for fans, and their presence in the Aviators Club made the week truly special.

On the program front, we wanted to remind everyone about the “Advantage” Insurance Program we offer through our insurance subsidiary AeroVon Risk Advisors (formerly Eastern Aviation Insurance Services). The Advantage Program provides very competitive insurance rates to Shell branded FBOs that adhere to our quality control standards and procedures. Many aviation underwriters have reviewed our quality control program and understand how important safety is to us and the FBOs in our network. Ultimately, this translates into lower premiums for Shell FBOs. For more information regarding this program, please contact Terry Britt or Miller Stallings at 1-800-972-8820. They will be happy to review your insurance coverage and provide you a quote.

Lastly, we would like to thank everyone for their business and continued support. Since the beginning of the year, we are humbled by the fact that we have added over 30 FBOs to the Shell network. This is truly a team effort and without your help this growth never would have happened.

Fly Safe!

Buddy Stallings
Robbie Stallings



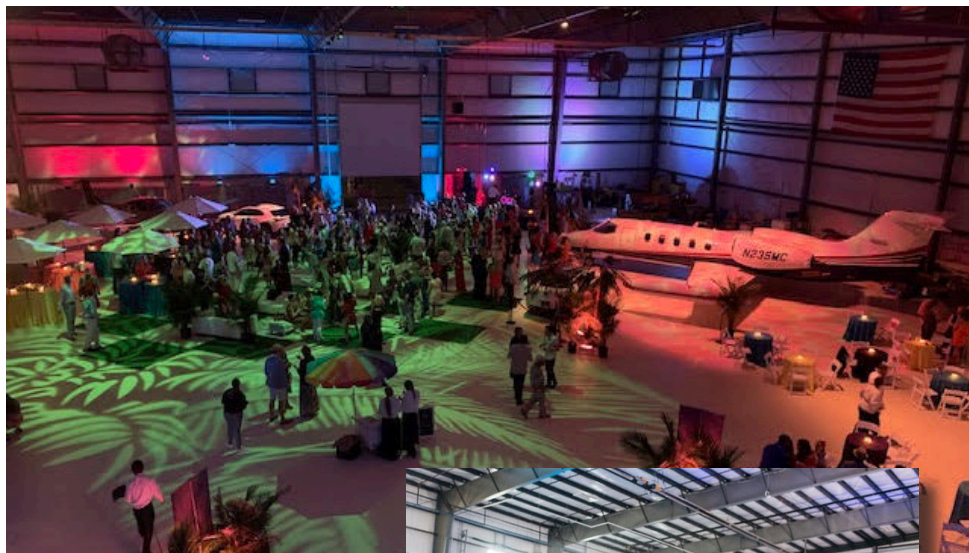
FBO Spotlight

Airport Hangar Becomes Party Venue

Cincinnati, OH - When Waypoint Aviation opened for business in 2017 as the newest FBO at Cincinnati's Lunken Field, they had no idea their hangar would soon become one of Cincinnati's premier event venues. The 30K square-foot hangar is equipped with the world's largest single-panel tip-up door, weighing over 30K pounds and measuring 120 feet wide with 40 foot ceilings. It was designed to store aircraft as large as a Gulfstream G650. With the capacity to hold 2,200 people, the space became an easy backdrop for large corporate and private parties.

In the summer of 2018, Film Cincinnati approached Waypoint Aviation about using the hangar for a private event. "It went off without a hitch. It went great," said Mark Davis, President and CEO of Waypoint Aviation. "After that, the flood gates were open."

Holding events while operating a 24 hour a day FBO doesn't come without challenges. "It's unique in the fact that we are always open for business and the FBO is our priority as are our tenants," said Davis. "The airplanes still come back inside every night and some stay inside for



static display during events. This often means we are here until the late hours of the morning putting planes back in the hangar after an event."

The extra effort is paying off for Waypoint Aviation. They have noticed increased business for the FBO from event contacts. "Hosting events has helped build community awareness for our airport and aviation in general," said Davis.

The new venue is booked through the summer and shows no signs of slowing down. The hangar rental has become so popular that



Waypoint Aviation has given it its own name, *Hangar 65*.

For more information about Waypoint Aviation and Hangar 65 visit www.waypointaviationluk.com or call 800-769-4765.



Important Dates to Remember

✈ **October 8-10**
Quality Control Seminar
Warwick, RI

✈ **October 22-24**
NBAA-BACE
Las Vegas, NV

✈ **November 12-14**
Quality Control Seminar
Bowling Green, KY

✈ **February 24-26**
NBAA Leadership Conference
Orlando, FL

✈ **March 10-13**
Schedulers and Dispatchers
Charlotte, NC

FBO News

Galveston Welcomes Island Jet Center

Galveston, TX – Island Jet Center, a new FBO at the Galveston Island Scholes International Airport celebrated its grand opening in April.

The newly renovated facility brings a welcome alternative to Galveston visitors. Island Jet Center's professional team provides unparalleled customer service to passengers and crew members visiting the area. Galveston is an island community located on the Gulf Coast of Texas known for Moody Gardens and the Historic Pleasure Pier.

The full service FBO offers 24/7 availability upon request, quick turn service, and overnight hangar and ramp space. With two 6,000-foot runways, Island Jet Center is the ideal location for all sizes of corporate and private aircraft.

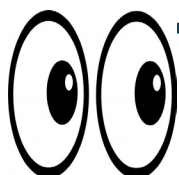
"We are excited to bring an alternative to the Island Scholes Airport with our red-carpet customer service and competitive fuel prices," said Jay Balentine, Island Jet Center owner. "Our partnership with Titan offers our customers quality fuel and FBO programs."



Island Jet Center provides all the services passengers, crew and aircraft need under one roof. The facility boasts a pilot's lounge, passenger lobby, complimentary refreshments, crew cars and rental cars on site. Island Jet Center also participates in the Shell Contract Fuel and Shell AeroClass Rewards programs.



For More information visit www.islandjetcenter.com or call 409.572.2555



See Your FBO in the News!

We are here to help you market your FBO and special events.

We invite you to share your news, events, and special promotions with us, and we will gladly help you get the word out through our email blasts, newsletters and social media contacts. We want to see your FBO in the news! Contact Rhonda Bernthal, Director of Marketing at rhonda@titanfuels.aero or 252.633.0066 ext 243.

FBO Programs

AeroClass and Shell Contract Fuel Training

Titan Aviation Fuels is offering web-based training on the Shell Contract Fuel and AeroClass programs. These small group seminars are designed to act as a refresher for long time employees or an introduction to new employees. The 20 minute trainings cover topics including:



AEROCCLASS

- Processing AeroClass points
- Using points to increase uplift
- Bonus points
- AeroClass promotions
- Signing-up new members



SHELL CONTRACT FUEL

- Processing transactions
- Changing prices
- Running third party card numbers
- Receipts
- Promoting the Shell Contract Fuel

This training is ideal for FBO managers and CSRs. To schedule a training session, contact Rhonda Bernthal at 252.633.0066 or rhonda@titanfuels.aero.

Welcome New Contract Fuel Locations

Shell
ContractFuel

Lynx FBO Pittsburgh LLC	AGC	West Mifflin, PA
Pine Bluff Aviation	PBF	Pine Bluff, AR
Eastern Cincinnati Aviation	I69	Batavia, OH
JFK Memorial Airport	ASX	Ashland, WI
Harrison Aviation Spinks	FWS	Fort Worth, TX
Copeca Jet Center	TJBQ	Aguadilla, PR
Rossi Aviation, INC	PAO	Palo Alto, CA
Hampton Roads Executive	PVG	Chesapeake, VA
Beaufort County Airport	ARW	Beaufort, SC
Taughannock Aviation Corp.	ITH	Ithaca, NY
LYNX FBO Fort Lauderdale	FXE	Fort Lauderdale, FL
Island Jet Center	GLS	Galveston, TX
Sullivan County	MSV	White Lake, NY
City of Washington	OCW	Washington, NC
Westgate Airpark LLC	82J	Pensacola, FL
Clarksville-Montgomery County	CKV	Clarksville, TN
Winchester Aviation	OKV	Winchester, VA
Kaiser Air	OAK	Oakland, CA
Shannon Airport	EZF	Fredericksburg, VA
QCIA Airport Services	MLI	Moline, IL
Right Rudder Aviation	INF	Inverness, FL
Athens-Clark County Airport	AHN	Athens, GA
Columbia Air Services	BHB	Trenton, ME
Columbia Air Services	RUT	North Clarendon, VT
City of Perryville	PCD	Perryville, MO

*Interested in adding your FBO to our Contract Fuel list?
Contact our Contract Fuel Department today at 252.633.0066*

FBO Programs

S&D 2019 - San Antonio



27 Shell FBOs
joined us at S&D
in San Antonio.

221 visitors
played the Shell
game. Eight
lucky winners
walked away
with Apple
Watches!



Parts and Fuel Orders

PARTS

Eastern Aviation Fuels carries a full range of supplies and parts for fuel farms as well as refuelers.

Our suppliers include:

- Gorman-Rupp
- Velcon Filters
- Gammon Technical Products
- Hannay Reels
- Betts Valves
- OCV
- Thiem
- Liquid Controls

For more information or to order visit
<http://shellga.com/parts-supplies> or call 1-800-334-5732

FUEL

Did you know you can order
fuel 24 hours a day / 7-days a week?

BY PHONE

Mon.-Fri.: 8:00 am - 11:00 pm (EST)
Saturday: 8:00 am - 12:00 pm (EST)
Call 1-800-334-5732

AFTER HOURS

Call 1-800-334-5732

ON THE WEB

www.shellga.com

Quality Assurance


Quality Control Update

At Titan Aviation Fuels, fuel quality control is a top priority. Therefore, it is important for us to keep you apprised of current quality control issues facing our industry.

In recent months three independent events of FSII contaminated with DEF being introduced into aircraft have occurred. The most recent occurrence was on May 9, 2019. Several aircraft were impacted, and the consequences could have been catastrophic. Global aviation safety initiatives are underway to develop mitigation strategies to prevent FSII contamination with Diesel Exhaust Fluid (DEF).

It is imperative that all FBOs, especially those with FSII injection systems, review and follow precautionary measures to ensure FSII and DEF are not confused and introduced into aircraft.

Visit the Titan Aviation Fuels Quality Control website at www.titanfuels.aero/training for the most updated QC bulletins, ACE-GA training and quality control forms and tools.

If we can be of further assistance, please reach out to your quality control team at 865-806-5640. 



154 customers joined us for our Quality Control Seminar in Charlotte, NC.

Join us for upcoming QC Seminars:

- October 9-10 in Warwick, RI
- November 12-14 in Bowling Green, KY



SINCE THE BEGINNING OF FLIGHT...SHELL IS FLYING

In the Know

Meet Our Dispatch Manager



*Bonnie Stroud
Dispatch Manager*

Bonnie Stroud has been with Titan Aviation Fuels since 2011 after a successful career in teaching. She began as the weekend/holiday dispatcher and moved into the dispatch manager position in 2016. Her duties include, overseeing the territory dispatchers and managing dispatch and supply logistics. Bonnie is the liaison between Titan's sales staff, customers, carriers, quality control team and supply manager.

"My goal as dispatch manager is to ensure efficient, safe delivery to all of our customers. I enjoy building relationships with our drivers, dispatchers, linemen and customers," said Bonnie. "Our dispatch team is knowledgeable and friendly, striving to make the fuel ordering process easy, and your fuel deliveries smooth and timely."

When Bonnie is not at work, she enjoys spending time with her family, participating in many outdoor activities and traveling.

Welcome New Shell Branded FBOs

FBO	AIRPORT	IATA	LOCATION
KMA Aviation Inc	Ardmore Executive Airport	1F0	Ardmore, OK
Coast Air Center LLC	Montgomery Field	MYF	San Diego, CA
Westgate Airpark	Ferguson Airport	82J	Pensacola, FL
Huron Aviation Services	Alpena County Regional Airport	APN	Alpena, MI
LYNX FBO Napa	Napa County Airport	APC	Napa, CA
Right Rudder Aviation	The Inverness Airport	NF	Inverness, FL
Macon Air LLC	Macon County Airport	1A5	Franklin, NC
Orange County Texas	Orange county Airport	ORG	Orange, TX
LYNX FBO Pittsburgh	Allegheny County Airport	AGC	Pittsburgh, PA
Great Lakes Air Inc	Mackinac County Airport	83D	St. Ignace, MI
Laurens County Georgia	W.H. Bud Barron	DBN	Dublin, GA
Lake Elmo Aero LLC	Lake Elmo Airport	21D	Lake Elmo, MN
Cincinnati State College	Cincinnati West Airport	I67	Harrison, OH
Gogebic-Iron County	Gogebic-Iron County Airport	IWD	Ironwood, MI
Town of Newport NH	Parlin Field	NWH	Newport, NH
Rossi Aircraft Inc	Palo Alto Airport	PAO	Palo Alto, CA
City of Perryville	Perryville Regional Airport	PCD	Perryville, MO
City of Pocahontas	Pocahontas Municipal Airport	M70	Pocahontas, AR
LYNX FBO Ft. Lauderdale	Fort Lauderdale Executive	FXE	Fort Lauderdale, FL
Clarksville-Montgomery	Clarksville Regional Airport	CKV	Clarksville, TN
Taughannock Aviation Corp	Ithaca Tompkins Regional	ITH	Ithaca, NY
Sullivan County	Sullivan County International	MSV	White Lake, NY
Island Jet Center	Scholes International	GLS	Galveston, TX
QCIA Airport Services	Quad City International	MLI	Moline, IL
Crossville Aviation	Crossville Memorial Airport	CSV	Crossville, TN
Columbus Regional Airport Authority	Bolton Field Airport	TZR	Columbus, OH
Southern Star Aviation	Midway Regional Airport	JWY	Midlothi, TX
Columbia Air Services BHB	Hancock County Bar Harbor	BHB	Trenton, ME
Columbia Air Services RUT	Rutland Southern Vermont Regional	RUT	North Clarendon, VT



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