

COMMUNITY INSIGHTS

— *by* —
TRUE  NORTH

McKinney Air Center Satisfaction Survey

Most Trusted

Market Research
and Data Analytics
Company

— IndustryWired

MCKINNEY
AIR CENTER



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Executive Summary

01

- Objectives and Methodology
- Satisfaction Framework
- McKinney Air Center Satisfaction

Background and Objectives

- ▶ **The primary goal is to assess customer satisfaction and gain insights into current perspectives, enabling informed decisions about maintaining and enhancing McKinney Air Center services.**

Background and Objectives

- The McKinney Air Center collaborated with True North to evaluate the satisfaction of those who use its services.
- The results of this study will be used as a tool to inform management on where to invest resources to identify priorities and to improve its services.

Areas of Focus:

- Line Services
- Passenger Amenities
- Facilities
- Administration
- Customer Service Team



Methodology

- 10-minute online survey.
- True North utilized McKinney Air Center's list of 253 customers' emails and made the survey available through a QR code at the facility.
- The sample consisted of a variety of customer types, including transient customers, tie-down leaseholders, office leaseholders, T-Hangar Leaseholder, Community Hangar Leaseholder, Whole Hangar Leaseholder Members of the flying club Affiliated with the Flight School, and Ground Lease Tenants.
- We received n=54 completes, which equated to a 21% response rate, which is a very good response rate.

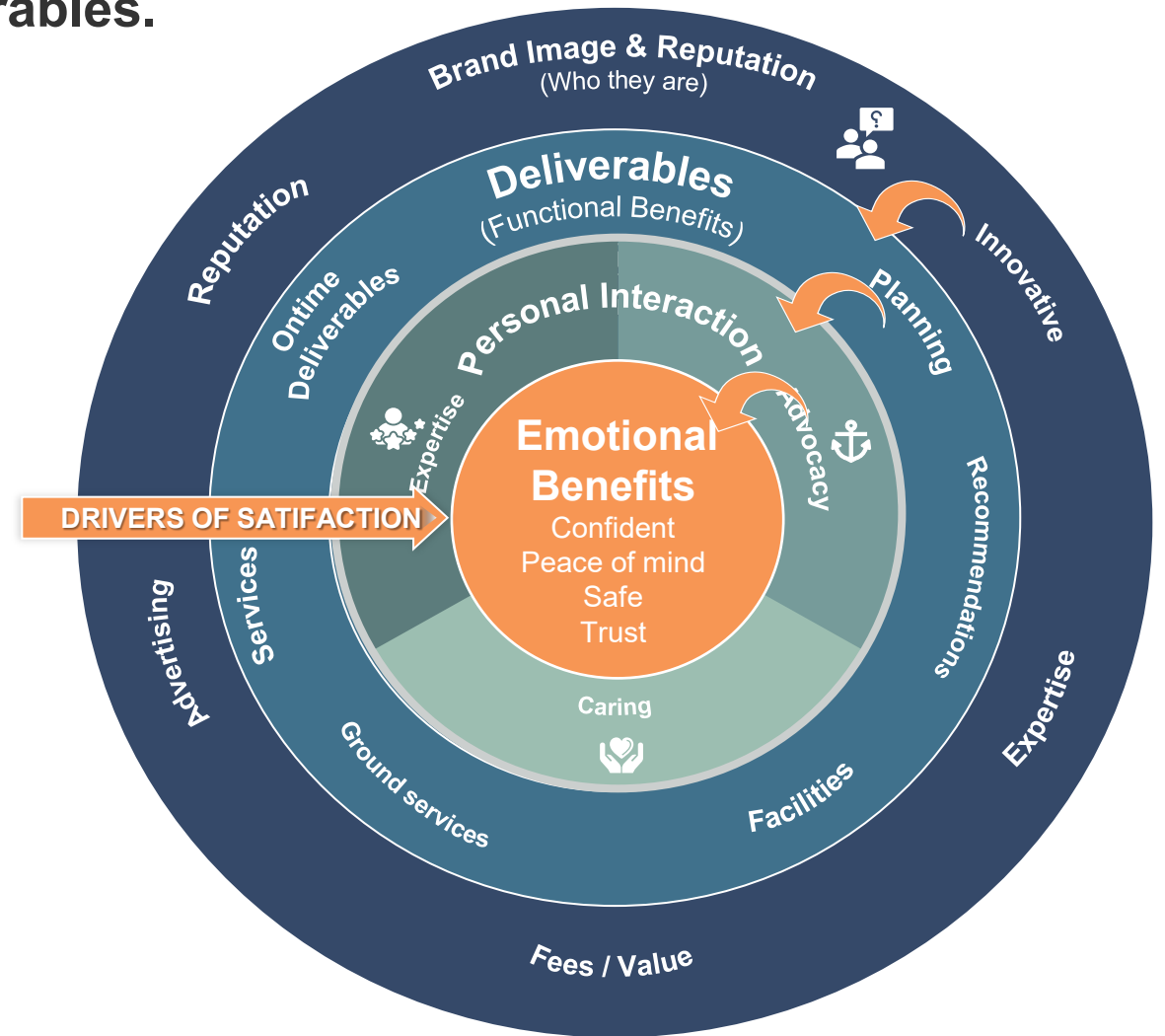
Satisfaction Framework

- ▶ **Customer dissatisfaction can arise from various factors. Satisfaction or dissatisfaction is influenced across multiple levels, not just by the functional deliverables.**

The strongest brands will deliver an emotional benefit to their customers.

A brand can deliver these benefits through several “levels.”

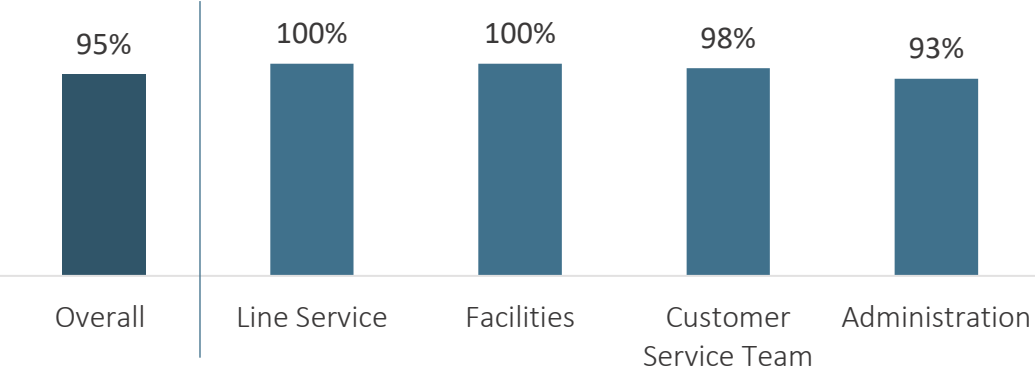
1. Brand reputation - Many feel trust and confidence simply by using a specific brand.
2. Deliverables - This is the functional benefit, what you actually deliver. Many times, this is simply the cost of entry.
3. Personal Interaction - Customers want to be valued and treated as if they are special. This is typically the most differentiating element of this framework.
4. Emotional benefits – These are almost always the single most important dimension that leads to acquisition and loyalty.



Executive Summary

Satisfaction

Overall, clients are very satisfied with McKinney Air Center, and satisfaction levels are high within each line of service.



Net Promoter Score

Clients have a very high opinion of McKinney Air Center. Over 3 in 4, 76% rated McKinney Air Center as Excellent when compared to other FBO's.

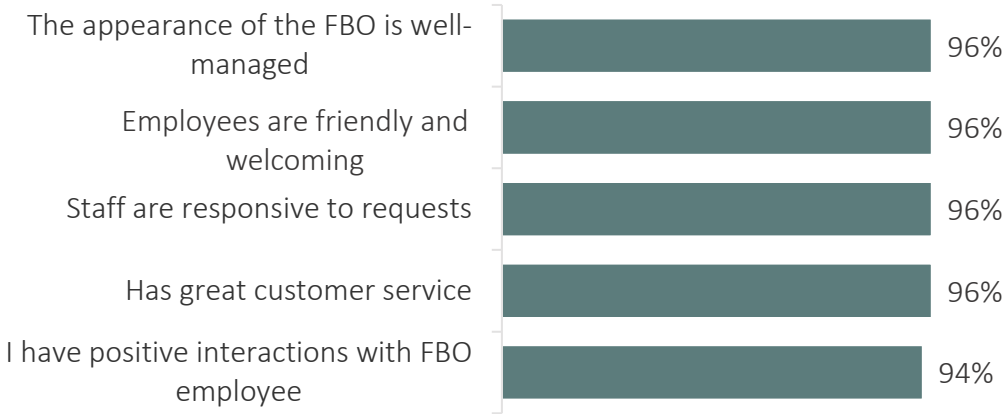
The top reasons for recommendation include:

- Great customer services
- Facilities
- Employees



Overall Brand Perceptions

Most clients feel that the FBO's appearance is well managed, employees are friendly, and staff is responsive to requests.



McKinney Air Center Strengths

The following are McKinney Air Centers primary strengths:

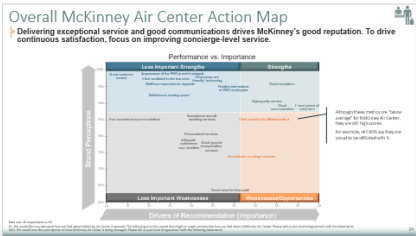
- Good reputation
- Clients have peace of mind when visiting
- Good communication
- High-quality services

The following are secondary strengths:

- Positive interaction with FBO employees who are friendly and welcoming
- Confidence in the line crew
- Staff are responsive to requests
- The appearance of the FBO is well-managed

Potential brand weaknesses:

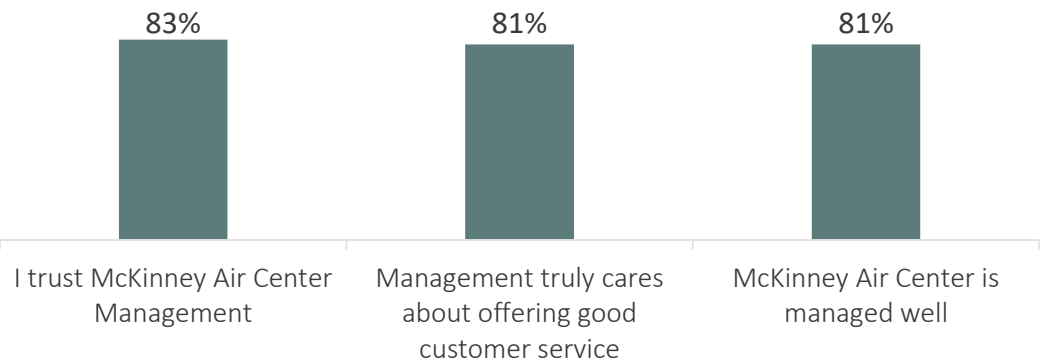
- Pride in affiliation
- Exceptional concierge services
- Good value for fees paid (secondary)



Executive Summary

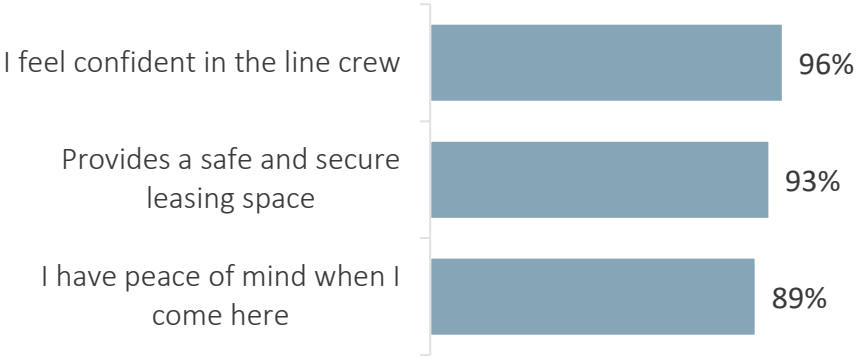
Management

Clients trust McKinney Air Center Management and believe they truly care about offering good customer service.



Client Benefits

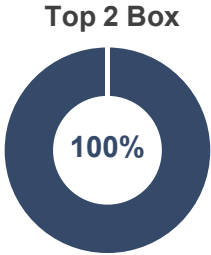
The top benefits clients noted were having confidence in the line crew 96% and feeling like the facility is safe and secure 93%.



Service Specific Expectations

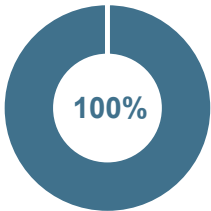
Line Service:

- High satisfaction, 100%
- Primary strengths: Fueling services
- Potential weaknesses: Lavatory cart, hangar services, baggage handling



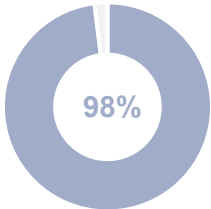
McKinney Air Center Facilities:

- High satisfaction, 100%
- Primary strengths: Lounge area, facility maintenance, spaces for flight plan working
- Potential weaknesses: Showers



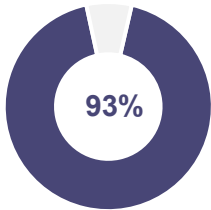
Customer Service:

- High satisfaction, 98%
- Primary strengths: Responsiveness and knowledge
- Potential weaknesses: Billing and invoice management



Administration:

- High satisfaction, 93%
- Primary strengths: Communicates timely and effectively
- Potential weaknesses: Staffing levels, hours of operation, lease management



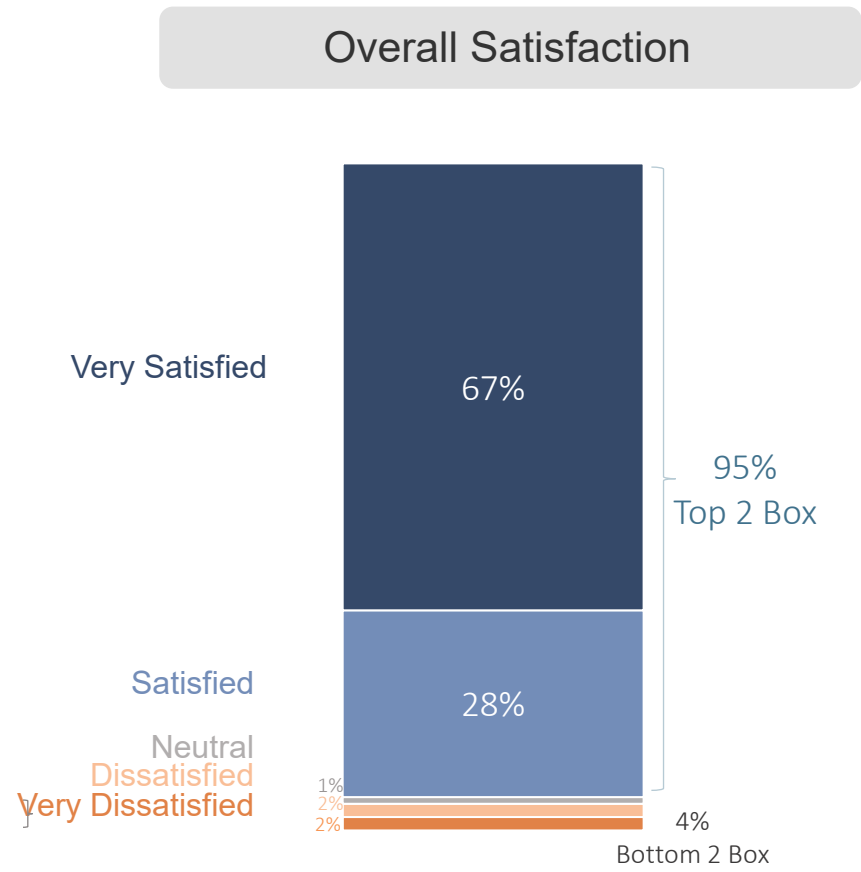
McKinney Air Center Satisfaction

02

- Overall Satisfaction
- Overall NPS
- Why Customers Promote McKinney Air Center
- McKinney Air Center Services and Facilities
- Customer Emotional Benefits
- McKinney Air Center Compared to Other FBO's

McKinney Air Center Satisfaction

▶ An impressive 95% of the respondents report satisfaction, highlighting its unwavering commitment to delivering a customer-centric experience.



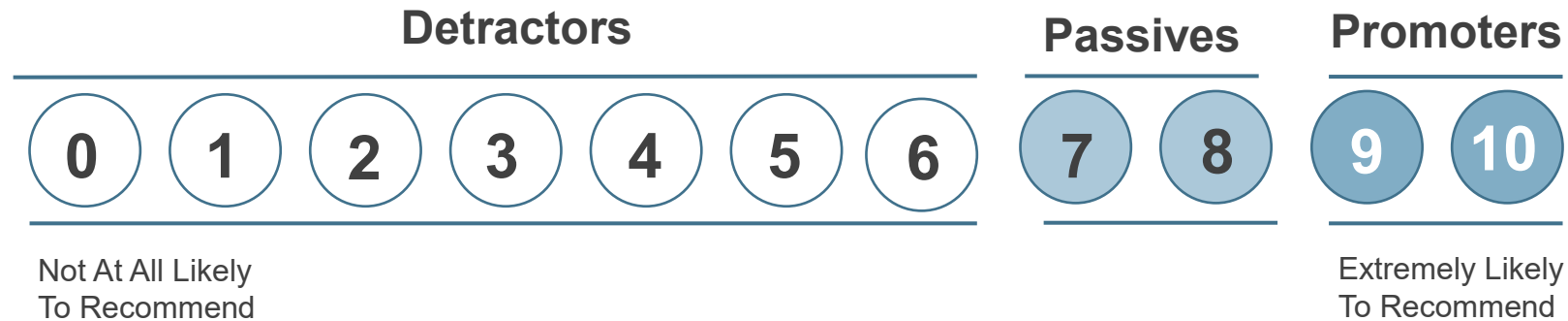
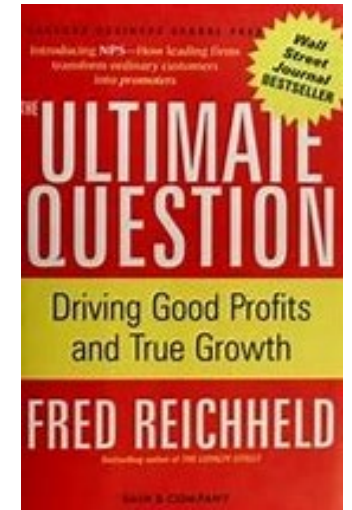
Base size: All respondents, n=54
Q1. Overall, how satisfied are you with McKinney Air Center?

Likelihood of Recommending

► Developed by Bain & Company, a global consulting firm

Has grown in use across many industries

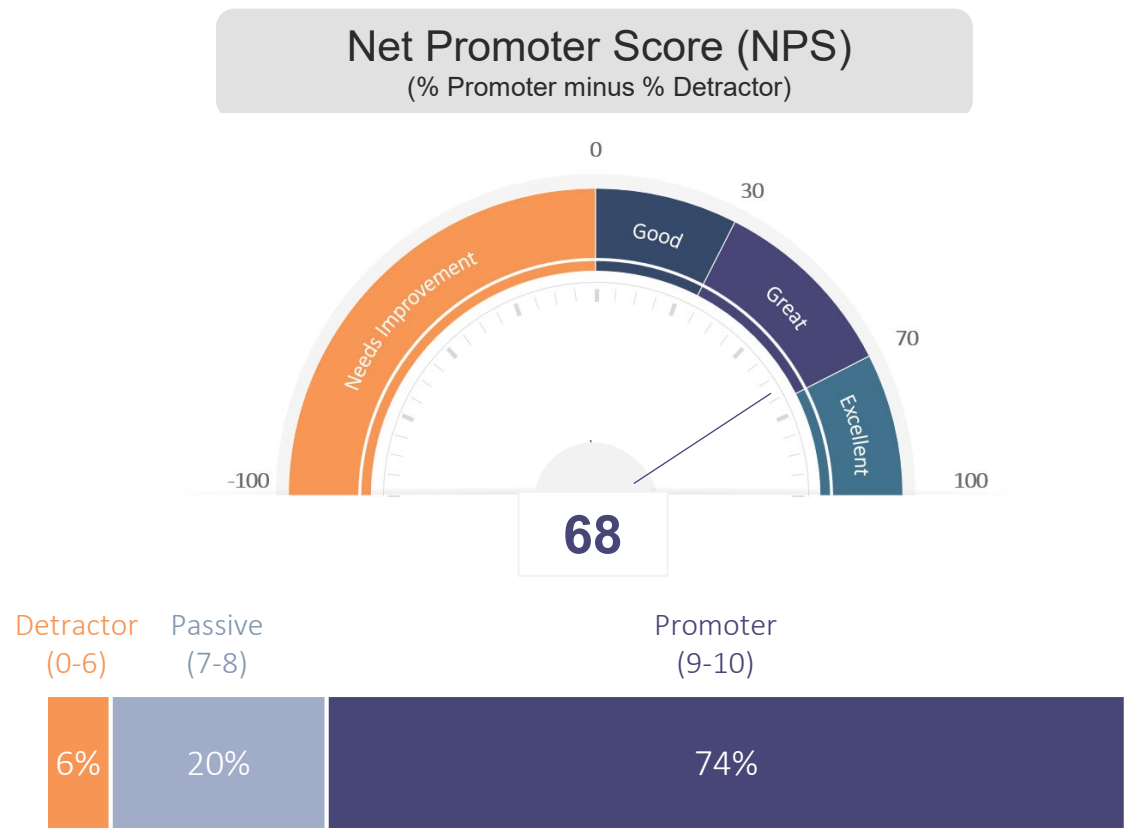
Satisfaction is a low threshold. We want residents to be more than satisfied.



$$\text{NPS} = \% - \%$$

McKinney Air Center NPS

► Clients have a very high opinion of McKinney Air Center, receiving a stellar NPS of 68.



Base size: All respondents, n=54
Q2. If given the opportunity, how likely are you to recommend the McKinney Air Center facilities and services to others?

Why Customers Promote McKinney Air Center



- ▶ **Great customer service, a well-managed FBO, and friendly and welcoming employees are the most often-mentioned reasons customers recommend McKinney Air Center.**

Promoters

(Those likely to recommend)



Customer Comments

*"Nicest FBO around, **super good customer service**, fuel guys are top notch."*

*"Line crew very **efficient and friendly**."*

*"MAC has been outstanding partners for years. The service is top notch. I **work with over 80 FBO's across the country and MAC is truly one of the best.** That's the truth."*

*"Staff is courteous and **go out of their way to make me happy**."*

*"**Love the culture** from the top down."*

*"**Excellent service, great communications, great responsiveness**."*

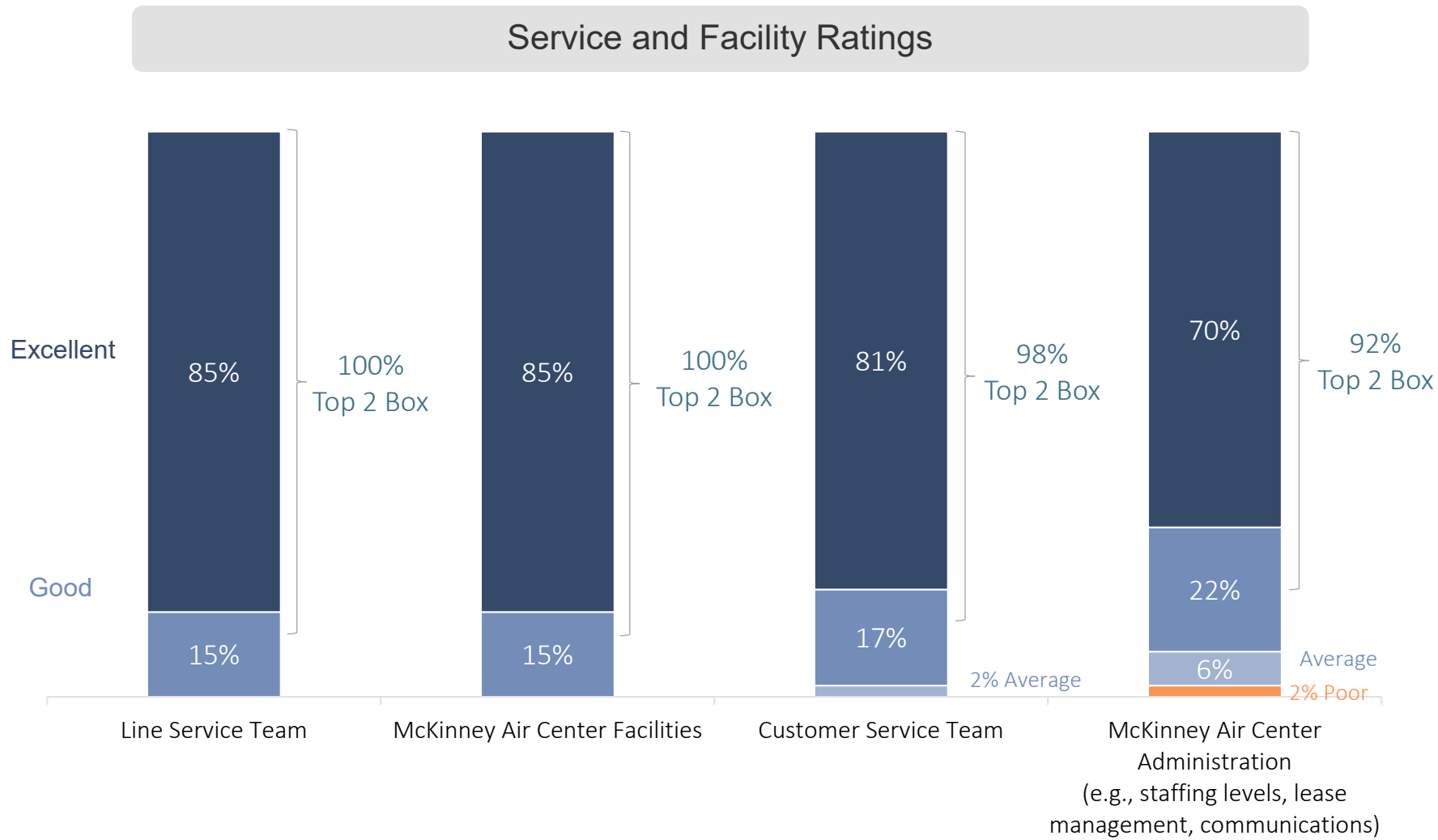
*"Excellent FBO. Excellent control tower. **Excellent location. Easy to access airplane after hours**."*

*"There is really awesome **first-class service** when you walk in; you feel like you're walking into an exclusive club."*

McKinney Air Center Services and Facilities



▶ **McKinney Air Center services and facilities are doing excellent overall, with more than 90% indicating “excellent or good” in every service area.**

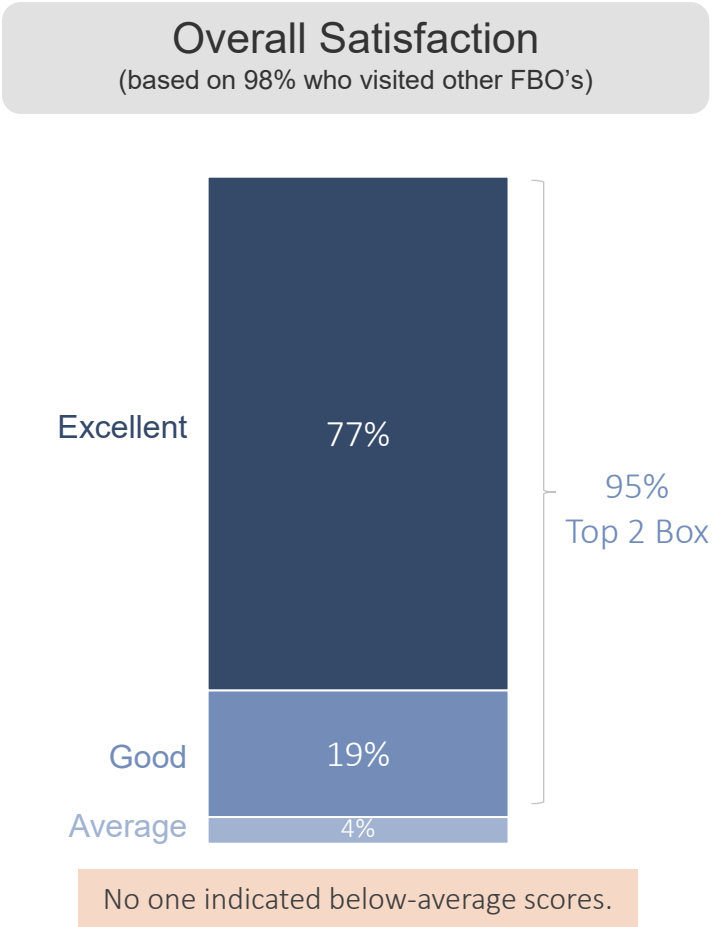


Base size: All respondents n=54: 5-point scale Excellent, Good, Average, Poor, Very Poor
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.

McKinney Air Center Compared to Other FBO's



▶ 9 in 10 indicated that McKinney Air Center was “excellent or good” compared to other FBOs.



*“The new building is fabulous. I had nothing to do with it, but it **still makes me proud as a pilot to meet passengers there.** The restrooms, as with the rest of the building, are spotless. The coffee and snack service is also great.”*

Drivers of Recommendation

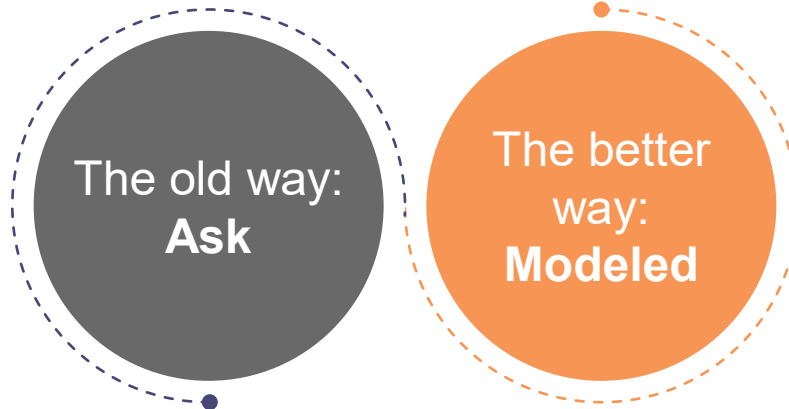
- ▶ How do we determine which topic is the most important? Do we try to improve the lowest-scoring item? What if the lowest-scoring item is not important? We must first determine which topics are the most important.

How do we determine which are the most important attributes?

True North applies an analytical approach to identify the topics that most lead to satisfaction.



But this may not give us the real reason for choice.

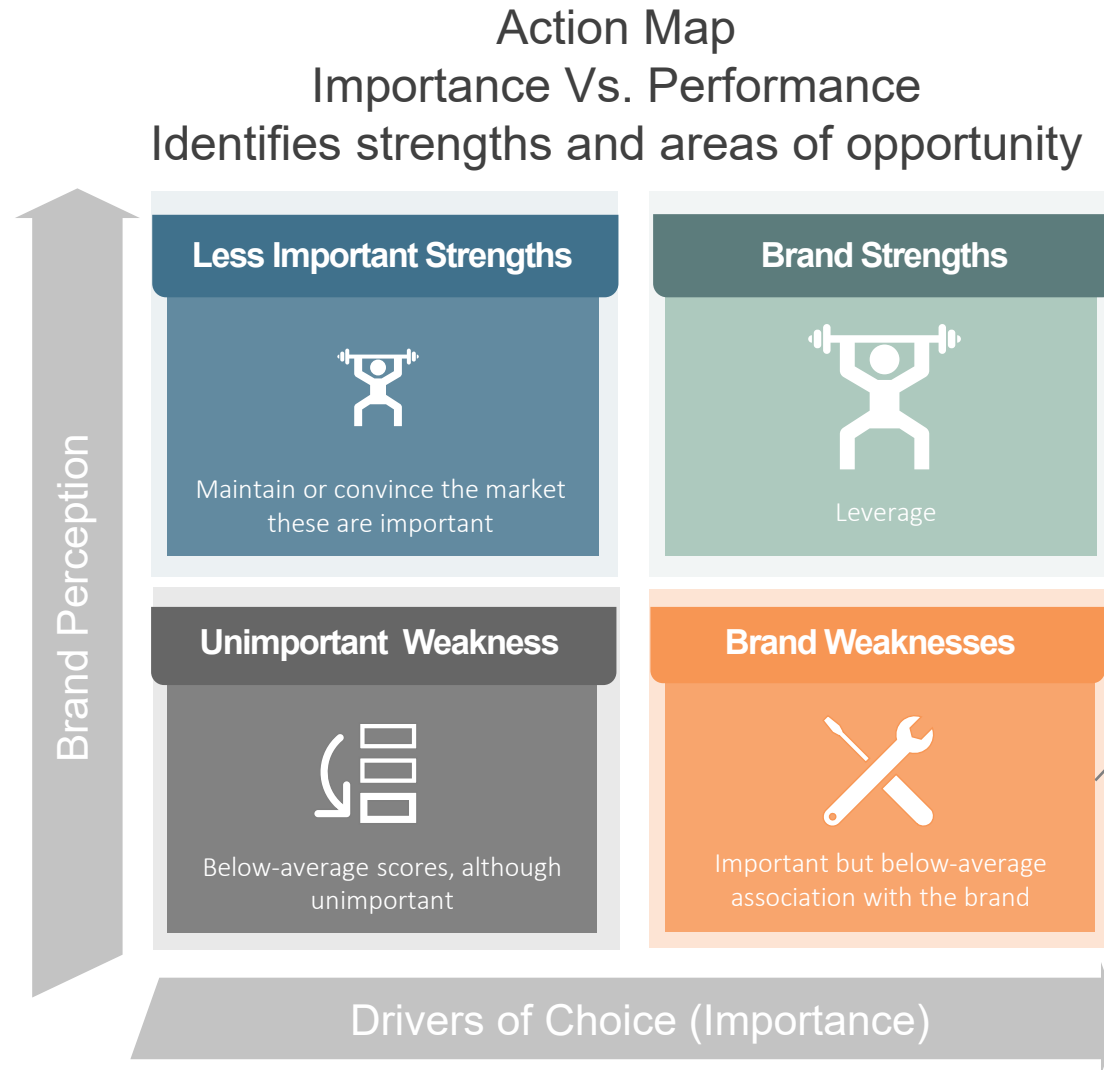


Analytically identify those attributes that are highly predictive of choice.

Clarity On Where to Focus Efforts - Action Maps

▶ This map highlights strengths and potential areas of opportunity.

Plotting topics on this chart quickly and easily reveals the most important metrics on which to focus.

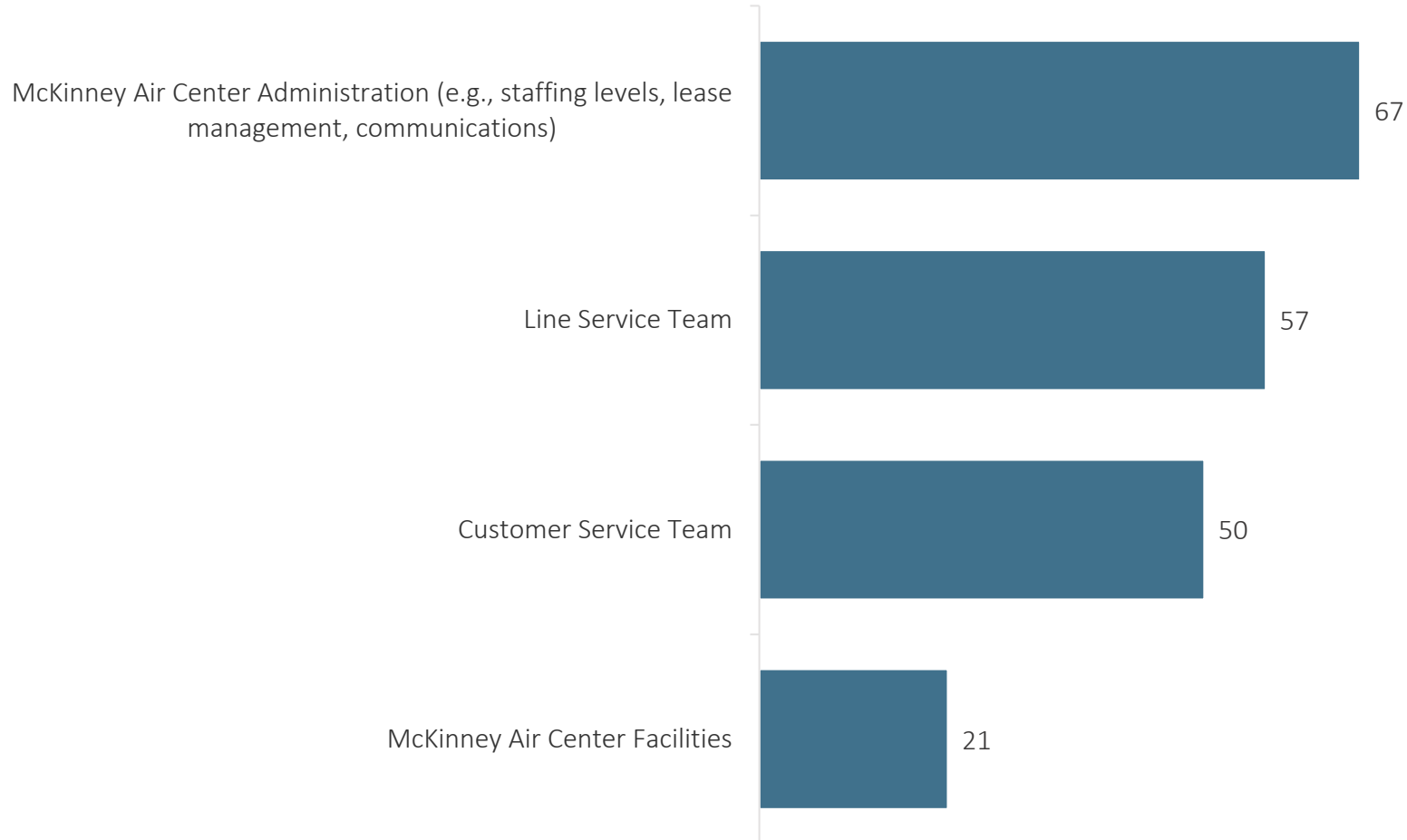


Attributes in this quadrant should be prioritized when improvements are considered.

Service Specific Drivers of Choice

▶ **Administration stands out as the top driver when deciding whether to use McKinney Air Center.**

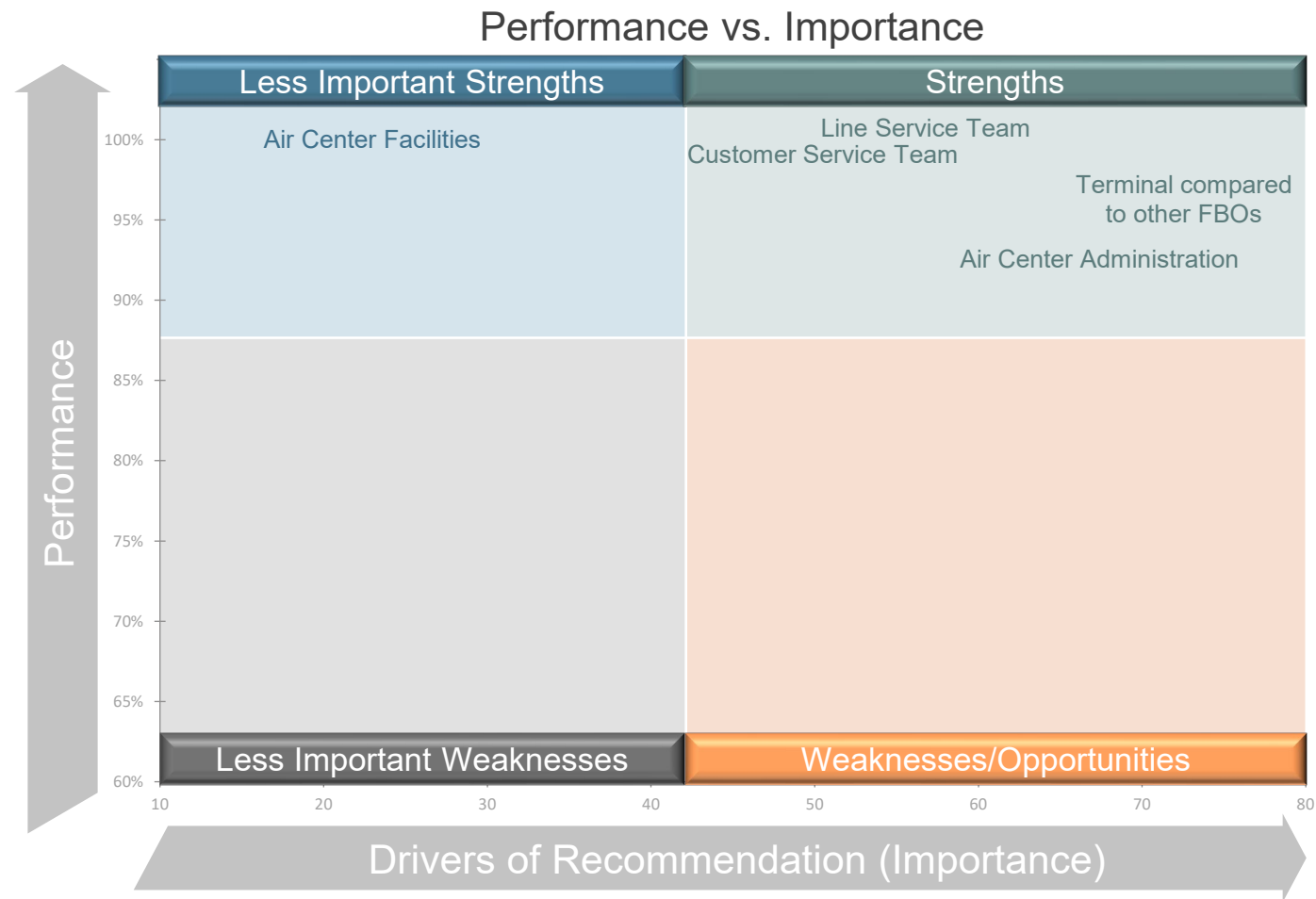
Drivers of Choice



Services and Facilities Action Plan



Four of the five services and facilities areas assessed are drivers of customer satisfaction and loyalty. Customers agree McKinney is performing well in these areas.



Base size: All respondents n=54: 5-point scale Excellent, Good, Average, Poor, Very Poor
Q3. How would you rate the McKinney Air Center terminal compared to other FBOs you visit?
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.

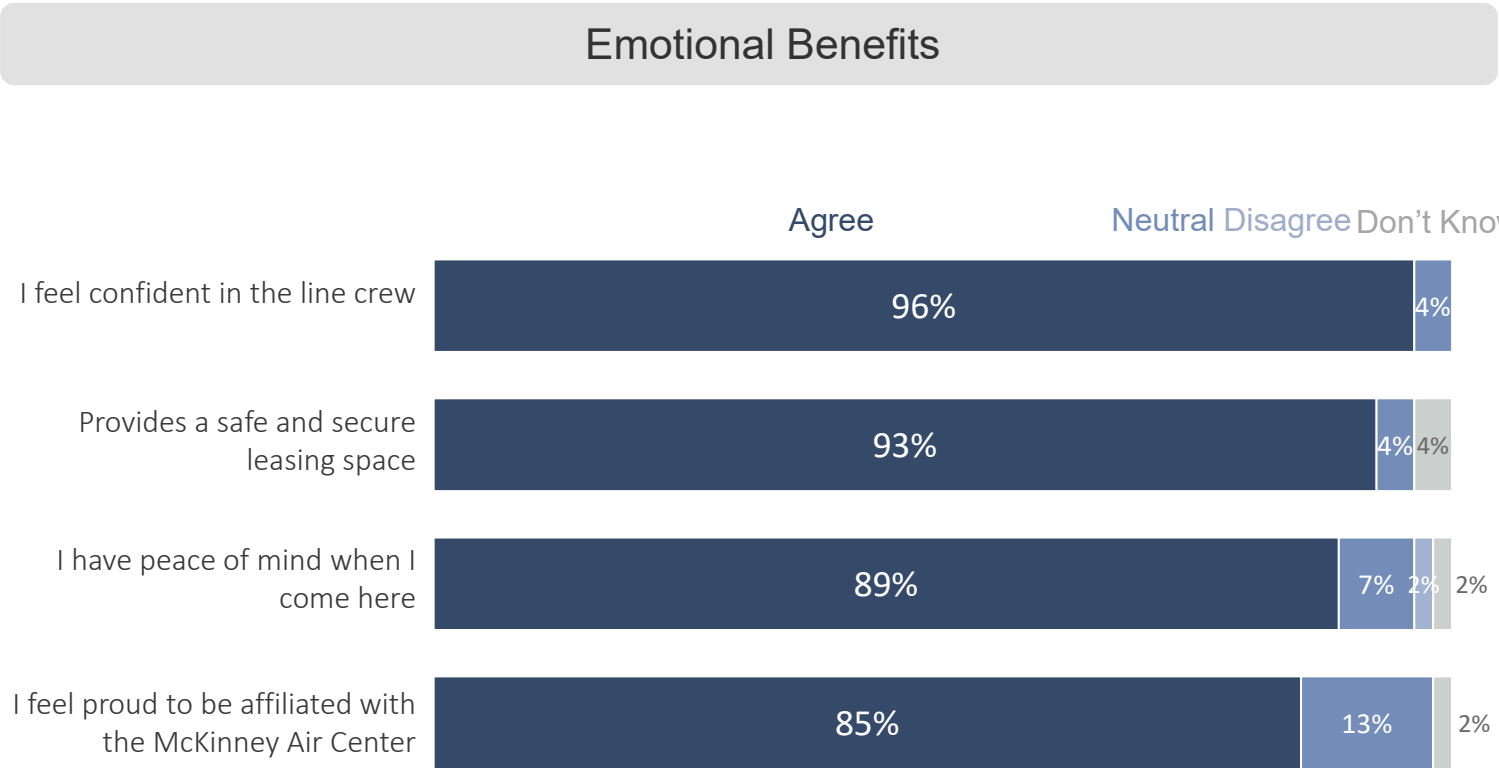
Brand Perceptions and Customer Benefits

- Overall brand perceptions
- Analytically modeled drivers of choice
- Action map – brand strength, weaknesses, and areas of opportunity

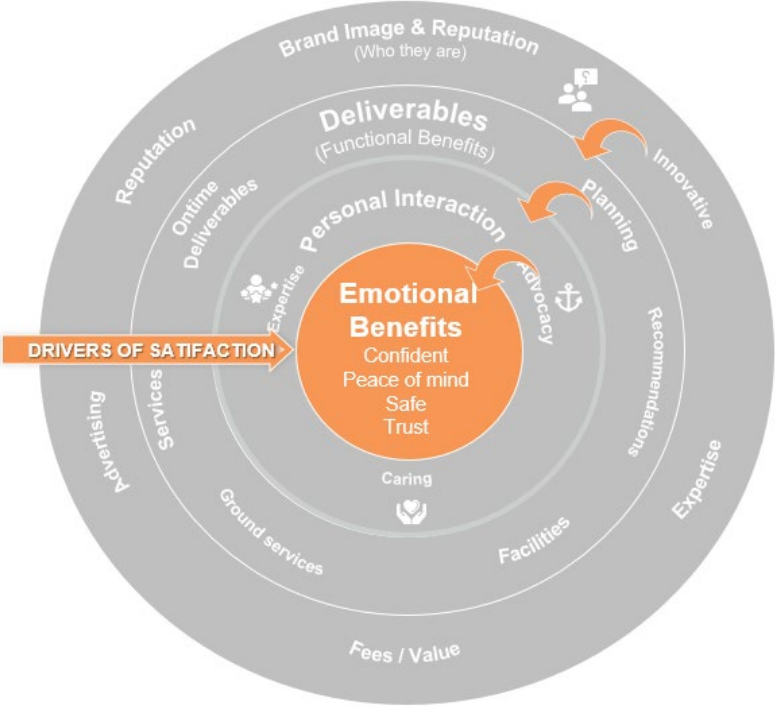
03

Customer Emotional Benefits

▶ Customers indicated very high emotional benefits.



Satisfaction Framework

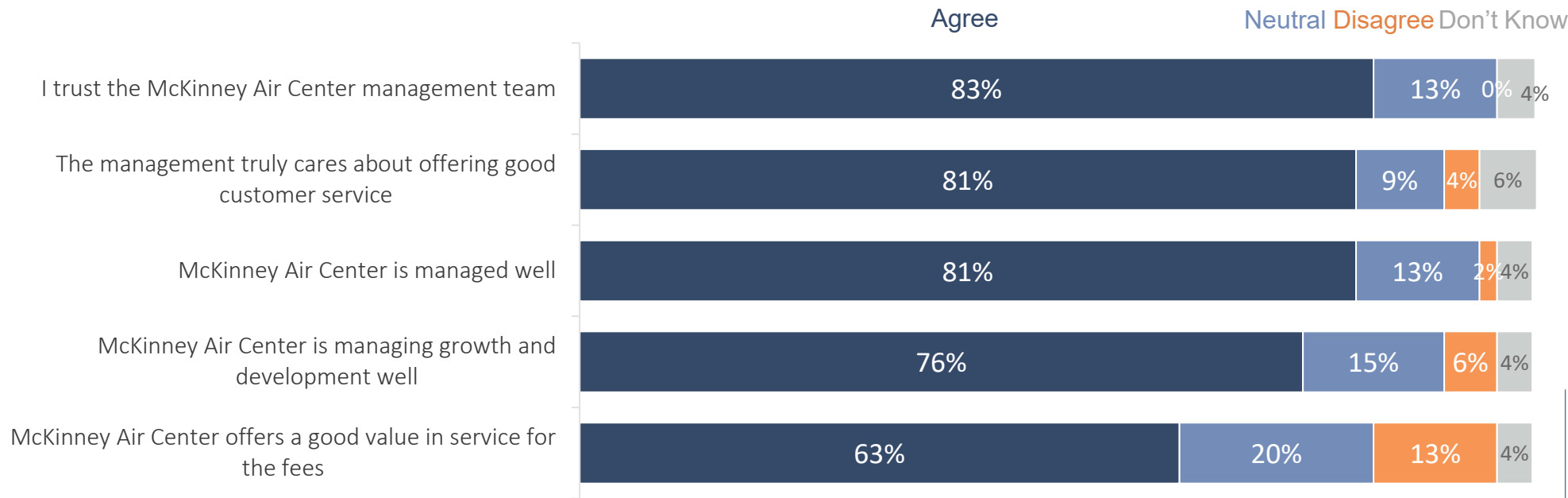


McKinney Air Center Management



▶ **Around 8 in 10 agree that the center is well-managed, trusts the management team, and believes it is genuinely committed to providing excellent service.**

How McKinney Air Center is Managed

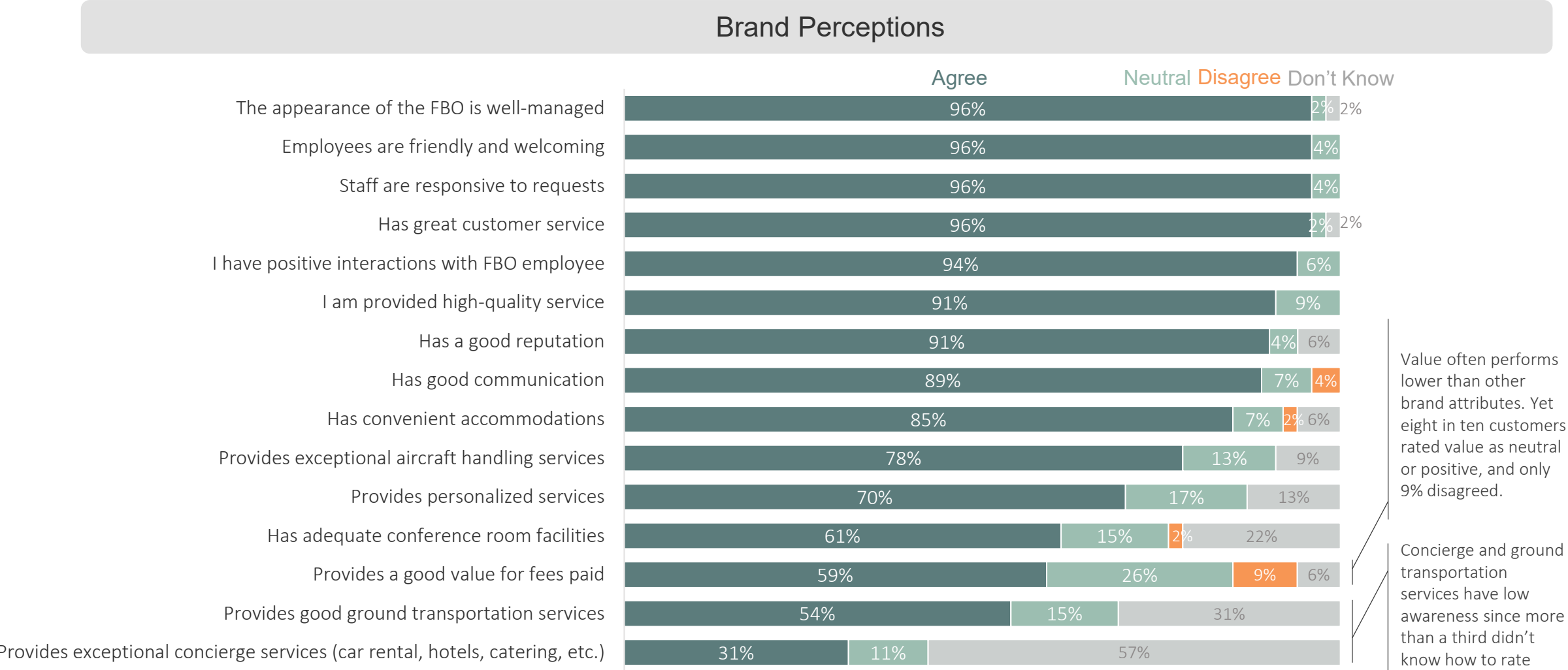


Value consistently scores a lower level of agreement than other attributes.

Brand Perceptions



▶ **McKinney Air Center overall has very high brand perceptions.**

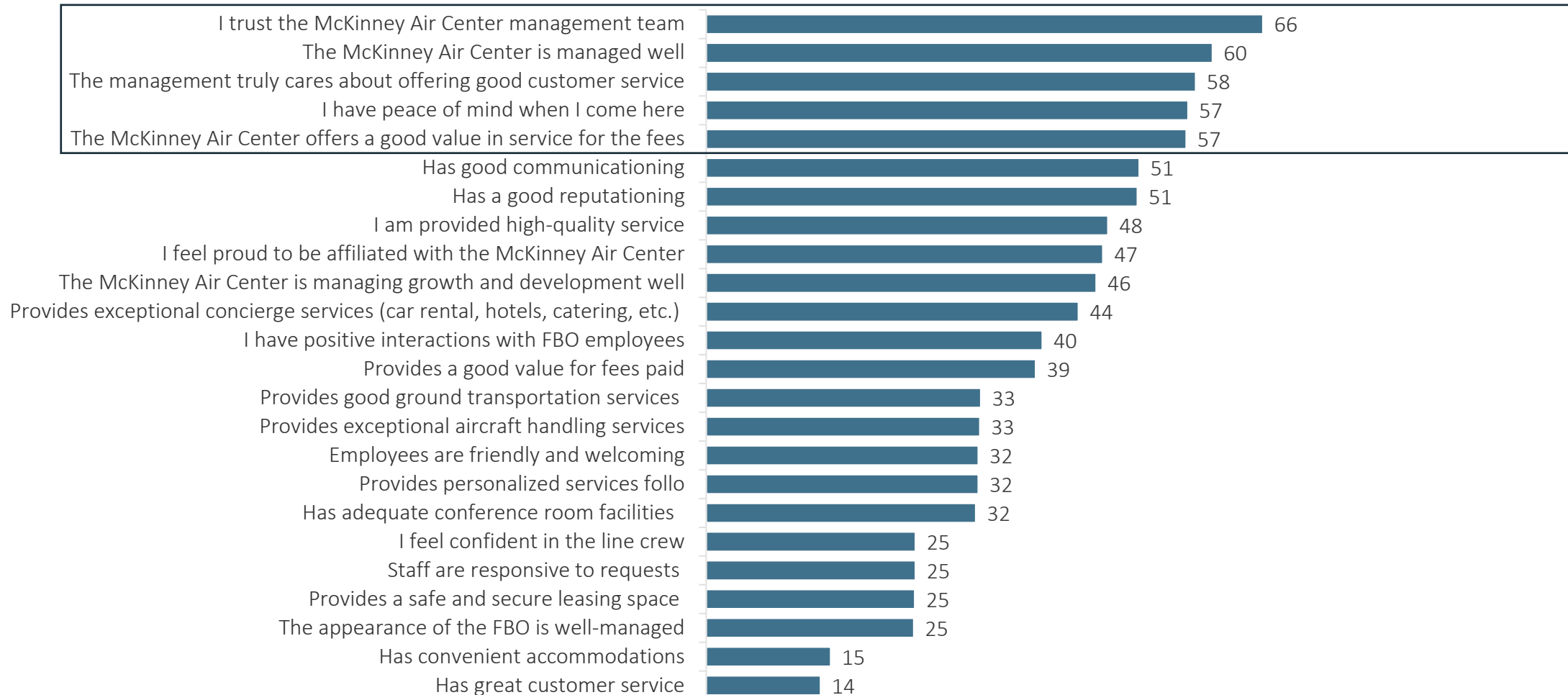


Base size: All respondents n=54
B1. We would like to understand how you feel about McKinney Air Center in general. Please tell us your level of agreement with the statements.
E1. We want to understand how you feel about McKinney Air Center. As before, please indicate your level of agreement with the following statements that describe how you feel about McKinney Air Center.

Overall, Drivers of Choice - Modeled

▶ The top attributes all have to do with trust and management.

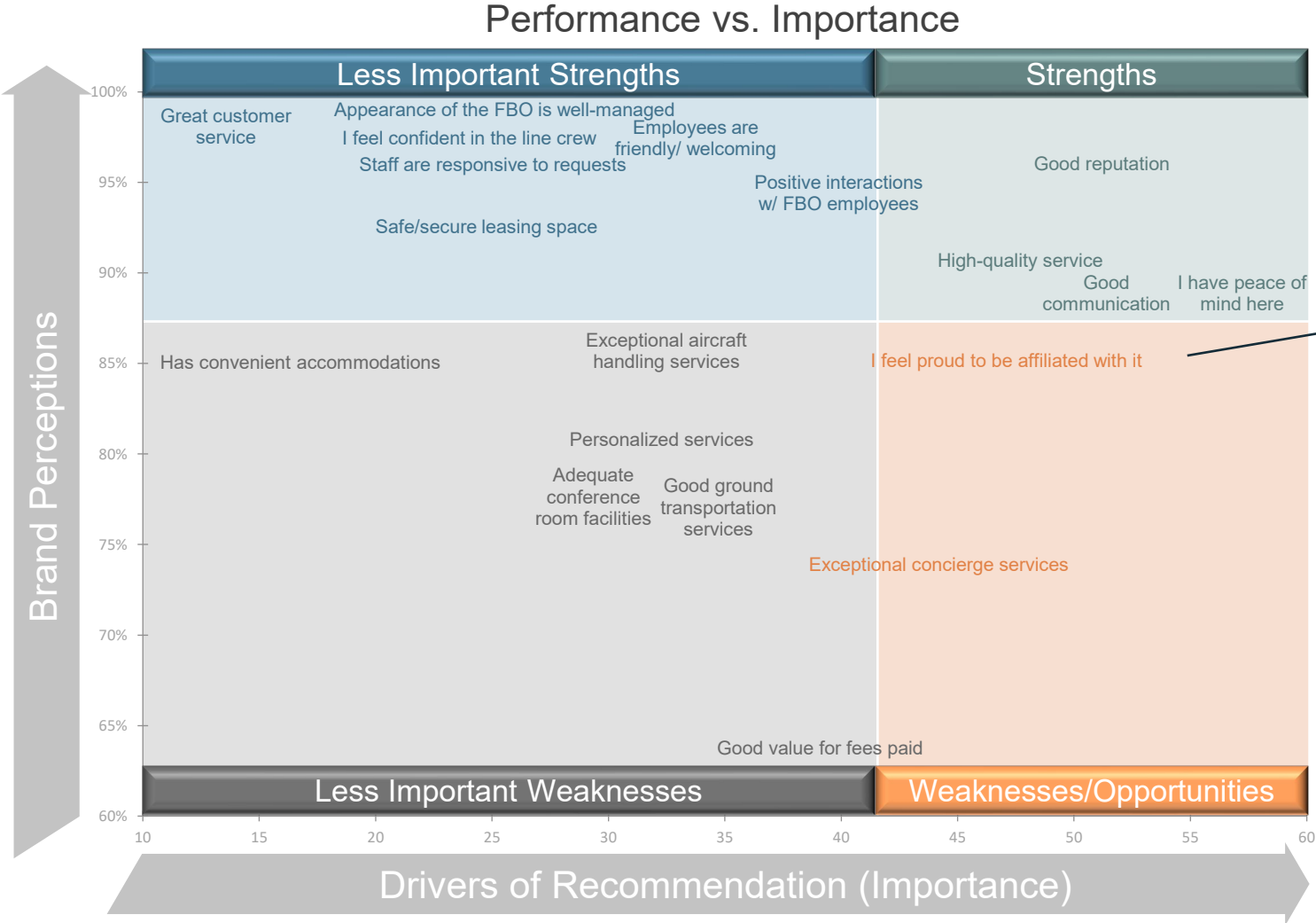
Drivers of Choice



Overall McKinney Air Center Action Map



▶ Delivering exceptional service and good communications drives McKinney's good reputation. To drive continuous satisfaction, focus on improving concierge-level service.



Although these metrics are “below average” for McKinney Air Center, they are still high scores.

For example, still 85% say they are proud to be affiliated with it.

Base size: All respondents n=54
E1. We would like to understand how you feel about McKinney Air Center in general. The following are a few words that might or might not describe how you feel about McKinney Air Center. Please tell us your level of agreement with the statements.
SM1. We would now like your opinion on how McKinney Air Center is being managed. Please tell us your level of agreement with the following statements.

Satisfaction with Service Areas

- Customer service
- Line Service
- Administration Facilities

04.0



McKinney Air Center Satisfaction

- ▶ Overall, clients are very satisfied with McKinney Air Center. Satisfaction remains high within each area of service.



Customer Service Team

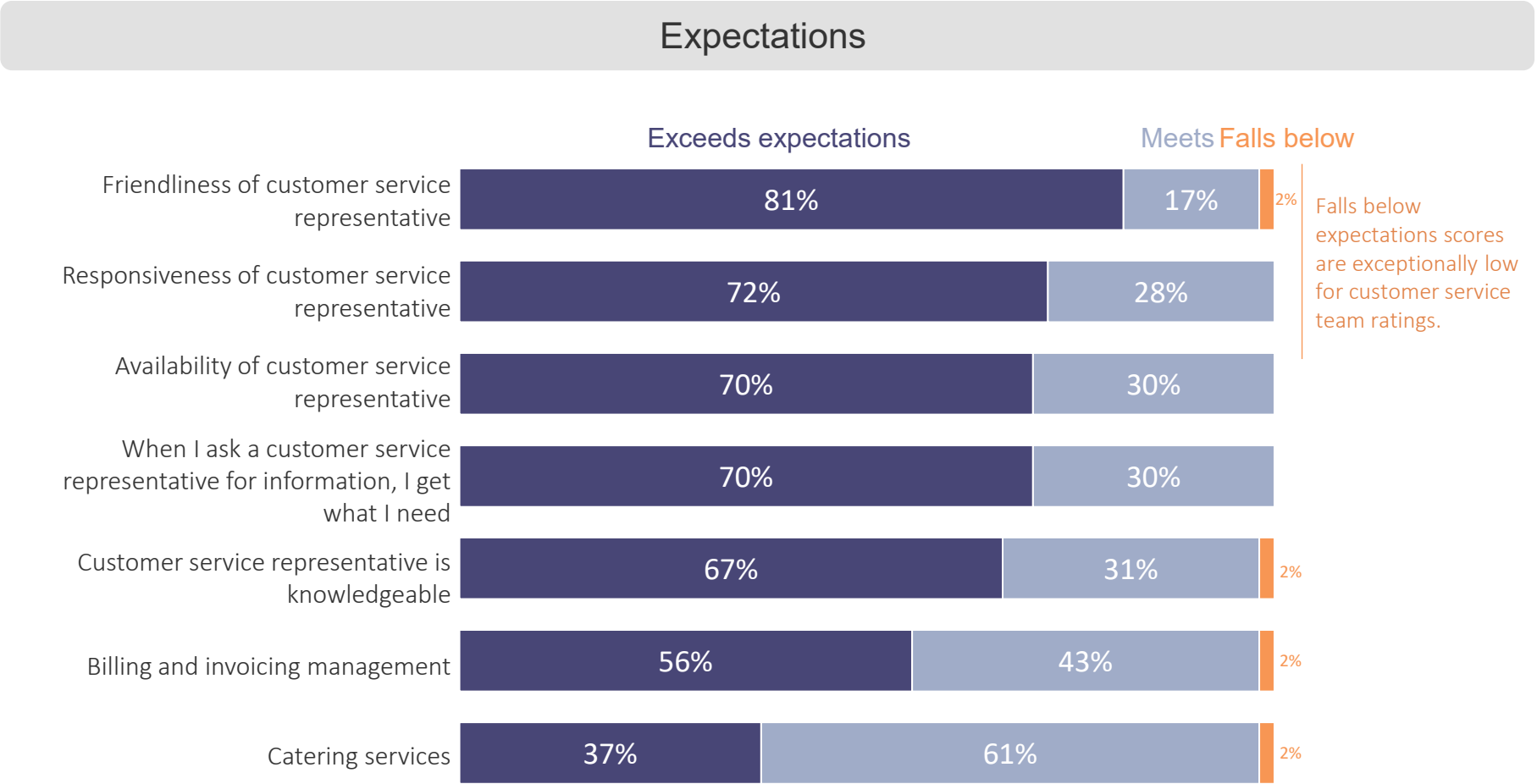
- Customer service expectations
- Interactions
- Reasons for a positive/negative overall score

04.1

McKinney Air Center Customer Service



► The friendliness, responsiveness, availability, and helpfulness of McKinney customer service surpass expectations for more than 70% of customers.



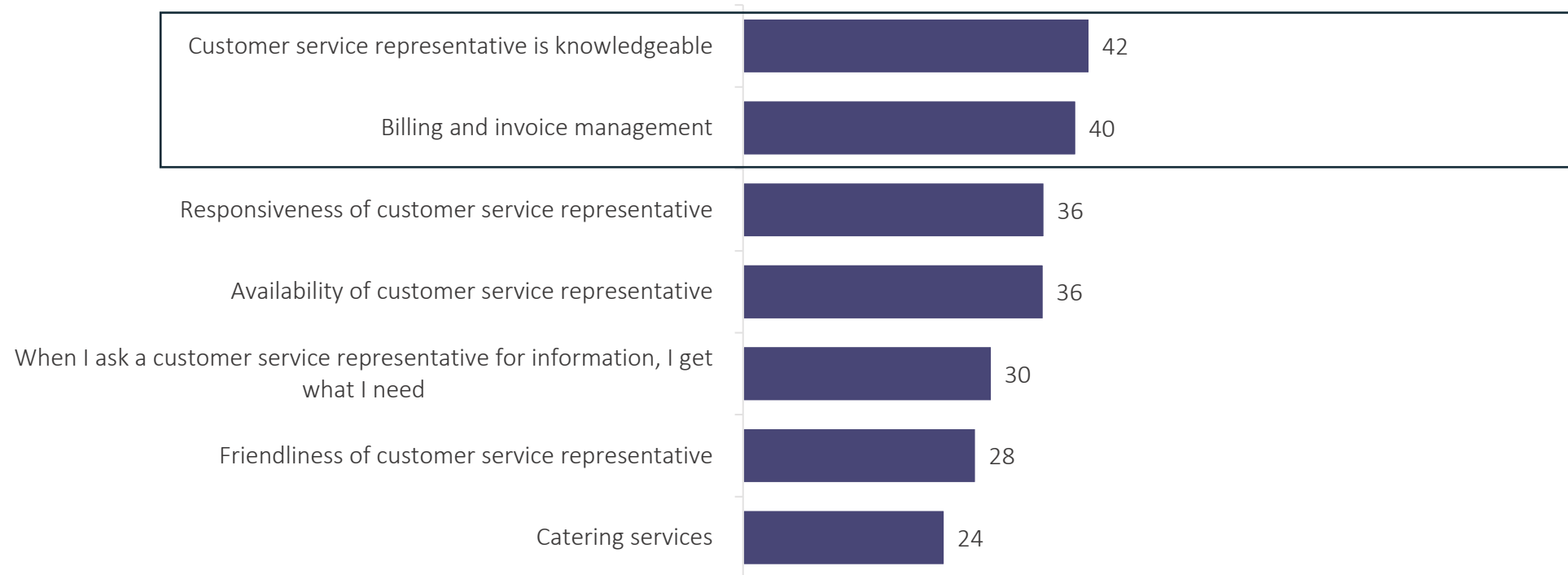
Base size: All respondents n=54
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.
CS3. Please evaluate McKinney Air Center Customer Service based on your expectations.

Customer Service Drivers of Choice



- ▶ **Customer service is knowledgeable, and billing and invoice management services are the top most important drivers.**

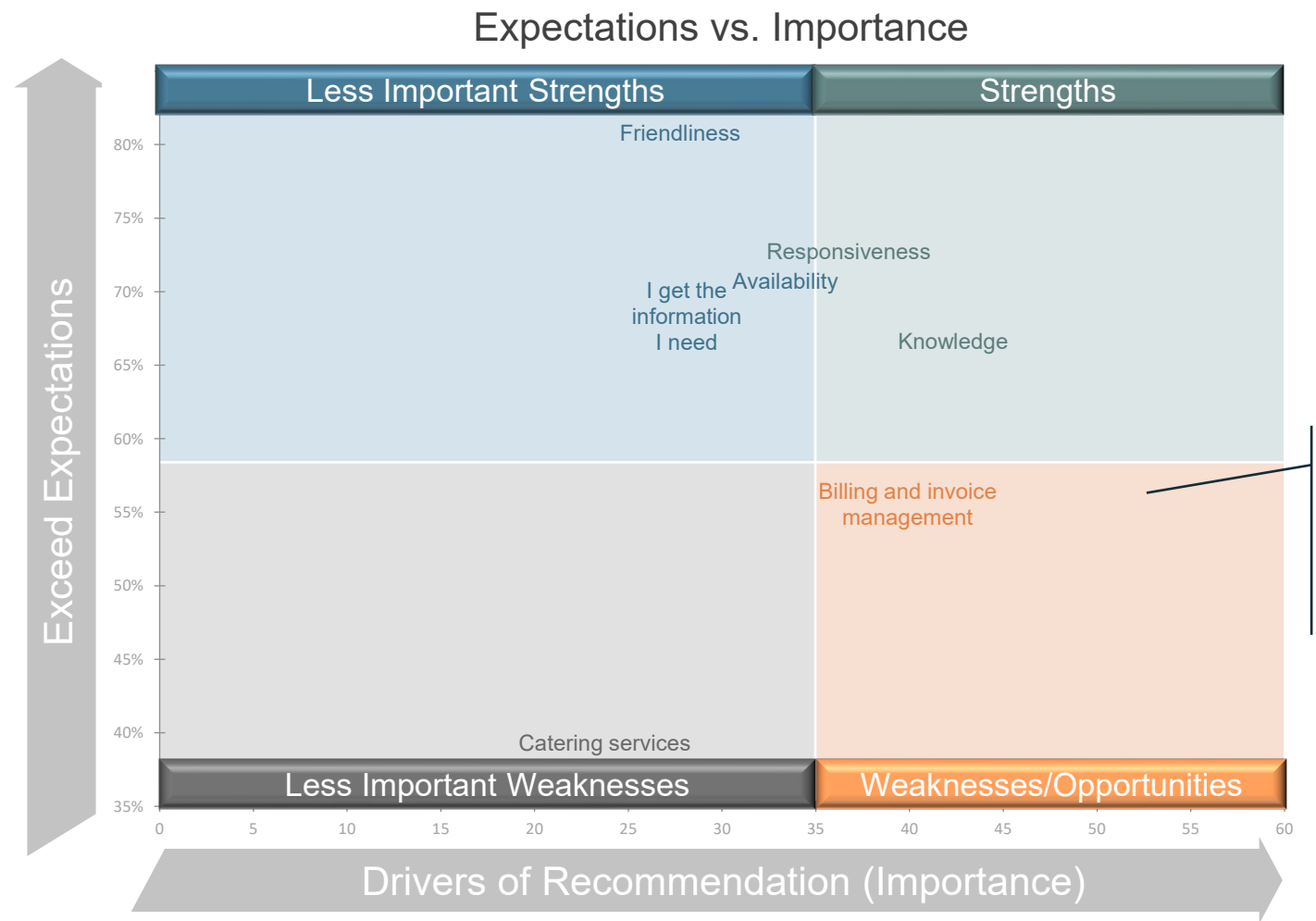
Drivers of Choice



Customer Service Team Action Map



▶ **The Customer Service team’s expertise and responsiveness drives customer loyalty.**
For further improvement, prioritize enhancing the billing and invoice management process.



Note that “exceeding expectations” is a very high threshold. Even for Catering, having 35% indicate they perform above expectations is a good score.

Base size: All respondents n=54
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.
CS3. Please evaluate McKinney Air Center Customer Service based on your expectations.

Line Service Team

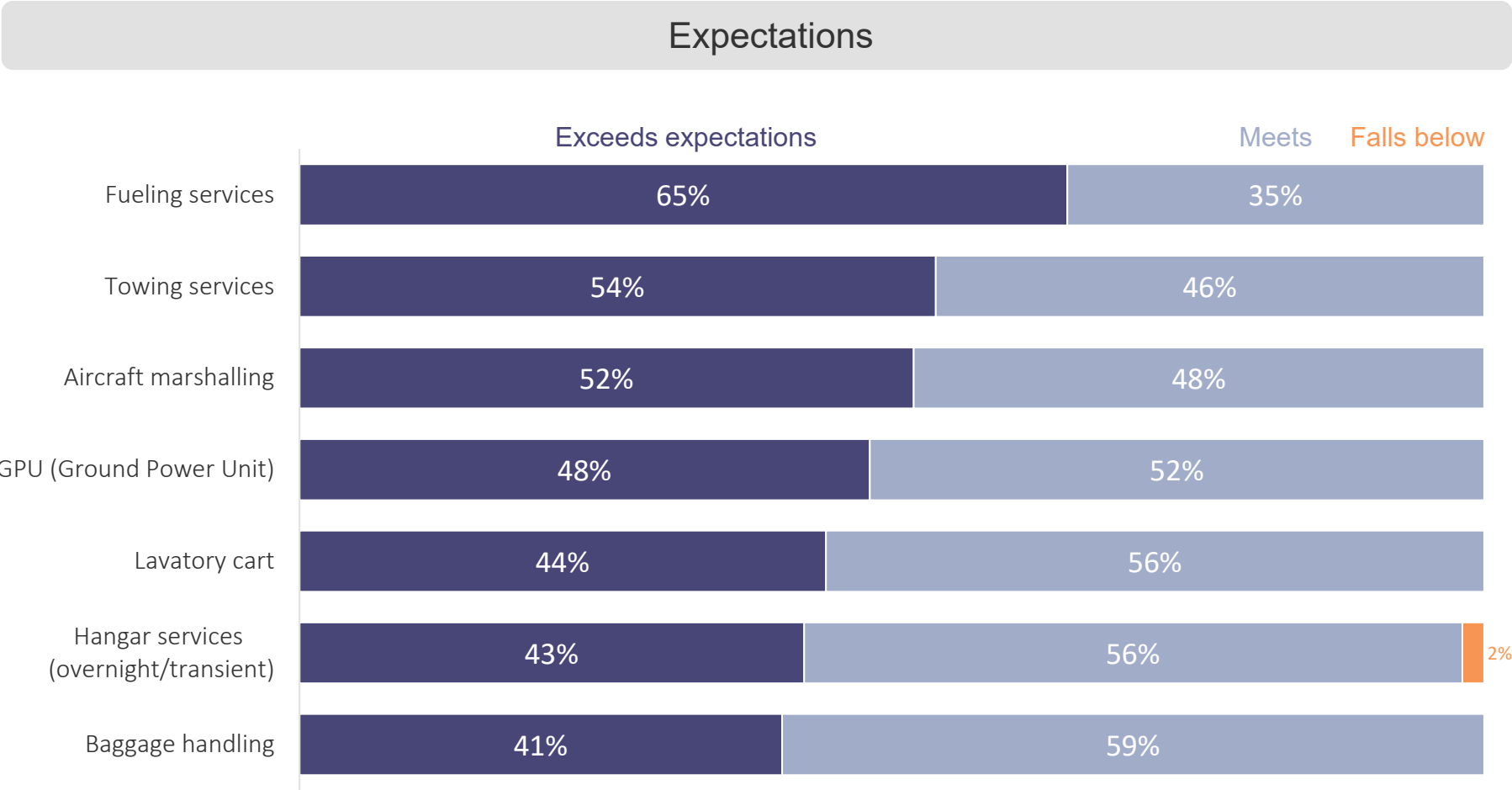
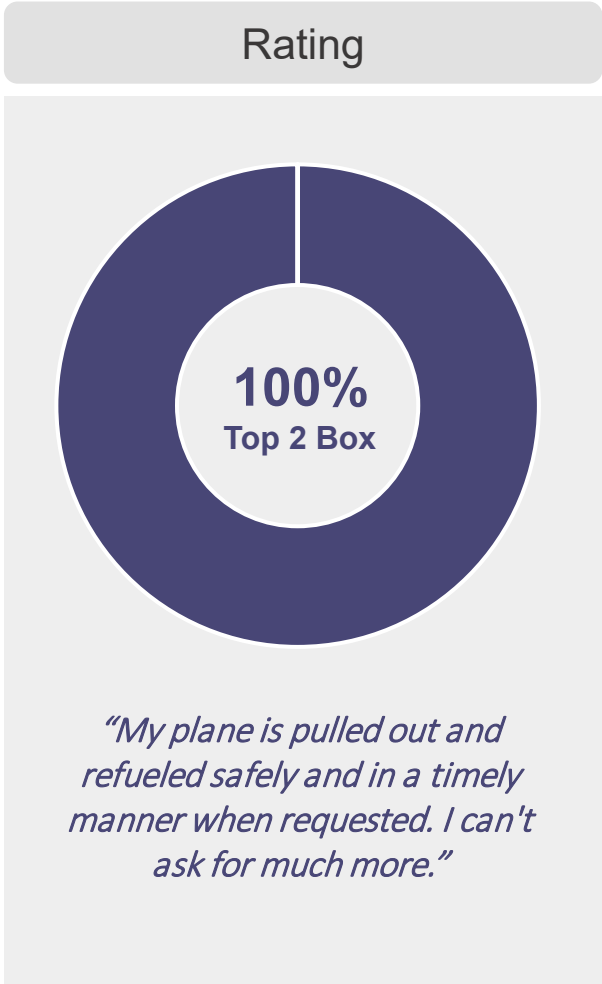
- Line service expectations
- Reasons for a positive/negative overall score

04.2

McKinney Air Center Line Service Team



More than half of customers reported that McKinney’s fueling, towing, and aircraft marshaling services surpassed their expectations.

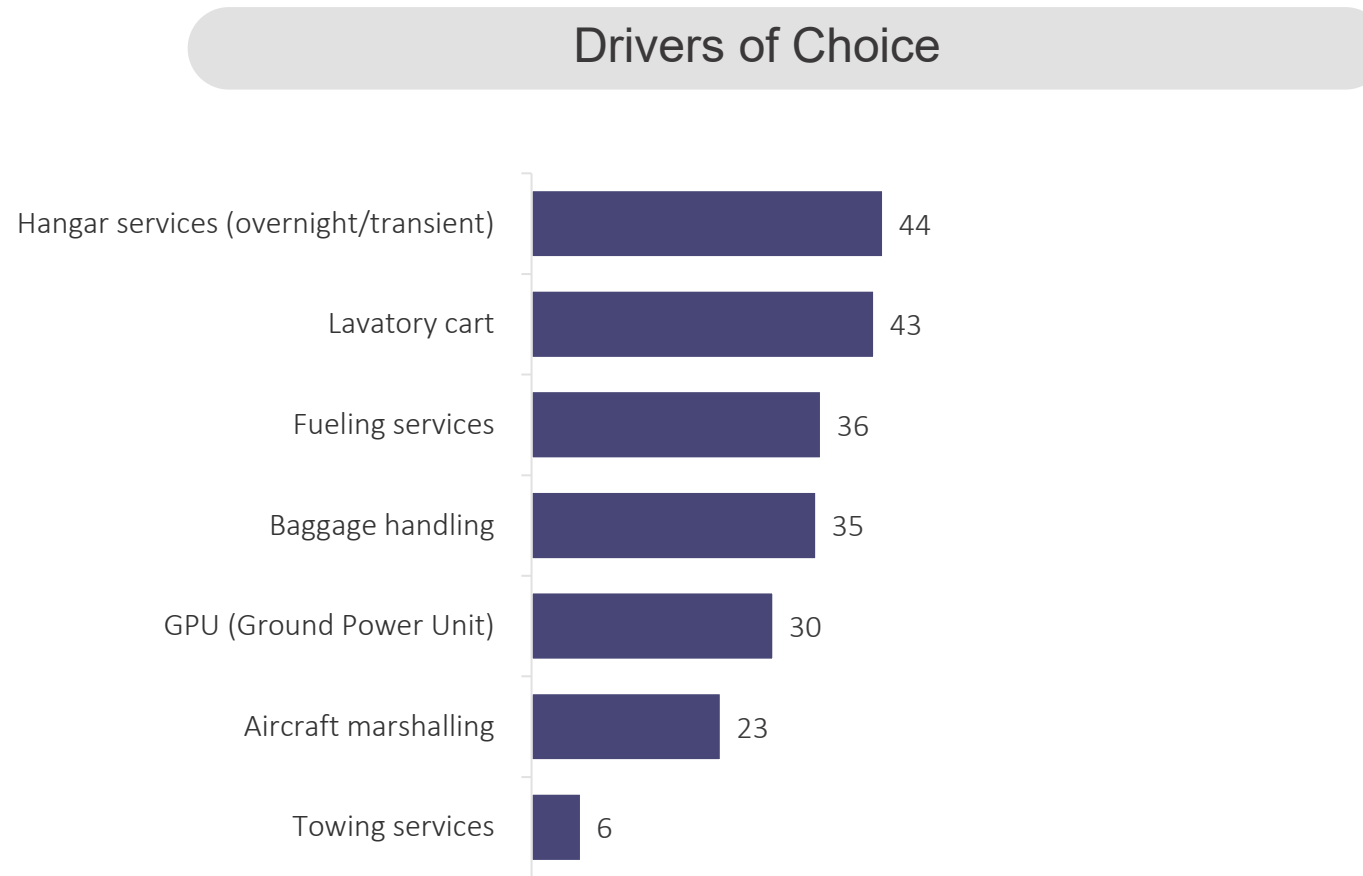


Base size: All respondents n=54
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.
LS2. please evaluate the McKinney Air Center’s Line Service Team based on your expectations.

Line Service Drivers of Choice



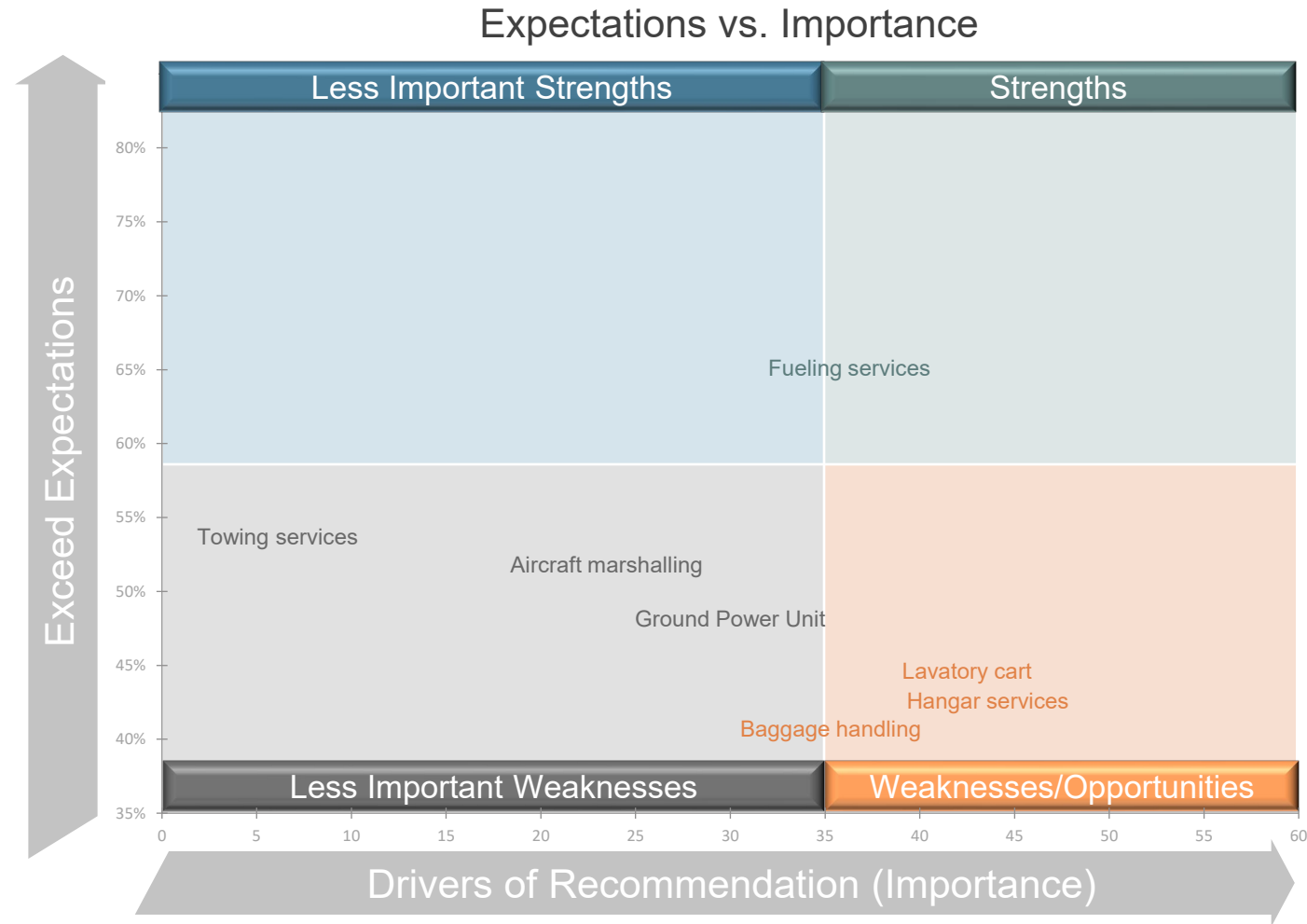
- ▶ The top two drivers for line services are hangar services (overnight and transient) and the lavatory cart.



Line Service Team Action Map



- ▶ **Optimize fueling services to surpass client expectations. For further enhancements, concentrate on refining lavatory cart operations, hangar services, and baggage handling.**



Base size: All respondents n=54

SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.

LS2. Please evaluate the McKinney Air Center's Line Service Team based on your expectations.

McKinney Air Center Administration

- Administration service expectations
- Reasons for a positive/negative overall score

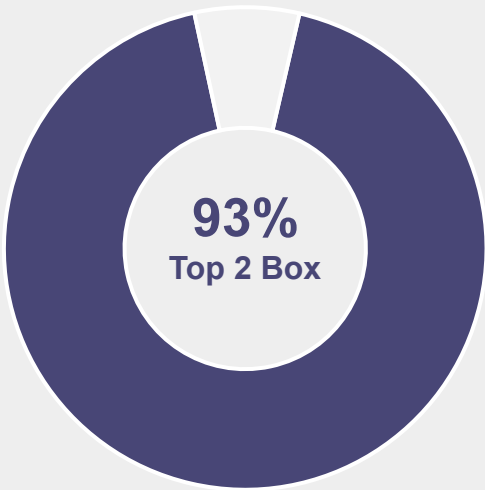
04.3

McKinney Air Center Administration



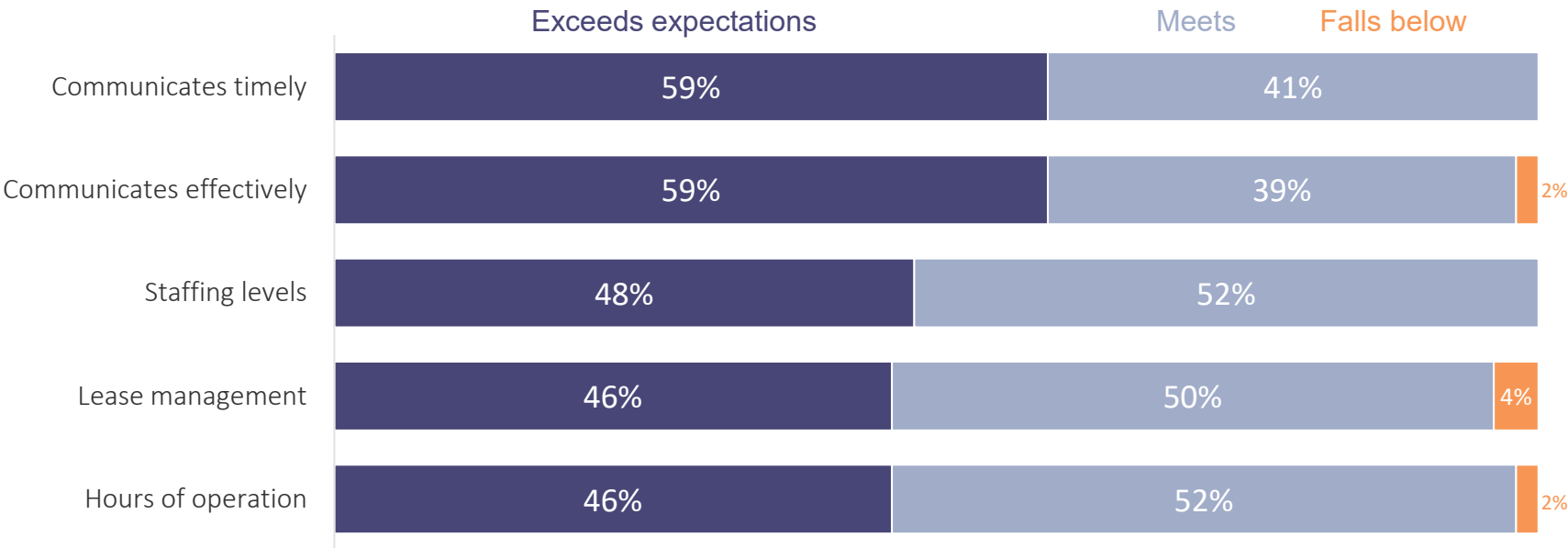
▶ **Nearly 60% of customers found the communication to be timely and highly effective, surpassing their expectations.**

Rating



"I give the administration credit for the facilities being clean, the staff being responsive, and the linemen doing a good job."

Administration Expectations

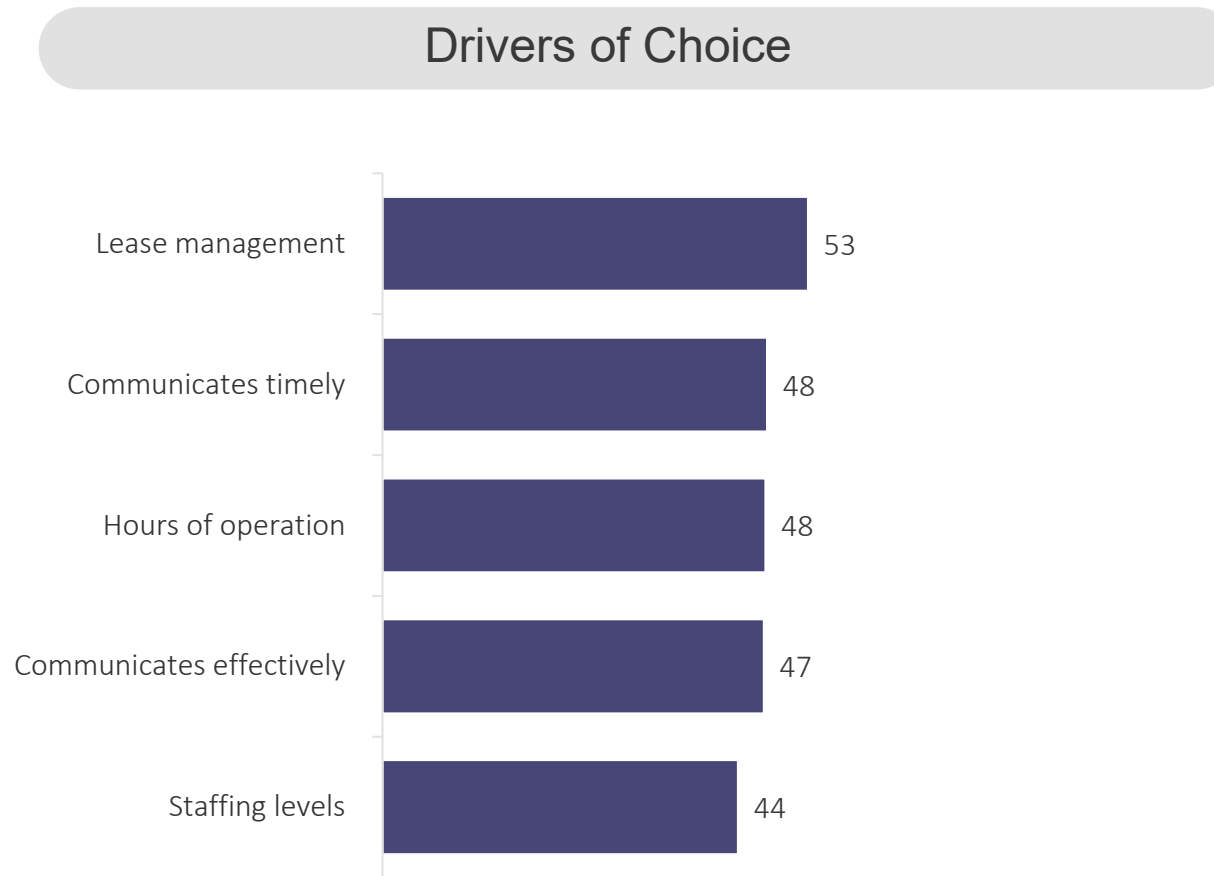


Base size: All respondents n=54
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.
A3. Please evaluate McKinney Air Center Administrative Services based on your expectations.

Administrative Services Drivers of Choice



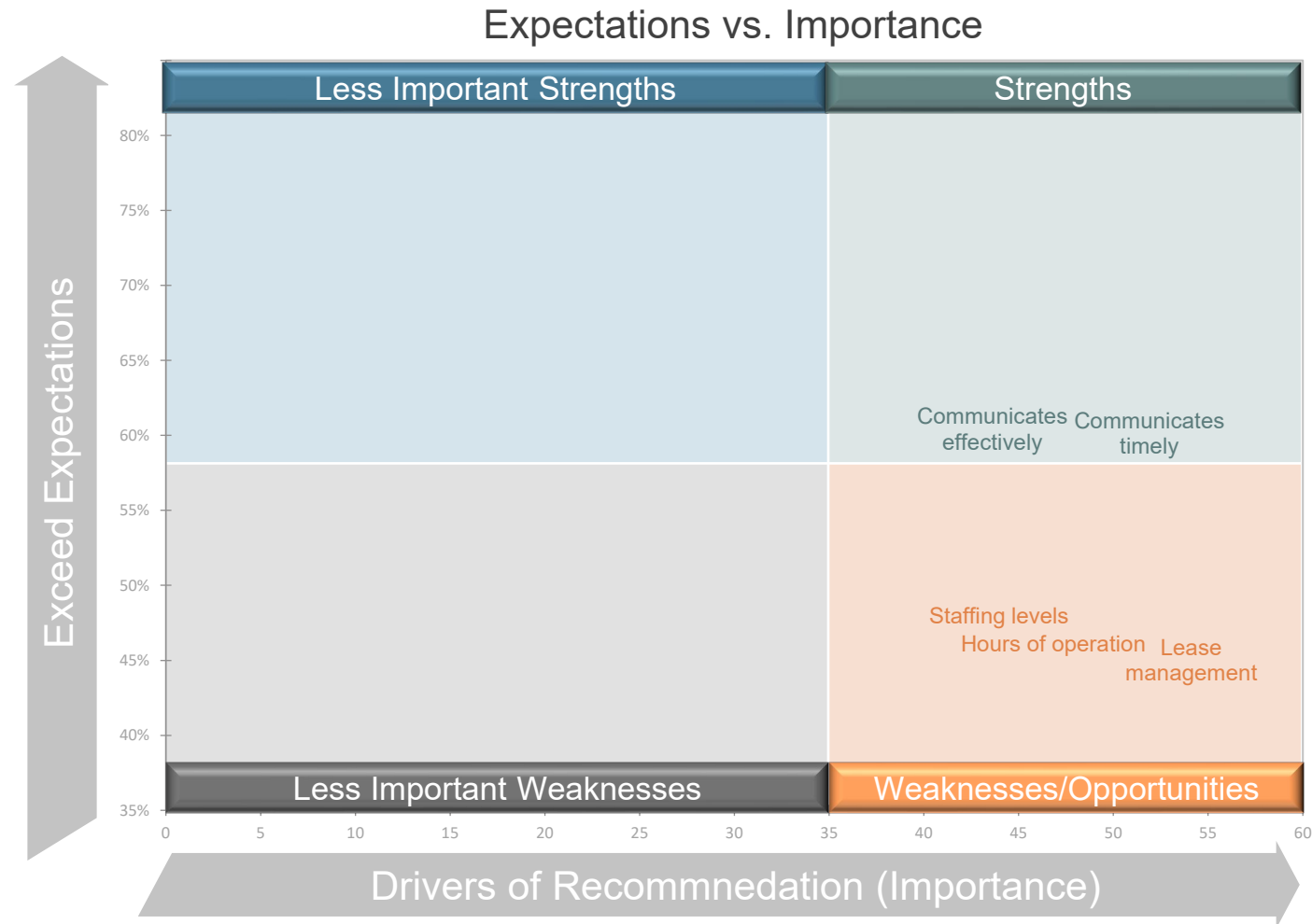
- ▶ **Lease management is the highest driver of choice for administrative services. However, every attribute of Administration is of high importance.**



Administrative Services Action Map



- ▶ **Continue to communicate in an effective and timely manner. Focusing on enhancing lease management options, hours of operation, and staffing levels will improve satisfaction with Administrative Services.**



Base size: All respondents n=54

SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.

A3. Please evaluate McKinney Air Center Administrative Services based on your expectations.



McKinney Air Center Facility

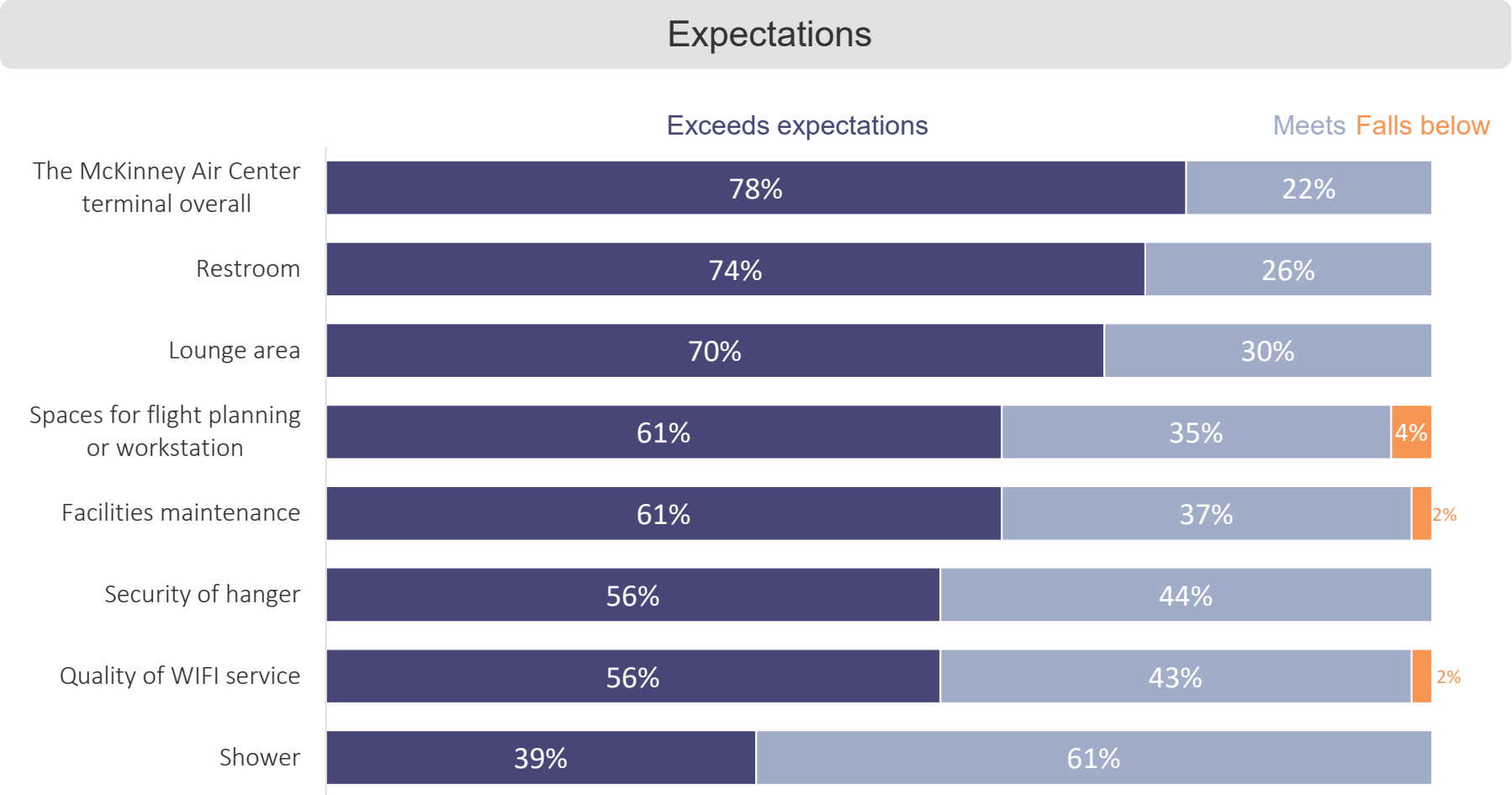
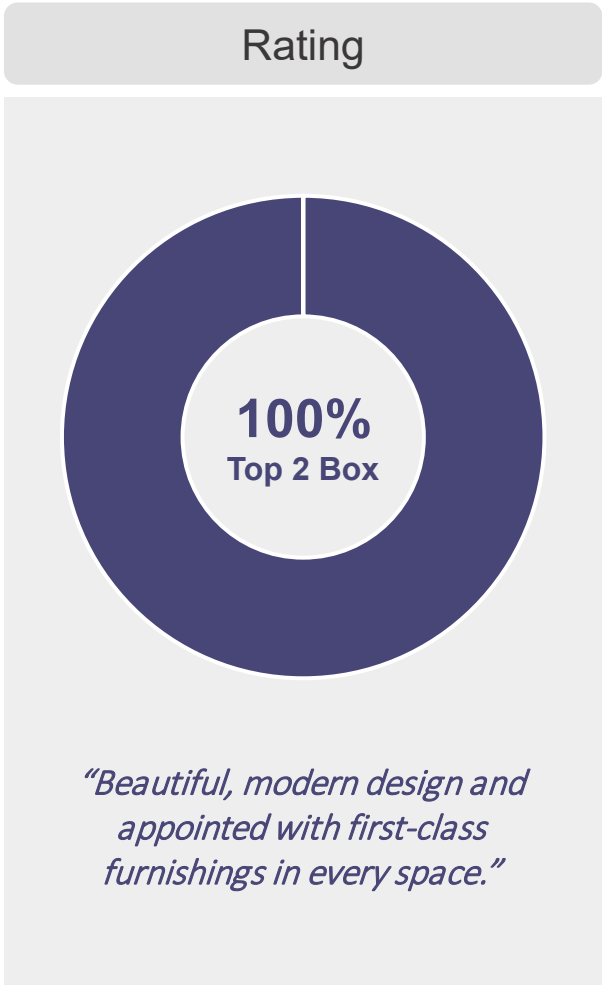
- Line service expectations
- Reasons for a positive/negative overall score

04.4

McKinney Air Center Facility



▶ At least 70% of customers were satisfied with the overall terminal experience, including the restrooms and lounge areas.



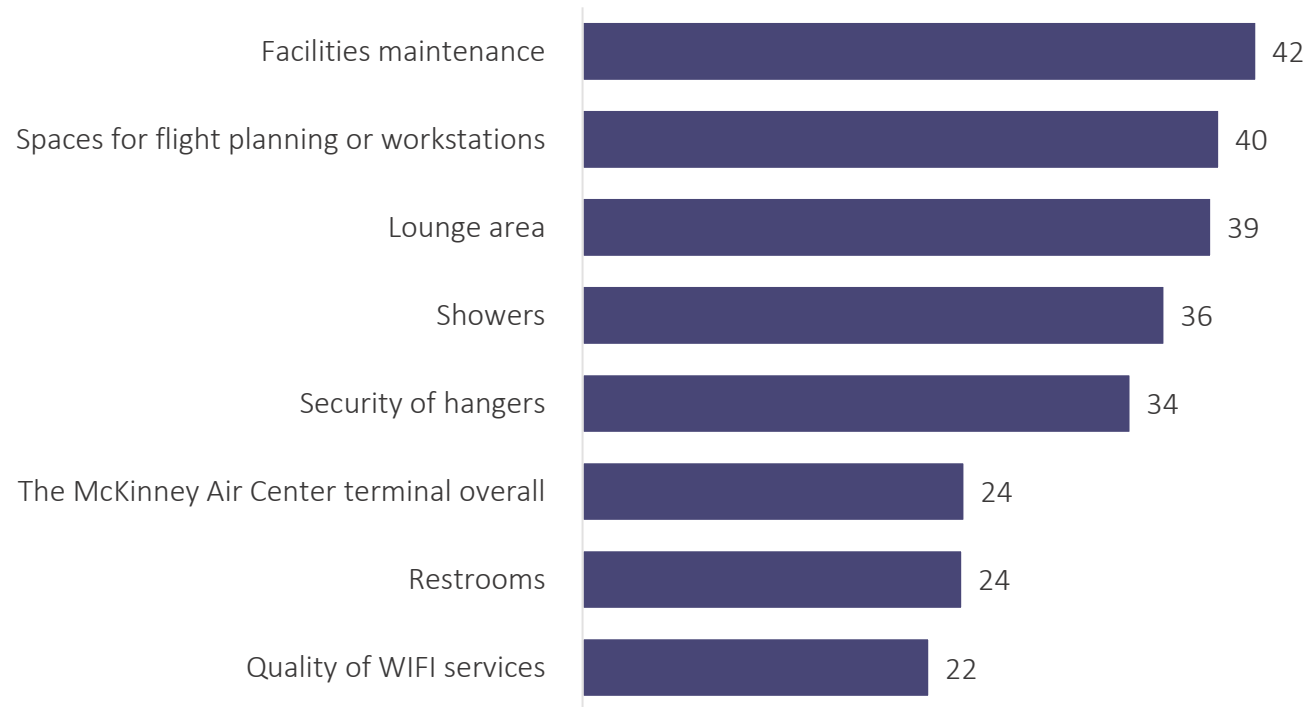
Base size: All respondents n=54
SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.
F3. Please evaluate McKinney Air Center Facilities based on your expectations.

Air Center Facilities Drivers of Choice



- ▶ **Overall facility maintenance, flight planning workstations, the lounge area, showers, and the security of the hangers are all important drivers of choice.**

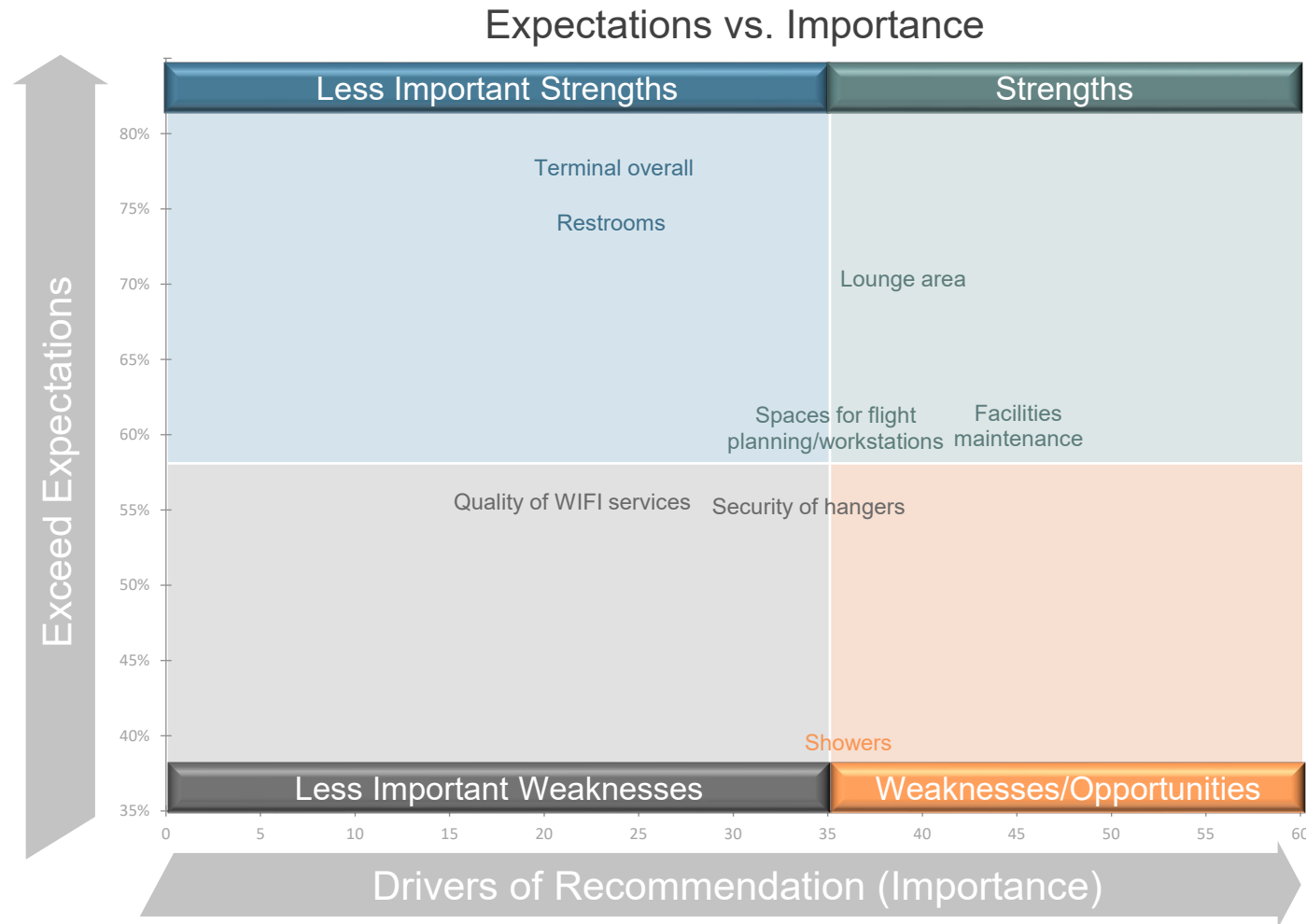
Drivers of Choice



Air Center Facilities Action Map



- ▶ Enhancing the shower experience is the one area that will impact customer satisfaction with Air Center Facilities. Continuing to focus on the lounge area, workstations, and facility maintenance will keep satisfaction high.



Base size: All respondents n=54

SM2. We want your opinion of several McKinney Air Center services and facilities. Please rate each of the following.

F3. Please evaluate McKinney Air Center Facilities based on your expectations.

McKinney Air Center Future Forward

05

- Suggestions

McKinney Air Center – Future Forward



▶ McKinney Air Center – Future Forward Idea (open-ended comments)



Food-related - suggestions

It would be nice to have a small airport restaurant. Just some basic food or even just snacks.

Soft serve ice cream.

A restaurant would be nice.

More ice cream, smoothie bar, massage chair.

Larger coffee cups. Obviously not much about which to complain.

Bar service.

Extended ice cream.

On-site restaurant/food options.

Benefits for pilots - suggestions

A nap room.

A gym would be a nice addition. Many pilots fly in and are away from their home gym, so having some equipment away from home would be nice.

Maybe a bed for pilots.

More secluded area for pilots.

Hmm, I had to think about this because it is already so nice. A meeting space for pilot groups, like the EAA and the Texins Flying Club, and other stakeholders, like MOA and CHOA, would foster community and provide an opportunity for the administration to interact face-to-face with these groups

More private rooms or conference rooms.



Other suggestions

DATIS. ATIS that works beyond 70 NMs.

More hangars with bi-fold doors or doors that are way easier to open than the T Hangar I am in now.

Host our training conference next year for MU2.

None that come to mind except maybe providing WiFi availability to each hanger.

Is there an area where parents could bring children to just watch airplanes? An elevated location would be best to view a larger area. Have tower radio communications on speakers.

Shuttle to downtown McKinney. Commercial flight gates

Aircraft washing station.

I would like to see an improvement in parking lot signage. It is just not very good, including the missing stop sign I mentioned before.

If you lease a T-hanger for a full year, you can use the wash rack once for free or at a reduced rate.

Expand WiFi so it reaches the hangars.

Easier access and drive access to CHOA North.

Lower AV gas prices.

It needs more auto parking.

Better engagement with the front desk.

More options for maintenance, cheaper fuel, and battery jump/charge service.







Appendix



06



- Demographics
- Action maps
- Open-ended comments

Demographics



		Total
Base size:		54
Gender		
	Female	11%
	Male	89%
Age		
	18-34	15%
	35-44	13%
	45-54	13%
	55-64	24%
	65+	35%
	Mean	54.78
	Median	59.00
Education		
	High school graduate or less	2%
	Vocational or technical school	2%
	Some college	2%
	Associate degree	6%
	Bachelor's degree	44%
	Post-graduate work/degree	41%
	Prefer not to answer	4%
Type of Residency		
	Own	83%
	Rent	11%
	Other	6%

		Total
Base size:		54
Income		
	Under \$10,000	2%
	\$10,000 to less than \$25,000	-
	\$25,000 to less than \$50,000	2%
	\$50,000 to less than \$75,000	2%
	\$75,000 to less than \$100,000	7%
	\$100,000 to less than \$150,000	4%
	\$150,000 to less than \$200,000	15%
	\$200,000 or more	31%
	Prefer not to answer	37%
Employment Status		
	Employed Full-time	65%
	Employed Part-time	7%
	Retired	24%
	Full-time student	2%
	Unemployed but looking for work	-
	Unemployed, homemaker, or other non-income producing activity	2%

		Total
Base size:		54
Affiliation		
	Less than 1 year	19%
	Between 2-3 years	20%
	Between 4-5 years	11%
	More than 5 years	50%
Involvement		
	Transient Customer	7%
	Tie-Down Leaseholder	6%
	Office Leaseholder	9%
	T-Hangar Leaseholder	46%
	Community Hangar Leaseholder	6%
	Whole Hangar Leaseholder	11%
	Member of Flying Club	4%
	Affiliated with a Flight School	17%
	Ground Lease Tenant (Hangar Condominium or Hangar Ground Lease)	19%
	Other	2%



Why Promoters Like McKinney Air Center

▶ McKinney Air Center Satisfaction – NPS Promoters (open-ended comments)

“

Always friendly staff and clean, beautifully designed and appointed facilities with a thoughtful amenity mix. MAC is run with excellence in the big and little things. I especially like the variety of seating areas and the upper “deck” view of the airfield, and the movie room is first class.

Andrew and his team are phenomenal and truly understand customer service.

Beautiful facility and excellent customer service!

Because of the staff. Kyle is an amazing staff member who always cares about helping his customers.

Cleanliness, polite staff, and super customer service.

Courteous and friendly personnel. Quick to answer the phone for fuel service. Rapid fuel truck service. Very nice facilities. Always very clean.

Customer service is top notch and second to none. From the treatment of our pilots, to our passengers, to our travel team - we couldn't be happier.

Dante and Kyle were a great help, they need a raise.

Excellent FBO. Excellent control tower. Excellent location. Easy to access my airplane after hours.

Excellent service, great communication, great responsiveness.

Excellent service.

Excellent, friendly service.

The facility is very well-maintained and clean. The staff is extremely friendly and professional as well, from the FBO people to the ATC tower staff.

FBO and linemen extremely courteous and helpful. Requests for maintenance always followed through on.

Friendly FBO staff and very nice facilities

Friendly line crew. Responsive line crew. Clean and well-kept facilities. Easy access. Great parking.

Good service.

Great customer service and facilities.

Great line service and facilities.

Great line service! McKinney's fuel service is always pleasant and accommodating, from linemen to receptionists.

”

Why Promoters Like McKinney Air Center



► McKinney Air Center Satisfaction – NPS Promoters (open-ended comments)

“

Great, clean facilities. Responsive management.

Hangers need improving.

I have had a great experience at the McKinney Air Center. *The management and staff are a joy to work with.*

The line crew is very efficient and friendly.

Love the culture. From the top down.

MAC has been an outstanding partner for years. The service is top-notch. *I work with over 80 FBOs across the country, and MAC is truly one of the best. That's the truth.*

MAC provides very good service, and its facilities are new and clean.

It is the nicest FBO around, has super good customer service, and the fuel guys are top-notch.

People are very attentive to provide great service and have a friendly disposition!

Quick, efficient line service. Courteous customer service.

Staff is courteous and go out of their way to make me happy.

The new facility is beautiful, and all the employees are very kind and helpful! Fuel always comes quickly, and the refreshments are usually stocked and ready to go.

The new FBO is gorgeous, the coffee and snacks are very appreciated, the staff is wonderful, and the pull-in/pull-out service is great (especially for older people). *I deducted one point for high fuel prices, and allowing other mechanics to work in the field would also (maybe) help with costs.* Overall, it was a great experience. I'm very happy to have a hangar here.

The people - line crew and FBO personnel are great ambassadors.

There is always room for improvement.

There is a really awesome first-class service, and when you walk in, you feel like you're walking into an exclusive club.

VERY FRIENDLY STAFF. ALWAYS PROMPT TO DELIVER FUEL AT THE HANGAR.

Very Friendly Tower. Very good FBO Service. Great T hangar. Ideal Location. Long Runway.

Very good service – however, *your pricing is too high, for example, \$150/hr. for forklift even when needed for 5 minutes.*

We like location and easy in/out, short taxi time.

”

Why Detractors Dislike McKinney Air Center



▶ **McKinney Air Center Satisfaction – NPS Detractors (open-ended comments). Represents 6% who are considered detractors.**

“

“Staff nearly *impossible to contact.*”

“Positive-Location, tower, runway length, approaches, transient services, facility. *Negative-Fuel price, hanger leases are a legal/bureaucratic nightmare, hanger price, mgt difficult to deal with and not helpful.*”

“[I am] Neutral on them, I only rent a T hangar. The *ASOS doesn't work well*, or I'd give them higher [ratings].”

”

Why the McKinney Air Center Is Not Managed Well



► McKinney Air Center – Disagree (open-ended comments)

“

The McKinney Air Center is managed well (2% Disagree)

“They seem to be *obsessed with Cirrus and HondaJet sales*, and not with other aircraft owners.”

The McKinney Air Center is managing growth and development well (6% Disagree)

“There’s been a *shortage of hangars* at TKI for a decade, yet they are being torn down, not added to.”

It needs to *support all classes of aircraft*. Need more hangar and tie downs for smaller aircraft.”

“It is hard to separate MAC and the Airport. Development is *focused too much on corporate jets*. And if the City had their way Commercial service. Please explain to the Mayor and City Council every time you see them that a *SINGLE RUNWAY COMMERCIAL AIRPORT is a recipe for trouble*. The old master plan had a parallel runway but not the current plan. Wrong move overall, especially if you want Commercial. We need more T-hangars. We need more space for the little guys. Years and bad years. It has been good for a number of years; when the cycle changes and it will, the small planes will still be here, but many of the jets will not. MAC can and should communicate with the Mayor and Council more; they need a lot of help to learn about airports.”

I trust the McKinney Air Center management team (4% Disagree)

“Think back two years ago.”

“I trust the employees who touch my plane, man the front desk, and so forth. *Management, on the other hand, obstruct vs. helpful.*”

“Because they clearly *do not care.*”

”

“

The McKinney Air Center offers a good value in service for the fees (13% Disagree)

“*100LL is priced much higher* than other options around the area. Why can SWI be so competitive in their pricing compared to TKI? It’s almost as if you don’t care if tenants buy your fuel.”

“You are *too expensive in terms of your fuel charges*. Even the self-service is way out of line. I never see a discount for my self-service or full-service refueling charges. You would think that *on-field residents would get a discount on fuel.*”

“First: *Fuel prices*. Sorry, they are too high. I know part of this has been explained by the City getting in the way. It is a shame. Second: I was interested in having a fly-in event for our small club and need a conference room. I spoke to 3 different MAC staff members. They looked up costs and explained what the book said that they pulled out. A *charge for the conference rooms* (I get a discount because I am a tenant). Prices of \$50 and up were higher than 3 other airports I talked with (Ardmore - conference room free, Lancaster - conference room free, Tyler - conference room free). Then I asked if we could get a fuel discount as we would have about 10 planes fly in. Sorry No discount. What about dropping the fee for not buying fuel. No, we can’t do that. By the way all 3 of those above have a cafe on site which makes it better for a fly-in. So, how could I see it as a good value? I really can’t compare to other nearby airports.”

“*Fuel prices are too high.*”

“*Fuel prices are among the highest in the metroplex*, but I’m not sure how they can be justified for GA. The hangar lease is not too expensive, but it could be fixed up better (the light doesn’t work, the *hangar door is difficult to move*, and some *interior metal panels are not secured well*). I do appreciate the line crew’s help pushing and pulling out the plane, and the fuel service has generally been quick to respond.”

“*Overpriced.*”

”

Customer Service Team is friendly and responsive.



▶ McKinney Air Center Customer Service Team – Excellent or Good (open-ended comments)

“

“They answer the phone and are *responsive*.”

“*Very responsive*.”

“Very responsive, and I have had *no issues* over the years.”

“*ALWAYS WILLING TO HELP*.”

“They are very *friendly and outgoing*!”

“They *always respond in a positive manner*.”

“Always very responsive and *accommodating* when I call or stop by for any services (fuel, pull out / push back), etc.”

“My primary interaction is calling to have my Bonanza pulled in and out of the hangar and fueled. The people answering (special thanks to Kyle, Leah, and Dante) are *friendly and responsive*, and the *airplane is always pulled out, fueled, and ready when I arrive*.”

“Every time I have called the air center for fuel, I have received nothing but kind help. They are always *super sweet and know exactly what I am inquiring about*.”

“Services are *prompt and efficient*.”

“*Professional and courteous service*. Handle requests efficiently and effectively.”

“Friendly and quick to respond.”

“Always do their job, constantly working hard, shoutout Vinny he’s the man.”

“*They are knowledgeable, courteous and go out of their way to make sure they take care of you*.”

“We are tenants and frequent corporate visitors. *They treat our personnel and executives with the same level of high-quality service*.”

”

“

“Again, *great culture*.”

“*Responsive and efficient*.”

“The customer service team is *always friendly and responsive* to our requests.”

“Quick to answer and quick to respond.”

“*The desk staff is always friendly and helpful*. Andrew is always responsive and accommodating.”

“Reputation only. No personal experience.”

“Always friendly and responsive.”

“Always friendly and professional.”

“Good service.”

“*Responsive and very communicative*.”

“Prompt and friendly.”

“Pull-outs and always follow requests in a timely manner.”

“Always very *helpful, sweet, and professional*.”

“Prompt and friendly.”

“Friendly and welcoming.”

“Always answer the calls and handle all issues.”

“Always makes it easy to pay hangar rent and reserve the wash rack.”

“*The front desk and staff are excellent*.”

“Every interaction I’ve ever had with them is *Excellent*.”

“*Prompt responses to phone calls and requests*. Fuel truck drivers are always enjoyable for brief conversations.”

“Answers phone calls and *assists with requests*.”

”

Customer Service Team is friendly and responsive.



▶ McKinney Air Center Customer Service Team – Excellent or Good (open-ended comments)

“

“People who answer the phones are always helpful.”

“Prompt, responsive, kind, knowledgeable team.”

“The front desk and Andrew go out of their way for customers!”

*“Always **friendly, responsive, engaging**, and the state of the physical plant is always top-notch, clean, and well maintained, which requires an excellent service team.”*

*“They are **polite, responsive, professional**.”*

“Were quick to get the line guys to me when my tug failed. Much appreciated.”

“Counter people are polite, friendly, and welcoming. Line service team always helpful.”

*“Phones are answered quickly and professionally. Service is provided very quickly. **All requests I’ve ever made have been responded to in a very timely manner.**”*

*“**Occasionally representatives can come off as harsh** but overall good experience.”*

*“They are friendly, they **know what they are doing.**”*

*“They are **responsive to any request** I have made.”*

“The customer service is always very polite and professional.”

“I don’t interact with them enough to call them excellent.”

*“I only use line service for fuel, and **line service does a good job.**”*

“The few interactions I’ve had with customer service have been good. I wouldn’t say they have gone out of their way for me, but I haven’t asked for much either, so I haven’t had a chance to see what they will do. Therefore, I cannot say Excellent, but there have been no issues, and I am satisfied.”

“Very good.”

”

There were no Poor or Very Poor Open-Ended Responses.

McKinney Air Center Line Service Team is helpful.



▶ McKinney Air Center Line Service Team – Excellent or Good (open-ended comments)

“

*“They are responsive and pleasant, **eager to serve.**”*

*“**Always careful** with my aircraft movements as well as careful within my hangar.”*

*“**Always available** when i need my aircraft pulled out of the hangar. On my return gas it up and push it back into the hangar. **Great service** and included in the hangar rent.”*

*“THIS TEAM IS ALWAYS **VERY PROMPT AND FRIENDLY.**”*

“They are always ready to help with landing and taking off.”

*“**The ground service is great.**”*

*“The guys are always willing to help with fuel, push back / pull out, etc. They are **super responsive and genuinely nice.**”*

*“My **plane is pulled out and refueled safely and in a timely manner** when requested. I can't ask for much more.”*

*“**I love the line service team!** They are so friendly and personable. Jay and Vinny are so fun to have around! They offer help and know what services I need every time.”*

*“**Always attentive and reliable.**”*

*“**Prompt and efficient service.**”*

“Fast and efficient.”

”

“

*“**They take care of our planes like their own.**”*

*“**Personalized service**- great.”*

*“**Responsive.**”*

*“The line service team is always **quick to take care of our needs.**”*

“Friendly and quick to respond.”

*“**They stay on top of keeping our airplanes fueled.**”*

“Always good timely fuel service.”

“No issues ever – fuel quickly.”

*“Always on time and **very knowledgeable. Professional group.**”*

“Good service.”

*“The whole crew is quick to help out. **They go above and beyond to help you regardless of the type of place you have.**”*

*“**Prompt, competent, friendly.**”*

“They are always friendly and helpful.”

“Very punctual and friendly.”

*“**Skilled, prompt, and knowledgeable.**”*

“Fast and efficient.”

*“**Careful handling of fueling and quick response to requests.**”*

”

There were no Poor or Very Poor Open-Ended Responses.

McKinney Air Center Line Service Team is helpful.



▶ McKinney Air Center Line Service Team – Excellent or Good (open-ended comments)

“

*“Responds quickly to fuel requests. Even **offers a ride when they come alongside me when I’m walking.**”*

*“They did a **great job fueling the aircraft**, providing gpu.*

*“**Every interaction my pilots have with them IS Excellent.**”*

*“**Quick fuel truck service**response and **professional courteous truck drivers.**”*

“Good assistance.”

*“They are **professional.**”*

*“**Kind, prompt, helpful.**”*

*“The people of line service are always available, quickly fuel, and get my plane put away with ease. **They make my flights into TKI so easy!**”*

“Never had issues getting fuel or any other needed service in a timely fashion.”

*“**Quick response to moving my plane.**”*

*“**Training** - know how to fuel aircraft.”*

*“They were quick to **push my plane into the hangar when my tug died.** Thanks guys.”*

“Always ready to help and friendly people.”

“Line service always helpful and responsive. Great group.”

*“They are always quick and courteous. They are helpful and ask if I need anything. **Very responsive.**”*

*“**Super friendly!**”*

”

“

*“They are friendly, they **know what they are doing.**”*

*“When my hanger door became jammed, they were **quick to respond.**”*

*“Line service is **always there when I need them.**”.*

“Because adequate was not an option.”

“Arrives on time & does a good job on fueling procedures.”

*“They are quite **responsive to requests for fuel or a pushback.**”.*

“Very good.”

”

There were no Poor or Very Poor Open-Ended Responses.

McKinney Air Center Administration is responsive



► McKinney Air Center Administration – Excellent or Good (open-ended comments)

“

“Never had an issue.”

“Always responsive.”

“No issues with billing or any administration issues.”

They are really organized and on top of operations.

My interaction is limited.

Andrew and team have been responsive to requests.

Well, I give the administration credit for the facilities being clean, the staff being responsive, and the linemen doing a good job, which they do.

The administrative team is helpful and definitely gets the job done! I think I caught them in the middle of a job turnover, so the process of getting my airport badge took a little longer than expected.

Always answers the phone and polite.

Handle requests efficiently and are available when needed for additional support

Nice service.

Just good people and great customer service.

When I call with a question or order fuel, they are courteous and prompt.

Never had a single issue with our leases and payments in all of the years we have been at TKI.

Culture.

”

“

Responsive.

Administration is very proactive in their communication with us.

No issues.

Andrew is always responsive to questions and requests.

No experience, but good reputation.

Friendly and work diligently.

Very professional.

Gives me what I need.

Responsive.

Responsive to callbacks and answers questions timely.

Andrew Griffin and staff have always been helpful with first setting me up in a community hangar and then moving me into a T Hangar. When I had a water pooling issue in my hangar, I was moved into another hangar to resolve that issue.

Very helpful and professional.

Owner -and pilot-friendly.

Friendly and quick to respond.

I've not had any issues with the administrative staff other than badge renewal.

”

McKinney Air Center Administration is helpful



► McKinney Air Center Administration – Excellent or Good (open-ended comments)

“

Excellent job in transitioning into the new building. I really like the available space to plan flights, get a cup of coffee, and talk to the other pilots.

Had no specific experience with them, but I am sure it is excellent.

I have always had a great experience corresponding with the administration when a situation arises.

Good service for airport gate access badges and renewals.

Good all-around service.

They are helpful.

same as others - ya'll do a great job!

Andrew helped me out when I was needing a place for my plane. He went above and beyond to make my experience easy and had all of the staff prepped on my arrival.

I'm judging based on how well my flight school interactions have been at the FBO and the feedback from the school leadership which speaks highly of interacting with MAC even though I have not had those personally.

Inflexible.

Michelle and Lea always friendly and are willing to go out of their way to help.

I'm billed quickly and efficiently. I have not experienced any billing errors.

Very helpful.

Badge renewal was very quick and not at all difficult.

”

“

Admins are always available and understanding of each situation.

Scant interaction. Nothing bad stands out.

Billing occurs in a timely manner.

The administration has been helpful and patient when my card was not working due to having been sent a new one. It took some time for us to connect and for me to give the new account information. They never were frustrated, and I felt good knowing they are helpful and not going to terminate the lease and the smallest issue.

Very good.

”

McKinney Air Center Facility is state-of-the-art



► McKinney Air Center Facility – Excellent or Good (open-ended comments)

“

It's better now with the new FBO. *It took a long time to build, and then the contractor filed for bankruptcy. Then, there were construction issues and water damage. Everything seems on track now.* We own a hangar, so we rarely go to the FBO. We fly out of our hangar area.

State-of-the-art building.

Nice new FBO and other facilities. Great friendly FAA Tower accepting and obtaining Flight Following requests. *The Tower still monitors me, even when I am outside of their airport area, and warns me of any close airplanes.* I love the Ice Cream cart during the summer months.

GREAT NEW FACILITY.

There is great food and clean bathrooms.

the staff keeps the facilities VERY clean. They go beyond with snacks and drinks.

The FBO is one of the best in the region. Very nice! The only request I have is on behalf of the Texins Flying Club. We host a monthly membership meeting - typically having 35-45 attendees. 2 challenges: 1. We'd like to host more in-person meetings, but *there's not space in the airport to accommodate those.* 2. We are OK with a hybrid option to host part of our membership in person and the remainder online. *The challenge is upstairs. Conference rooms are expensive on an hourly basis yet are vacant on Sat.*

The new building is fabulous. I had nothing to do with it, but it *still makes me proud as a pilot to meet passengers there.* The restrooms, as with the rest of the building, are spotless. The coffee and snack service is also great.

The FBO is always so nice and clean. The new building is definitely kept up nicely and well taken care of.

”

“

Clean and state-of-the-art.

Open and new facilities. Has sufficient space and services while waiting for passengers or crew.

Nice facilities.

Because *this is the best airport around*, there's nothing that is really lacking here from my perspective.

The facilities are new and clean.

The new facilities are one of the nicest anywhere in the country. We are in the older one and it is pretty nice as well.

Beautiful FBO.

Quality.

Facilities are clean and well-maintained.

The new facility is very nice.

Very clean with nice amenities.

No experience, but a good reputation.

Always clean and works great.

Always clean and looks well taken care of.

Nice new building.

Well kept. Great facilities.

M

”

McKinney Air Center Facility is new, nice and clean



► McKinney Air Center Facility – Excellent or Good (open-ended comments)

“

New facility with great amenities.

Very modern, clean, and well kept.

New, clean, pleasing architecture.

Clean.

My use of all facilities consists of simply using my Hanger.

Fantastic new building. Seem to always have cool water, hot coffee, and popcorn available.

It is nice, clean, and well-kept. Looks good.

The facilities are bright, clean, and inviting.

Impressive facilities. Always clean. Appreciate the popcorn and drinks. I liked the ice cream freezer too!

Clean.

Yeah it's great.

Its gorgeous and clean!

They are clean and updated.

Beautiful, modern design and appointed with first-class furnishings in every space.

Modern.

”

“

Let's face it, the new building is really nice.

Nice new facility.

The pilot area is nice for working and resting. It could be a little bigger, though.

Takes care of me and my plane. The only objection is the lack of friendliness of the front desk at times. They are more interested in looking at their computers than engaging the customer.

New building. Beautiful. It has everything an FBO needs.

Super helpful and friendly.

The new terminal building is excellent. The added ramp area is excellent. Note: The new parking lot is better but confusing, especially for lost people. When you enter the airport on Industrial (the stop sign intersection and start of parking), as far as I am concerned, you are missing a stop sign. Eastbound, westbound, and southbound all have stop signs. NOT NORTHBOUND. It is not very obvious. I spoke to the City of McKinney, and they said it was an Airport Issue.

The air center is always neat and clean and feels welcoming.

The facilities are clean and spacious for everyday use.

Because it's not falling apart? Who came up with this survey?

Clean attractive facility.

Brand new everything.

Very good.

”