



Periodical



Vol. 17 Issue 2 May 2014

Customer Spotlight Dakota Eye Institute



Dakota Eye Institute was founded by Dr. George Hilts III and Dr. Charles Volk in December 1989. When starting out, they had the idea to run the business in a very personal and professional manner. This has been the solid foundation that they continue to build upon today. Their vision was to get to know each patient, build a strong relationship with them

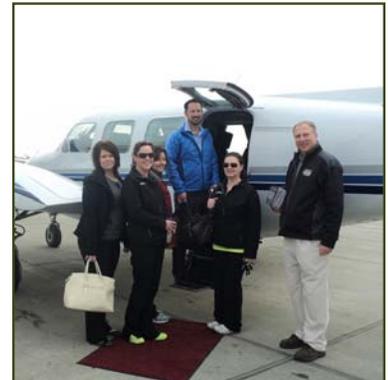
and treat them like you would want your mother treated. This philosophy along with great people over the years helped them grow from less than 20 employees to 114 today with over 50,000 patient visits a year.

In 1999, the organization built Bismarck/Mandan's first eye surgery center. This allowed patients to receive eye surgery in a more personalized environment without the inconvenience of larger institutions. Growth did not stop there. With the growth of northern Bismarck, an opportunity arose to build another clinic in 2004, bringing Dakota Eye Institute closer to some of their loyal senior citizen customers as well as many of the residents that had moved to the north side of town. Today, their relationships have allowed them to add offices in Rugby and Linton, and travel to satellite locations in Jamestown, Wishek, Dickinson, Mandan, Beulah and Hazen.



With locations as far as two and half hours away, Dakota Eye Institute wanted to offer their services to more patients, cut travel times and have employees home in time for dinner. They turned to aviation and the pilot services of Bismarck Aero Center; a relationship that has lasted 25 years and going strong. Practice Administrator, Bill Marion stated "having an airplane has been a great part of our business. We are able to offer our services to more patients and enable our staff to be home with their family that night."

When asked about what customers might not know about Dakota Eye Institute, Bill talked about how broad their services really are. "We are able to offer our patients a diverse group of physicians that help with most eye care issues. From the cradle to grave, we can help."



Through everything, Bill gives a lot of credit to founders Dr. Volk and Dr. Hilts III. "Since day one, it's been sticking to their philosophy that has been key to our growth. People come to us because of our doctors, but return because of how they are treated by everyone in the practice."

NATA Honor Roll

The National Air Transportation Association (NATA) provides a Professional Line Service Training program to set an industry standard for safety and professionalism in the Line Service Specialist position in the General Aviation. The training is known as one of the best ways to train and recurrently train the men and women who fuel and manage general aviation aircraft, crews' and passengers' needs.

The following employees completed the training and made the NATA "Safety 1st" Honor roll: Dave Boone, Patrick Brown, Dalton DeLange, Jesse Foster, Jordan Hammargren, Brandon Hogarth, Solomon Rosen, Chris Stone and Elard Thomas.

Mandan Aero Center Open House

Mandan Aero Center had its 1st open house and Official Ribbon Cutting January 31st. The Bismarck/Mandan Chamber of Commerce came out with the ceremonial ribbon and scissors, and the hangar was quickly filled with local community members.

Director of Maintenance and Co-owner Mike Aarestad cut the ceremonial ribbon with a smile on his face. Then, proceeded to talk more about the new operation and what capabilities it has. Afterwards Mike said "I really enjoyed the exposure and support for Mandan Aero Center. We are excited to offer maintenance for all types of aircraft, along with flight instruction."

We would like to thank the Bismarck/Mandan Chamber of Commerce for the Ribbon Cutting presentation and Dave Barth

for cooking up some delicious pizza and ribs for everyone to eat.

If you would like to learn more about Mandan Aero Center, check out Mandanaero.com or call Mike at 701.663.9925.



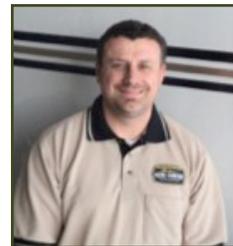
Director of Maintenance and Co-owner Mike Aarestad performing the Official Ribbon Cutting in the Mandan Aero Center Hangar

Flight Instruction at Mandan Aero Center

The Mandan Airport is a fantastic place for young pilots to learn to fly. It offers a laid back atmosphere, a lower traffic volume and a great community of knowledgeable pilots. Its strong local following, and the recent updates to the runway and a GPS approach, will keep things running smoothly.

Mandan Aero Center will have several instructors, who spend much time at the Mandan airport, for business and pleasure flying. We will be utilizing a pristine Cessna 150 as our instruction aircraft of choice. It offers low cost flying, in a fun, friendly environment. For more information, contact Will Bohrer at 949.295.5122 and get started today!

Training Opportunities



Jason Wondra spent two weeks in Wichita, KS at Beech King Air B200 Maintenance Initial. The course offered a complete overview of all systems and structures of the B200, simulator time and ability to watch a King Air being assembled.



John Martin spent a week in Nashville, TN at the Aircraft Electronics Association 57th Annual International Convention & Trade Show. John was able to renew his IA license as well as attend Garmin and Aspen product presentations.

Moving on up!



Chris Stone
Lead Flightline Technician
Bismarck Aero Center (BAC) has promoted Chris Stone to Lead Flightline Technician. Chris has been with the company as a Flightline Technician since 2011. Before BAC, Chris worked as a Civilian Military Security Officer for almost 15 years. He will prove to

be a great fit due to his hard working attitude, leadership and professionalism.

Some of Chris's new role responsibilities will be adhering, training and enforcing customer service standards and expectations, leading Fuel Quality Assurance Measures, training employees on all operations and safety procedures, and delegating tasks to optimize efficiency and customer satisfaction. Our continual growth has made this position possible and we are grateful to have Chris step up to the new challenge.

New Faces around BAC



Jeff Horan

Commercial Pilot, CFI

Jeff first started with Bismarck Aero Center as a Summer Operations Intern in 2010. During his summer role, Jeff made contributions working as a Flightline Technician and Customer Service Representative. He received his commercial, multi-engine, instrument

and CFI ratings at the University of North Dakota. In 2013, Jeff relocated back to Bismarck and went to work for the Bismarck Municipal Airport as an Operations Agent. He has also been working part time with our Flight Department as a Certified Flight Instructor. His experience and motivation will make him a great addition to our team. Welcome back Jeff!



Coltin Marquardt

Maintenance & Aviation Internship

Coltin comes to Bismarck Aero Center with a keen interest in aviation maintenance. His interest in aviation took off since taking Aviation I and Aviation II programs through the Bismarck Career Academy. Coltin is exploring the option of attending basic

training this summer and UND later this fall. The goal of his internship is to get him exposed to all operational aspects of aviation with an emphasis on the aircraft maintenance. Welcome aboard Coltin!



Kai Engstroem

Part-Time Flightline Technician

Kai joins Bismarck Aero Center as no stranger to the aviation industry. He has over three years of experience working with the Mesaba and Regional Elite airlines and providing customer service to passengers. Kai received his Bachelor degree from Minnesota State University

and is currently a full time employee with the City of Bismarck. For the future, he would like to work towards completing his private pilot's license and growing his knowledge about aviation. Kai will be a great addition to our Bismarck Aero Center Flightline Team.



Adam Taylor

Part-Time Flightline Technician

Adam joins Bismarck Aero Center with a strong aviation background. Adam is a commercial pilot and Ag applicator for his family's business, Taylor Ag. He has accumulated 700 total hours and has two years of Aerial Application experience in a Turbine Thrush. With flying, Adam's

other responsibilities with Taylor Ag over the last 10 years have been fertilizer plant operator, fertilizer and chemical applicator, and chemical warehouse operator. Adam has been with us for the last couple months, before the Aerial Applying business picks up. Welcome to the team Adam!

Product Spotlight ADS-B update

Last year, Bismarck Aero Center put out an article about the new ADS-B (Automatic Dependent Surveillance Broadcast) and what this system can do to increase air traffic safety. John Martin, fresh off his trip to the 57th Annual International Convention & Trade Show, learned more about the system and what the FAA is looking to do in the future.

The ADS-B has two main parts ADS-B: Out and ADS-B In. "In" allows your aircraft to receive transmissions from ADS-B ground station as well as other aircraft in the area. "Out" is a surveillance tool that transmits your aircraft's position, airspeed and altitude to the ATC and other nearby aircrafts. This technology will allow ATC to manage traffic more efficiently and is far more accurate than radar. ADS-B Out is a minimum equipment requirement by January 1st 2020, no excuses.

This mandate started in 2009 and at the end of 2014, the FAA plans to have all the ADS-B infrastructure operational. Therefore, all aircraft that plan to fly in airspace that now requires a

transponder, must comply with the changes. Aircraft that do not follow the regulations may be refused entry into airspace or fined after landing. To help with the transition, product dealers are offering owner loans for ADS-B equipment. These would be low interest loans for those looking to meet the new mandate.

For more information on this, Bismarck Aero Center will be having a "Garmin Night" May 14th at 6pm in building 53. There is no cost to attend and lunch will be provided. Everyone that comes will receive a \$100 install coupon for any Garmin products. Contact Jeff Horan at jeffh@bismarckaero.com or 701.223.4754 to RSVP.





Events to look forward to

May 3	Poker Run, Mandan Aero Center, 12 p.m.
May 7	11th Annual Aviation Career Day, Bismarck Municipal Airport
May 14	Garmin Night, Bismarck Aero Center, 6 p.m.
May 20-22	Williston Basin Petroleum Conference
June 7	Relay for Life, Bismarck Walk, Century High School
June 8	Mandan Airport Fly In, Mandan Municipal Airport
June 29	CAP Movie on the Ramp, Bismarck Aero Center, Sundown

Trivia

With Bismarck Aero Center's Ground School in full swing right now, the class is learning about Aircraft Systems and Performance. From the class, which of the following is **NOT** a method of weight and balance computation?

- A. Computational Method
- B. Graph Method
- C. Table Method
- D. Interpolation Method

Want to know more? Follow us at:



www.facebook.com/Bismarck.Aero.Center



www.linkedin.com/company/bismarck-aero-center

Correctly answer before May 23rd for your chance to win a \$25 gift card! Contact Shae Helling at shaeh@bismarckaero.com or 701.223.4754

Last quarter's correct answer was C. Riverdale. The Mandan Aero Center hangar was brought down from the small town of Riverdale, ND. Congratulations to David Nyhus, last quarter's lucky trivia winner.

2301 University Drive Bldg. 53
Bismarck, N.D. 58504
701.223.4754
www.bismarckaero.com

