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For a real-world perspective, the AEA thought it was a good time to conduct a survey of member shops to learn what they see as their biggest challenges in 2010 and what they intend to do about those challenges. Writer Dale Smith poses these questions to a diverse group of members, beginning on page 34.

- **Point of Communication** 4
- 6 **AEA Now**
- 14 **Up Front**
- 18 The View From Washington by Ric Peri Mirror, Mirror on the Wall, Show Me the True View
- 20 International News by Ric Peri and John Carr NextGen Avionics: Canada's Facility & Regulatory Approach
- 28 Creative License by Scott M. Spangler Originality: TSOs & Testing Make for Unbreakable Glass
- **AEA Member Survey** by Dale Smith What's Your Biggest Challenge in 2010?
- 40 Garmin G3000 by Dave Higdon Touchscreen: Bringing New Meaning to Touch-and-Go
- 48 Member Profile by Christine Knauer Howard Aviation. La Verne. Calif.
- 52 A Conversation With... by Patricia Luebke Tom Harper of Avidvne
- 56 Meet the Nominees by Avionics News Staff 2010 AEA Member, Associate Member of the Year
- 62 Award Recipient by Avionics News Staff AEA Lifetime Achievement Award: Dan Walker
- 63 Before & After Western Avionics, Calgary and Vancouver, Canada
- 64 Aviation Aces by Patricia Luebke Featuring John Wade of Aircell

- 68 **Business Basics** by Greg Laslo Joining an Association is a Smart Investment
- 72 Member Profile by Christine Knauer Format Aerospace, Wichita, Kan.
- 76 PRO • to • col by Patricia Luebke A Friend in Need: Helping Those Who are Grieving
- 79 **Tech Touch Points** by Thomas Dufresne Are You Selling Your Repair Station?
- 80 Technically Speaking by Peter Ashford Navigation: Past and Present
- 86 Notes, Caution & Warnings by Ric Peri Understanding the EPA's Standards for GA
- 88 Theory & Practice by Thomas Inman Pen & Paper: Valuable Tools to Aid a Tech's Memory
- 90 Warranty Claims by Dale Smith Avionics Industry Teams Up to Improve Process
- What's New The Source for Updates on AEA Members
- **Marketplace Classifieds** Jobs, Equipment, Calibration, Services & More

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Advertisers Index • page 38





