

For the second consecutive year, we took our OEM Aircraft Users Survey to the streets, where hundreds of helicopter owners, operators, pilots, mechanics, and crew members gave us their opinions about the aircraft they operate. The primary goal of our survey is to accomplish three things:

1. Create a survey that is *not* a competition with pronounced winners and losers, but rather one that presents useful and interesting data.
2. Cover a much broader range of criteria than single-issue topics like customer support, or topics only targeted towards purchasers of aircraft.
3. Cover criteria not only important to owner/operators, but also important to those who actually work in the day-to-day operations of helicopters: pilots, mechanics, and managers.

The 35 questions in our survey evaluate the overall experience operator/users have with the OEM aircraft and services they utilize.

The high-level areas covered are:

- Performance
- Safety
- Training
- Maintenance & Support
- Reliability
- Innovation
- Purchase
- Resale Value
- Overall Customer Satisfaction

Scoring & Methodology

The survey is an online, non-scientific, self-selected opinion survey in which participants are those who take the initiative to voluntarily respond.

Every question has an answer scale that includes number ratings from 0 to 4. The "0" selection is an "opt out" response for respondents not qualified to answer because the question is out of their scope of knowledge or authority. Opting out does not impact average scores. An average score for each manufacturer is tabulated for every question and presented as one number. The higher the number, the better the rating.

Here is an example of a question:

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain in your specific operational profile, which statement is most accurate?

4 - I am completely satisfied.

3 - I am satisfied.

2 - I am somewhat satisfied.

1 - I am not satisfied at all.

0 - Not applicable - OR - This question does not apply to my position or out of my scope of knowledge.

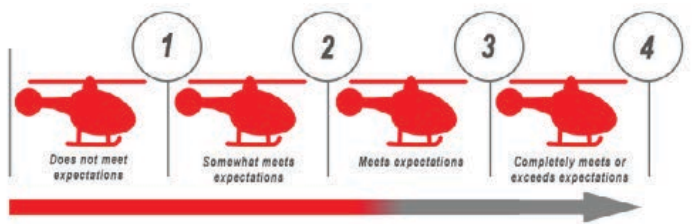
There are three types of scores presented in the survey results:

1. Average score for each individual question.
2. Average score for each high-level category: performance, training, innovation, reliability, etc.
3. An overall score, which is the average of all categories.





Rating Scale



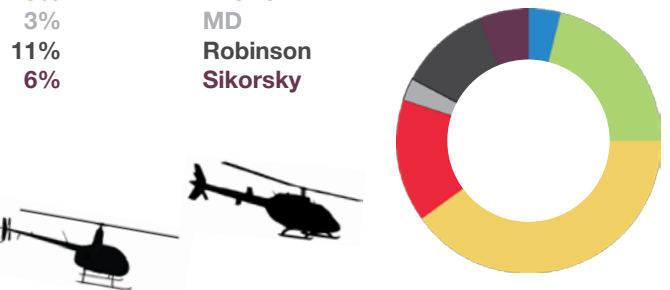
Operator / User Demographic by Title

16% Owner / Executive / Management
 5% Dir. of Operations / Chief Pilot
 14% Dir. of Maintenance / Mechanic
 64% Pilot



Operator / User Demographic by OEM

4% Leonardo-Finmeccanica
 21% Airbus
 40% Bell
 15% Enstrom
 3% MD
 11% Robinson
 6% Sikorsky



Operator / User Demographic by Title

Ag / Spraying	3%
Charter	5%
Corporate Use	3%
Air Ambulance	40%
Firefighting	1%
Flight Training	11%
Law Enforcement	2%
Oil & Gas Support	6%
Personal Use	7%
Power-Pipeline Patrol	1%
Search & Rescue (SAR)	1%
Utility / Lifting	4%
Other	16%

Strength: Each year, Airbus Helicopters enjoys a loyal operator base that appreciates the **reliability** of their helicopters.

Improved: This year's higher ratings in every question on **training** (quality, resources, availability) netted Airbus Helicopters a 7% score improvement.

Operator fleet age?

44%	1-5 yrs
33%	6-10 yrs
13%	11-15 yrs
4%	16-20 yrs
6%	20+ yrs



Operator purchase plans?

14%	Less than a year
15%	1-2 yrs
13%	2-5 yrs
4%	5+ yrs
54%	Unsure



Performance



3.21

1. Does the power performance meet your expectations in your mission/job profile? **3.11**
2. Does the speed performance meet your expectations in your mission/job profile? **3.33**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.16**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.24**

Training



3.07

1. Do the training courses offered by the OEM meet expectations? **3.04**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.08**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **3.19**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **2.95**

Maintenance & Support



3.10

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **3.03**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.04**
3. As it relates to the AOG support received from the OEM, are expectations met? **3.07**
4. As it relates to the parts availability received from the OEM, are expectations met? **2.96**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.05**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.4**

Purchase & Resale Value



3.00

1. Did the purchase process experience with the OEM meet expectations? **3.26**
2. Did the purchase price and value of your helicopter meet expectations? **2.67**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **3.15**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **2.91**

Overall Customer Satisfaction



3.14

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Reliability

3.39



Does the reliability of your aircraft meet expectations?

Safety in Design

2.98



1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs

2.88



Does the direct operating costs of your aircraft meet expectations?

Innovation

3.04

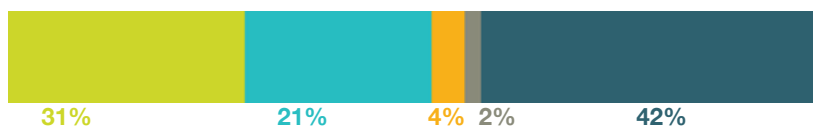


Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?



Will operator purchase another Airbus Helicopters product?

Definitely Most likely Not Likely No Unsure



Response by Model

H120	2%	H145	15%
AS350	27%	H155	2%
H125	13%	AS332	3%
H130	19%	H225	5%
H135	13%	Other	2%



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Strength: Year over year, Bell Helicopter operators award the OEM with very high praise in the areas of **reliability** and **training**.

Improved: Although Bell has been known in the industry for having superior support, operators further acknowledged the OEM in the category of **maintenance & support** with a 5% score increase from 2015.

Reliability



3.58

Does the reliability of your aircraft meet expectations?

Safety in Design



3.15

1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs



3.25

Does the direct operating costs of your aircraft meet expectations?

Innovation



2.55

Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?

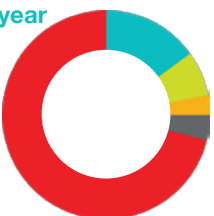
Operator fleet age?

17%	1-5 yrs
18%	6-10 yrs
14%	11-15 yrs
16%	16-20 yrs
25%	20+ yrs
10%	Unsure



Operator purchase plans?

15%	Less than a year
7%	1-2 yrs
3%	2-5 yrs
4%	5+ yrs
71%	Unsure



Response by Model

11%	B206	2%	B412
65%	B206L	2%	B429
17%	B407	1%	Other
2%	B212		

Performance



3.13

1. Does the power performance meet your expectations in your mission/job profile? **3.14**
2. Does the speed performance meet your expectations in your mission/job profile? **3.25**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **2.89**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.22**

Training



3.35

1. Do the training courses offered by the OEM meet expectations? **3.41**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.43**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **3.36**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **3.21**

Maintenance & Support



3.27

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **3.20**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.27**
3. As it relates to the AOG support received from the OEM, are expectations met? **3.19**
4. As it relates to the parts availability received from the OEM, are expectations met? **3.31**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.21**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.45**

Purchase & Resale Value



3.03

1. Did the purchase process experience with the OEM meet expectations? **3.16**
2. Did the purchase price and value of your helicopter meet expectations? **3.03**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **3.03**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **2.91**

Overall Customer Satisfaction

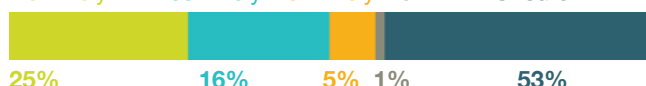


3.12

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Will operator purchase another Bell product?

Definitely Most likely Not Likely No Unsure



Strength: Operators of Enstrom helicopters consistently praise the **performance** of the aircraft, along with the OEM's ability to provide **maintenance and support** that meets or exceeds expectations.

Improved: Looking in the rear-view mirror, Enstrom improved in the area of **training** as users praised them with a 9% jump in score in that area.

Reliability



3.46

Does the reliability of your aircraft meet expectations?

Safety in Design



3.44

1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs



2.95

Does the direct operating costs of your aircraft meet expectations?

Innovation

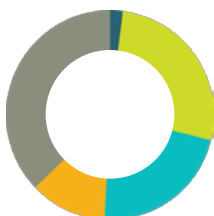


2.35

Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?

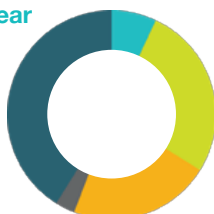
Operator fleet age?

2% 1-5 yrs
 27% 6-10 yrs
 22% 11-15 yrs
 12% 16-20 yrs
 37% 20+ yrs



Operator purchase plans?

7% Less than year
 27% 1-2 yrs
 22% 2-5 yrs
 3% 5+ yrs
 41% Unsure



Response by Model

27% F28
 34% 280FX
 21% 480B
 18% Other

Performance



3.56

1. Does the power performance meet your expectations in your mission/job profile? **3.51**
2. Does the speed performance meet your expectations in your mission/job profile? **3.56**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.60**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.63**

Training



3.38

1. Do the training courses offered by the OEM meet expectations? **3.45**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.53**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **3.31**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **3.24**

Maintenance & Support



3.42

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **2.92**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.51**
3. As it relates to the AOG support received from the OEM, are expectations met? **3.42**
4. As it relates to the parts availability received from the OEM, are expectations met? **3.4**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.55**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.69**

Purchase & Resale Value



3.2

1. Did the purchase process experience with the OEM meet expectations? **3.43**
2. Did the purchase price and value of your helicopter meet expectations? **3.03**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **3.0**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **3.34**

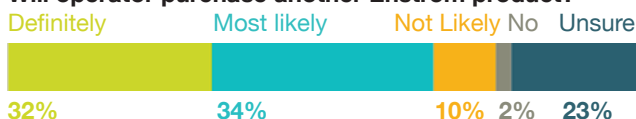
Overall Customer Satisfaction



3.35

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Will operator purchase another Enstrom product?



Strength: It's common knowledge that the AW family of helicopters are considered high-performance aircraft. This year, their high ratings in the area of **performance** are even higher than their 2015 numbers.

Improved: Leonardo has a noticeable boost in how operators view the **training resources** provided by the OEM, as well as improvements in the **scheduling/availability** of their training courses.

Operator fleet age?

55%	1-5 yrs
18%	6-10 yrs
18%	11-15 yrs
9%	16-20 yrs



Operator purchase plans?

18%	Less than a year
36%	1-2 yrs
10%	2-5 yrs
9%	5+ yrs
27%	Unsure



Performance



3.58

1. Does the power performance meet your expectations in your mission/job profile? **3.51**
2. Does the speed performance meet your expectations in your mission/job profile? **3.45**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.54**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.82**

Training



2.87

1. Do the training courses offered by the OEM meet expectations? **2.64**
2. Does the quality of the training courses offered by the OEM meet expectations? **2.73**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **3.18**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **2.91**

Maintenance & Support



2.35

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **2.13**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **2.25**
3. As it relates to the AOG support received from the OEM, are expectations met? **2.29**
4. As it relates to the parts availability received from the OEM, are expectations met? **1.71**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **2.83**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **2.86**

Purchase & Resale Value



2.41

1. Did the purchase process experience with the OEM meet expectations? **2.25**
2. Did the purchase price and value of your helicopter meet expectations? **2.71**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **2.86**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **1.8**

Overall Customer Satisfaction



3.0

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Reliability

2.64



Does the reliability of your aircraft meet expectations?

Safety in Design

3.11



1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs

2.22



Does the direct operating costs of your aircraft meet expectations?

Innovation

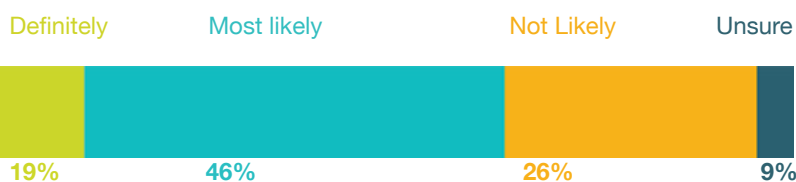
2.64



Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?



Will operator purchase another Leonardo product?



Response by Model

17%	AW119 Koala / Kx
17%	AW109E
8%	AW109 Grand New
50%	AW139
8%	Other



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Strength: MD Helicopters enjoys a loyal client base, and that can be seen again this year with the very high marks they received in the category of **overall customer satisfaction**.

Improved: MD Helicopters has spent the last few years working to improve their client support network. Surely they will appreciate the 26% increase in the scores surrounding the category of **maintenance & support**.

Operator fleet age?

19%	1-5 yrs
19%	6-10 yrs
21%	11-15 yrs
41%	16-20 yrs



Operator purchase plans?

40%	Less than a year
20%	1-2 yrs
40%	Unsure



Performance



3.0

1. Does the power performance meet your expectations in your mission/job profile? **3.0**
2. Does the speed performance meet your expectations in your mission/job profile? **2.6**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.25**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.2**

Training



3.0

1. Do the training courses offered by the OEM meet expectations? **3.0**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.33**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **2.67**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **3.0**

Maintenance & Support



3.13

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **3.25**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.0**
3. As it relates to the AOG support received from the OEM, are expectations met? **2.0**
4. As it relates to the parts availability received from the OEM, are expectations met? **3.67**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.5**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.33**

Purchase & Resale Value



3.12

1. Did the purchase process experience with the OEM meet expectations? **3.0**
2. Did the purchase price and value of your helicopter meet expectations? **2.67**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **3.5**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **3.33**

Overall Customer Satisfaction



3.4

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Reliability

3.4



Does the reliability of your aircraft meet expectations?

Safety in Design

3.2



1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs

2.75



Does the direct operating costs of your aircraft meet expectations?

Innovation

2.6



Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?

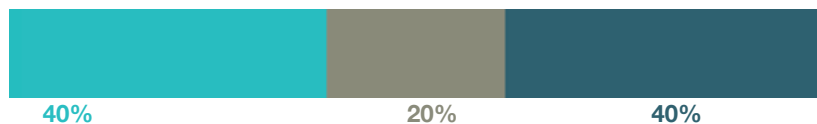


Will operator purchase another MD product?

Definitely

No

Unsure



Response by Model

40%	MD500
19%	MD500E
21%	MD530F
20%	MD600



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Strength: It is not a big surprise that Robinson Helicopter Company consistently performs well in the category of **reliability**. Most Robinson operators say, "Fuel, oil, and fly."

Improved: Compared to the 2015 OEM survey, Robinson scores a 10% improvement in the category of **maintenance & support**.

Reliability



3.4

Does the reliability of your aircraft meet expectations?

Safety in Design



3.02

1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs



3.18

Does the direct operating costs of your aircraft meet expectations?

Innovation

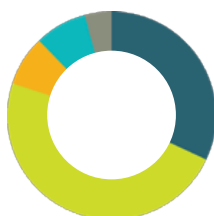


2.28

Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?

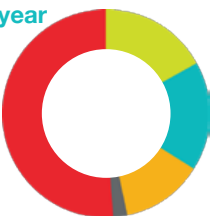
Operator fleet age?

32%	1-5 yrs
48%	6-10 yrs
8%	11-15 yrs
8%	16-20 yrs
4%	20+ yrs



Operator purchase plans?

16%	Less than a year
16%	1-2 yrs
12%	2-5 yrs
2%	5+ yrs
48%	Unsure



Response by Model

19%	R22
70%	R44
11%	R66

Performance



3.21

1. Does the power performance meet your expectations in your mission/job profile? **3.22**
2. Does the speed performance meet your expectations in your mission/job profile? **3.56**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.08**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **2.96**

Training



3.26

1. Do the training courses offered by the OEM meet expectations? **3.0**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.62**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **3.48**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **2.95**

Maintenance & Support



3.30

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **3.42**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.42**
3. As it relates to the AOG support received from the OEM, are expectations met? **3.06**
4. As it relates to the parts availability received from the OEM, are expectations met? **3.37**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.1**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.38**

Purchase & Resale Value



3.11

1. Did the purchase process experience with the OEM meet expectations? **3.14**
2. Did the purchase price and value of your helicopter meet expectations? **3.0**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **2.92**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **3.36**

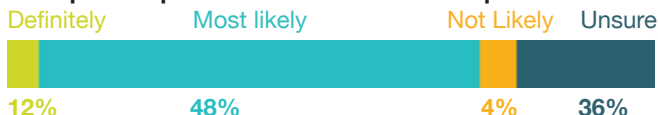
Overall Customer Satisfaction



3.08

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Will operator purchase another Robinson product?





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Strength: Users of Sikorsky helicopters consistently praise the **performance** of the aircraft, along with the OEM's ability to incorporate **safety in design**.

Improved: Compared to last year, Sikorsky enjoys an 11% score increase as it relates to the category of **innovation**.

Reliability



3.47

Does the reliability of your aircraft meet expectations?

Safety in Design



3.69

1. Do the safety features built into your aircraft meet expectations? **2.90**
2. What's your perception of how the OEM approaches aircraft design as it relates to safety? **3.06**

Operating Costs



3.18

Does the direct operating costs of your aircraft meet expectations?

Innovation



3.07

Relating to innovation and technological advancement in aircraft design, how do you perceive the OEM?

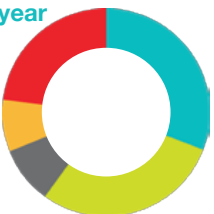
Operator fleet age?

38% 1-5 yrs
32% 6-10 yrs
8% 11-15 yrs
7% 16-20 yrs
15% 20+ yrs



Operator purchase plans?

31% Less than a year
29% 1-2 yrs
9% 2-5 yrs
8% 5+ yrs
23% Unsure



Response by Model

6%	S300	25%	S92
31%	S76C	19%	Other
19%	S70		

Performance



3.49

1. Does the power performance meet your expectations in your mission/job profile? **3.7**
2. Does the speed performance meet your expectations in your mission/job profile? **3.75**
3. Does the comfort-usefulness of the pax-crew cabin meet expectations in your mission/job profile? **3.36**
4. Does the comfort-ergonomics of the cockpit meet expectations in your mission/job profile? **3.13**

Training



3.09

1. Do the training courses offered by the OEM meet expectations? **3.13**
2. Does the quality of the training courses offered by the OEM meet expectations? **3.29**
3. Do the training resources offered (sims, aircraft, instructors) by the OEM meet expectations? **2.83**
4. Does the scheduling/availability of the training courses offered by the OEM meet expectations? **3.1**

Maintenance & Support



3.07

1. As it relates to ease of maintenance (mx manuals, access panels, special tools, etc.), are your expectations met? **3.08**
2. As it relates to the responsiveness of maintenance and support received from the OEM, are expectations met? **3.17**
3. As it relates to the AOG support received from the OEM, are expectations met? **3.18**
4. As it relates to the parts availability received from the OEM, are expectations met? **2.53**
5. As it relates to the warranty fulfillment received from the OEM, are expectations met? **3.0**
6. As it relates to the OEM's technical representative's knowledge and responsiveness to your needs, are expectations met? **3.44**

Purchase & Resale Value



3.03

1. Did the purchase process experience with the OEM meet expectations? **2.83**
2. Did the purchase price and value of your helicopter meet expectations? **3.29**
3. Did the menu of optional services and equipment available by the OEM meets expectations? **3.0**
4. As it relates to the helicopter maintaining resale value over time, are your expectations met? **3.0**

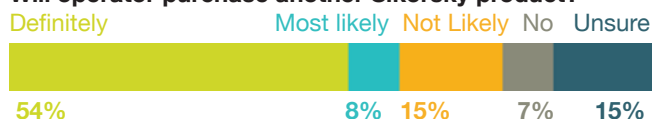
Overall Customer Satisfaction



3.38

As it relates to your overall satisfaction with the aircraft that you fly / operate / maintain, are you satisfied?

Will operator purchase another Sikorsky product?





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