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Delayed debut for Texas FBO

by Curt Epstein

Among the companies making their first appearance at NBAA-BACE this year is US Trinity Aviation, a new FBO at Texas's Denton Enterprise Airport. The Avfuel-branded facility will be part of the fuel provider's lineup at Booth 945.

Located 40 minutes from Dallas and 30 minutes from Fort Worth, the Metroplex location opened in September 2020, and with last year's live convention canceled due to the pandemic, the company is eager to meet with the larger NBAA audience.

"Since opening our doors a year ago, we have highly anticipated being a part of this show," said general manager Damon Ward. "As you can imagine, opening a brand-new FBO at the height of a

pandemic came with some marketing challenges, so we're looking forward to fully leveraging the opportunity to engage with attendees at NBAA-BACE to introduce operators to US Trinity Aviation."

One of two FBOs on the field, US Trinity offers a 26,300-sq-ft terminal with passenger and crew lounges, two 12-seat A/V-equipped conference rooms, a large dining area, flight planning area, crew cars, vehicle valet service, on-site car rental, and tenant office space. The facility also features 65,000 sq ft of hangar space that can accommodate aircraft up to a Boeing BBJ.

Part of the Avfuel network, the company participates in the Avtrip customer loyalty and contract fuel programs. ■



US Trinity Aviation hopes to make the most of this year's convention in Las Vegas.

USAIG adds Black Swan to support services

Aviation insurance provider USAIG has added Black Swan Solutions by Empathia crisis management services to its portfolio of Performance Vector safety support offerings.

USAIG's Performance Vector suite of safety services is available to turbine-powered aircraft and multiple policyholders. Eligible clients can select one program option for the Performance Vector suite to enhance loss of control and safety activities. The Performance Vector benefit can refresh with each policy renewal.

The partnership with Empathia helps boost policyholders' emergency response plan (ERP) readiness, said USAIG (Booth 2258). Companies will sometimes push off emergency preparations in favor of other priorities, USAIG said, adding that operators that have had to navigate through an incident have found the process enormously challenging, complex, and demanding.

"Emergencies can come without warning and there's tremendous risk in operating without complete confidence in the plan and resources in place to manage them," said USAIG president and CEO John Brogan. "For 10 years, the Performance Vector program has focused on helping our policyholders enhance safety and preparation in their operations. The addition of Empathia's world-class crisis management services fits perfectly with those goals, providing a superb new

opportunity for our policyholders."

USAIG policyholders that select the Black Swan Solutions ERP services will receive up to six hours of consultation in the first year on optimizing and aligning ERPs to the organization's needs; training in and integration with the Black Swan Disaster Information Management System to facilitate access to and deployment of response plans, protocols, forms, and contact data; emergency response team web-based and quarterly training access; and an array of other specialized resources and services.

In addition, fee-based (upon activation) ready-response services include a 24/7 center staffed by crisis counselors who can field calls from concerned family members, friends, stakeholders, and the community impacted by the event; emergency contact notification and media relations assistance; family assistance resources; incident response and management services; organizational and management consultation; and incident review and planning support.

Michelle Colosimo, Empathia executive director of critical support services, added these services help the people affected, as well as a community on the whole. "Organizations of all sizes can rely on Black Swan Solutions' highly qualified crisis specialists to provide accurate information and emotional support, enabling organizational leaders to focus on the most critical needs." **K.L.**