



# AIN 2024 FBO Survey

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For the major business aviation market of North America, 2023 experienced a decline in flight activity compared with the previous year as the industry continues to stabilize from the Covid-era boom. According to Aviation Business Strategies Group's (ABSG) annual fuel sale survey, 41 percent of the FBO respondents noted they experienced lower fuel sales last year compared with 2022.

"After FBO fuel sales recovered in 2021 to pre-pandemic levels, we have seen a gradual softening across the market spectrum over the past two years," said ABSG co-principal and FBO industry veteran John Enticknap. "This downward trend seems to indicate that the general aviation market is testing a lower annual fuel volume as jet-A prices remain mostly elevated."

According to Argus International's TraqPak data, 2023 business aviation flight activity declined 3.3 percent in North America when compared with 2022. Despite this, some U.S. FBOs AIN spoke with in its annual FBO survey indicated that 2023 was a record year for them. Argus points out that comparing last year with 2019 shows an 11.8 percent increase in 2023 and argues that without the Covid aberration, it would equate to a rather normal 2 to 3 percent annual increase.

European activity declined 10.2 percent. December 2023 showed the lowest monthly activity, signaling a return to pre-Covid activity patterns.

The FBO operators in ABSG's survey support this view: 41 percent indicated they believe their fuel sales will be flat this year and 30 percent anticipated a modest increase in fuel sales from 2023.

While record-breaking consolidation activity has taken place in the FBO market, that pace should cool as larger chains pause to digest recent additions. "This is not to suggest there is a buyer's fatigue, rather, with every acquisition comes the need for integration, optimization, and stabilization," said Douglas Wilson, president and senior partner of consultancy FBO Partners. "To a certain extent this creates a human resourcing tax in further acquisitions, as many of the same [M&A teams] that conduct the acquisition then pivot to integration mode."

Wilson noted an evolution in how airports choose to award FBO leases, centering on sustainability. "[Request for proposals] scoring criteria has changed and changed significantly," he told AIN, adding the subject is now receiving increased consideration. "Sustainability

scores can be as much as 20 percent or more of an overall score, which can make or break a respondent.

"The cost of achieving sustainability must be passed along to an end-user customer," Wilson said. "While a tenant may not care if the hangar they base in has LED lighting, solar panels, geothermal heat, or a roofline designed to capture rainwater runoff, those requirements of an airport make them more expensive to build."

In the AIN survey this year, Texas and Florida dominated the top 5 percent of the FBOs, with those states each fielding five locations or one third of the top tier each. No other state had as many as two, with the remaining five slots filled by facilities in Michigan, Tennessee, Colorado, Alabama, and Idaho.

To reach those highest rungs, an FBO must excel in more than one or two areas. This year, while two locations each earned the highest scores in two of the five categories, one ranked among the top 20 percent of FBOs in the Americas, while the other placed below that threshold. To attain the highest overall rankings, an FBO must exhibit excellence across all five categories in the eyes of its AIN reader customers. ■

# The Americas

For the fourth consecutive year, Pentastar Aviation, a full service-provider at Detroit-area Oakland County International Airport (KPTK) has received the highest score in **AIN**'s annual FBO survey. **AIN** readers who evaluated hundreds of aircraft handling facilities on a 1 to 5 scale in five categories—line service, passenger amenities, pilot amenities, facilities, and CSRs—awarded the location an overall score of 4.81, an improvement of 0.03 points from last year.

Second place, with a 4.79 overall score, went to American Aero FTW at Fort Worth Meacham International Airport (KFTW) in Texas, followed by Sheltair Tampa (KTPA) in Florida with a score of 4.76. Tied for fourth was newcomer to the **AIN** survey Galaxy FBO with its facility at Dallas-area Addison

Airport (KADS) and Henriksen Jet Center, the lone FBO at privately-owned Houston Executive Airport (KTME)—both of which earned a 4.74 overall score.

In fifth place this year with a score of 4.73 was Banyan Air Service with its sprawling campus at Fort Lauderdale Executive Airport (KFEX), which tied with fellow Florida FBO Jet Aviation at Palm Beach International Airport (KPBI).

Rounding out the top 5 percent this year were: Henriksen Jet Center (KEDC), Wilson Air Center (KMEM), Business Jet Center (KDAL), Galaxy FBO (KCXO), Sheltair (KBJC), Sheltair (KFLL), Aero-One Aviation (KDHN), Base Operations at Page Field (KFMY), and Western Aircraft (KBOI).



## 4.81

### **Pentastar Aviation**

**Oakland County International Airport (KPTK), Pontiac, Michigan**

Like fine wine, some things improve with age. That is certainly the case with Pentastar Aviation, which celebrates its 60th anniversary this year and shows no signs of slowing down, having been the top-rated FBO in **AIN**'s annual survey for the past four years.

The company—born from the former Chrysler flight department—has evolved over the past six decades to become an independent, full-service FBO, offering a gamut of maintenance, completions, and refurbishment services. Pentastar also offers a robust aircraft charter and management division in addition to traditional aircraft handling, fueling, and sheltering.

For the second straight year, it is the only facility to be ranked among the top 10 locations in all five categories: line service (4.83), passenger amenities (4.76), pilot amenities (4.77), facilities (4.79), and CSRs (4.89).

The Avfuel-branded complex is home to 30 turbine-powered aircraft ranging from a BBJ-8 to an Eclipse very light jet. It includes 155,000 sq ft of hangar space and 10 acres of reinforced ramp space.

## TOP RATED FBOS IN THE AMERICAS (BY OVERALL AVERAGE)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR		FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	4.81	0.03	Top 5%	MILLION AIR	KHPN	WESTCHESTER COUNTY	4.64	0.01	Top 20%
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTL	4.79	0.02	Top 5%	SONOMA JET CENTER	KSTS	CHARLES M. SCHULZ - SONOMA COUNTY	4.64	N/A	Top 20%
SHELTAIR KTPA	KTPA	TAMPA INTL	4.76	-0.01	Top 5%	AERO CHARTER, INC	KSUS	SPIRIT OF ST LOUIS	4.63	0.03	Top 20%
GALAXY FBO	KADS	ADDISON	4.74	N/A	Top 5%	DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.63	-0.02	Top 20%
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.74	0.02	Top 5%	FARGO JET CENTER	KFAR	HECTOR INTL	4.63	-0.05	Top 20%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.73	0.00	Top 5%	MILLION AIR	KAUS	AUSTIN-BERGSTROM INTL	4.63	N/A	Top 20%
JET AVIATION	KPBI	PALM BEACH INTL	4.73	0.01	Top 5%	MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.63	0.00	Top 20%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.72	0.01	Top 5%	SHELTAIR	KPIE	ST PETERSBURG-CLEARWATER INTL	4.63	0.03	Top 20%
WILSON AIR CENTER	KMEM	MEMPHIS INTL	4.71	-0.02	Top 5%	SKYSERVICE	CYYZ	LESTER B. PEARSON INTL	4.63	0.01	Top 20%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.70	0.01	Top 5%	ATLANTIC AVIATION	KOKC	WILL ROGERS WORLD	4.62	-0.02	Top 20%
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	4.70	N/A	Top 5%	MILLION AIR - DALLAS	KADS	ADDISON	4.62	-0.01	Top 20%
SHELTAIR KBJC	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.70	-0.01	Top 5%	ALLIANCE AVIATION SERVICES	KAFW	FORT WORTH ALLIANCE	4.61	0.02	Top 20%
SHELTAIR KFLL	KFLL	FORT LAUDERDALE/HOLLYWOOD INTL	4.70	-0.01	Top 5%	ATLANTIC AVIATION	KCRQ	MCCLELLAN-PALOMAR	4.61	-0.01	Top 20%
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.69	0.00	Top 5%	EMBRAER FBO	SDCO	SOROCABA	4.61	0.00	Top 20%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.69	0.01	Top 5%	J. A. AIR CENTER	KARR	AURORA MUNICIPAL	4.61	0.01	Top 20%
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.69	0.00	Top 5%	NORTHEAST AIR	KPWM	PORTLAND INTL JETPORT	4.61	0.02	Top 20%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.68	0.01	Top 10%	SHELTAIR KPMP	KPMP	POMPANO BEACH AIRPARK	4.61	0.05	Top 20%
LUX FBO	CYHU	ST-HUBERT	4.68	0.04	Top 10%	SIGNATURE AVIATION	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.61	-0.01	Top 20%
MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.68	0.02	Top 10%	SIGNATURE AVIATION (FORMERLY MERIDIAN)	KHWD	HAYWARD EXECUTIVE	4.61	0.00	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.68	0.01	Top 10%	WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTL	4.61	0.02	Top 20%
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.67	0.05	Top 10%	CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTL	4.60	0.01	Top 20%
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	CHICAGO EXECUTIVE	4.67	0.00	Top 10%	CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNICIPAL	4.60	0.01	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTL	4.67	0.01	Top 10%	GLOBAL AVIATION	KHIO	PORTLAND-HILLSBORO	4.60	0.01	Top 20%
SIGNATURE AVIATION (FORMERLY MERIDIAN)	KTEB	TETERBORO	4.67	0.00	Top 10%	HERITAGE AVIATION	KBTV	BURLINGTON INTL	4.60	-0.03	Top 20%
SHELTAIR	KDAB	DAYTONA BEACH INTL	4.66	0.04	Top 10%	JACKSON JET CENTER	KPHX	PHOENIX SKY HARBOR INTL	4.60	0.00	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTL	4.66	0.01	Top 10%	NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTL	4.60	0.01	Top 20%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.66	0.00	Top 10%	SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTL	4.60	0.00	Top 20%
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.65	0.00	Top 10%	STANDARD AVIATION	TIST	CYRIL E KING - CHARLOTTE AMALIE	4.60	N/A	Top 20%
MODERN AVIATION	KAPA	CENTENNIAL	4.65	0.02	Top 10%						
SHELTAIR	KDTO	DENTON MUNICIPAL	4.65	N/A	Top 10%						
US TRINITY AVIATION	KDTO	DENTON MUNICIPAL	4.65	N/A	Top 10%						
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.64	0.00	Top 20%						
MILLION AIR	KHOU	WILLIAM P HOBBY	4.64	0.03	Top 20%						

SOUTHEAST REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTA</b>			
HILL AIRCRAFT	KFTY	4.46	0.05
AERO CENTER EPPS ATLANTA	KPDK	4.37	0.00
SIGNATURE AVIATION	KPDK	4.33	0.13
ATLANTIC AVIATION	KPDK	4.17	0.00
SIGNATURE AVIATION	KFTY	3.95	0.00
<b>BOCA RATON/POMPANO BEACH</b>			
SHELTAIR	KPMP	4.61	0.05
SIGNATURE AVIATION	KBCT	4.37	0.01
ATLANTIC AVIATION	KBCT	4.17	0.00
<b>CHARLESTON</b>			
SIGNATURE AVIATION	KCHS	4.52	-0.01
ATLANTIC AVIATION	KCHS	4.11	0.02
<b>CHARLOTTE</b>			
WILSON AIR CENTER	KCLT	4.61	0.02
<b>CHATTANOOGA</b>			
WILSON AIR CENTER	KCHA	4.66	0.00
<b>DAYTONA BEACH</b>			
SHELTAIR	KDAB	4.66	0.04
<b>FORT LAUDERDALE</b>			
BANYAN AIR SERVICE	KFXE	4.73	0.00
SHELTAIR	KFLL	4.70	-0.01
NATIONAL JETS	KFLL	4.60	0.01
FORT LAUDERDALE EXECUTIVE JET CENTER	KFXE	4.54	N/A
JETSCAPE	KFLL	4.31	0.07
<b>FORT MYERS/NAPLES</b>			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.69	0.01
NAPLES AVIATION	KAPF	4.28	0.02
PRIVATESKY AVIATION	KRSW	4.22	-0.03
<b>JACKSONVILLE</b>			
SHELTAIR	KJAX	4.67	0.01
<b>MEMPHIS</b>			
WILSON AIR CENTER	KMEM	4.71	-0.02
SIGNATURE AVIATION	KMEM	4.04	0.00
<b>MIAMI</b>			
FONTAINEBLEAU AVIATION	KOPF	4.51	0.05
ATLANTIC AVIATION	KOPF	4.40	0.00
SIGNATURE AVIATION	KMIA	4.25	0.01
SIGNATURE AVIATION	KOPF	4.14	-0.01
<b>NASHVILLE</b>			
ATLANTIC AVIATION	KBNA	4.15	0.03
SIGNATURE AVIATION	KBNA	4.12	0.00
<b>NORTHWEST FLORIDA</b>			
SHELTAIR	KECP	4.60	0.00
ATLANTIC AVIATION	KDTS	4.40	-0.04
MILLION AIR	KTLH	4.24	0.02
<b>ORLANDO</b>			
SHELTAIR	KORL	4.68	0.01
ATLANTIC AVIATION	KORL	4.50	0.00
ATLANTIC AVIATION	KMCO	4.48	0.00

The main 5,000-sq-ft terminal offers passenger lounges, multimedia-equipped conference rooms (including the unique tower conference room that is accessed via elevator and provides a panoramic view of the airport), company offices, and the Five-star Café. The latter houses the company's in-house professional catering department, which has become so popular that in addition to serving customers at neighboring FBOs, it also services operators at other airports in the region.

The complex also includes the Stargate, a separate large aircraft charter terminal with its own baggage carousel and what is believed to be the only privately-operated jetway in the country. Having achieved International Business Aviation Council's (IBAC) International Standard for Business Aircraft Operations (IS-BAO) Stage 3 registration two years ago, Pentastar this month will undergo the audit for the International Standard for Business Aircraft Handling (IS-BAH).

"I think it obviously starts with the full services we provide," said Brad Bruce, the company veteran who was recently appointed president and CEO. "I think right behind that is the reputation that we enjoy for service, so people who really want a value are the clients we secure."

## 4.79

### American Aero FTW

Fort Worth Meacham International Airport (KFTW), Fort Worth, Texas

When American Aero FTW opened seven years ago, it was with the goal of incorporating virtually any innovation to improve the FBO experience for its clients, and it has certainly accomplished that goal, according to AIN's readers who have placed it firmly in the top 5 percent of all FBOs since 2018. This year, the company ranked in the top 10 in four of the five survey categories: passenger amenities (4.76), pilot amenities (4.76), facilities (4.80) and CSRs (4.86), and it is one of two facilities to earn scores of 4.76 or higher in each of the five categories.

Located in the Meacham International Airport terminal building, adjacent to the U.S. Customs and Border Protection and Immigration facility, American Aero's 8,600-sq-ft area offers a variety of technological advances including sensor-driven, self-tinting windows in the lobby to dampen the harsh Texas sun; white noise speakers embedded in the walls to provide privacy; a noise-proof, one-ton door on the snooze room in the pilot lounge to ensure peace and quiet for resting crew; and a high-speed dishwasher for quick turns. Other amenities consist of three passenger lounges (including a

## SOUTHEAST REGION (continued)

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTA</b>			
SIGNATURE AVIATION	KMCO	4.35	0.00
SIGNATURE AVIATION	KISM	4.31	N/A
<b>RALEIGH/DURHAM</b>			
TAC AIR	KRDU	4.15	0.00
SIGNATURE AVIATION	KRDU	3.89	0.01
<b>SARASOTA</b>			
ATLANTIC AVIATION	KSRQ	4.54	-0.01
DOLPHIN AVIATION	KSRQ	3.54	-0.02
<b>SAVANNAH</b>			
SHELTAIR	KSAV	4.59	-0.02
<b>TAMPA/ST. PETERSBURG</b>			
SHELTAIR	KTPA	4.76	-0.01
SHELTAIR	KPIE	4.63	0.03
SHELTAIR	KSPG	4.33	-0.04
SIGNATURE AVIATION	KTPA	3.99	0.05
<b>WEST PALM BEACH/STUART</b>			
JET AVIATION	KPBI	4.73	0.01
ATLANTIC AVIATION - STUART JET CENTER	KSUA	4.57	-0.07
APP JET CENTER	KSUA	4.48	0.03
SIGNATURE AVIATION	KPBI	4.41	0.00
ATLANTIC AVIATION	KPBI	4.33	0.00

FBOs with same score are listed in alphabetical order



separate TSA-secure private lounge with ensuite bathroom and direct ramp access), a private dining room equipped with china for crew meals, a private lounge with monitors so pilots can watch for arriving passengers, shower facilities, a well-stocked refreshment bar, a 20-seat conference room, complimentary overnight crew cars, and a galley for food preparation.

The Avfuel-branded FBO sits on a 34-acre leasehold with more than 250,000 sq ft of hangar space that can accommodate the latest flagship business jets. It is home to 55 jets and turboprops, and plans call for the construction of another 40,000-sq-ft hangar.

“The feature of our FBO that is most appreciated and remarked upon by pilots is our expansive, 11-acre rectangular ramp that makes aircraft movements effortless,” said general manager Angela Thurmond, adding another six acres are currently under development. “The ramp is also a significant safety feature, as it allows for multiple aircraft of various sizes and reduces the issue of jet blast on the ramp.” Safety has always been in the facility’s DNA. It was the world’s first to achieve IS-BAH Stage 1 and Stage 3 registration.

## 4.76 Sheltair

### Tampa International Airport (KTPA), Tampa, Florida

For its entire 17-year existence, Sheltair Tampa (and before that Tampa International Jet Center) has held a spot in the top rungs of the AIN FBO Survey. This year the facility was among the leaders in four of the five survey categories: line service (4.79), passenger amenities (4.76), pilot amenities (4.73), and facilities (4.79), and one of only three to score more than 4.70 in every category.

2023 was a busy year for the Avfuel-branded location, which occupies 35 acres at KTPA and is open 24/7 with a staff of 45. It recently concluded a \$1.4 million

interior modernization on its 12,000-sq-ft terminal, including the relocation of the customer service desk, addition of another conference room, refurbishment of the spacious lobby and pilot lounge, renovated restrooms, and a new refreshment area. Among the terminal’s most popular features are a streetside porte d’cochere as



well as its iconic ramp-side arrivals canopy to protect guests from Florida’s notoriously fickle weather.

Home to 47 turbine aircraft from a Gulfstream G550 on down, the IS-BAH Stage 2-registered complex has 284,000 sq ft of hangar space, including a \$26 million expansion project consisting of 77,000 sq ft of aircraft shelter along with 32,000 sq ft of office space that opened last year. By the middle of the year, Sheltair will have broken ground on a 50,000-sq-ft MRO

### GREAT LAKES REGION

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>BATTLE CREEK</b>			
DUNCAN AVIATION	KBTL	4.39	0.01
<b>CHICAGO</b>			
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	4.67	0.00
J. A. AIR CENTER	KARR	4.61	0.01
ATLANTIC AVIATION	KPWK	4.55	0.01
B COLEMAN AVIATION	KGYY	4.51	0.11
SIGNATURE AVIATION	KPWK	4.42	0.02
<b>CINCINNATI</b>			
SIGNATURE AVIATION	KLUK	3.90	-0.03
<b>CLEVELAND</b>			
ATLANTIC AVIATION	KCLE	3.90	0.03
<b>COLUMBUS</b>			
LANE AVIATION	KCMH	4.25	0.04
SIGNATURE AVIATION	KCMH	3.92	0.00
<b>DETROIT</b>			
PENTASTAR AVIATION	KPTK	4.81	0.03
<b>INDIANAPOLIS</b>			
MILLION AIR	KIND	4.54	0.00
JET ACCESS INDIANAPOLIS EXECUTIVE AIRPORT (FORMERLY FIRST WING JET CENTER)	KTYQ	4.22	-0.05
SIGNATURE AVIATION	KIND	3.87	-0.40
<b>LEXINGTON/LOUISVILLE</b>			
SIGNATURE AVIATION	KLEX	4.48	0.00
ATLANTIC AVIATION	KSDF	4.25	0.04
<b>MILWAUKEE</b>			
SIGNATURE AVIATION	KMKE	4.40	0.04

FBOs with same score are listed in alphabetical order

### WEST REGION

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ANCHORAGE</b>			
ATLANTIC AVIATION	PANC	4.30	-0.01
<b>HONOLULU</b>			
ATLANTIC AVIATION	PHNL	4.48	-0.01
SIGNATURE AVIATION	PHNL	4.24	0.00
<b>LAS VEGAS</b>			
SIGNATURE AVIATION	KLAS	4.36	0.00
ATLANTIC AVIATION	KLAS	4.27	-0.01
HENDERSON EXEC ARPT	KHND	4.17	0.01
<b>LOS ANGELES</b>			
ATLANTIC AVIATION	KLGB	4.52	-0.04
MILLION AIR	KBUR	4.48	-0.02
ACI JET (SNA)	KSNA	4.38	0.08
CLAY LACY AVIATION	KSNA	4.35	N/A
CLAY LACY AVIATION	KVNY	4.35	0.03
<b>PALM SPRINGS</b>			
DESERT JET CENTER	KTRM	4.67	0.05
ATLANTIC AVIATION	KTRM	4.42	0.00
ATLANTIC AVIATION	KPSP	4.37	-0.01
SIGNATURE AVIATION	KPSP	4.29	0.01
<b>PORTLAND</b>			
GLOBAL AVIATION	KHIO	4.60	0.01
ATLANTIC AVIATION	KPDX	4.47	0.00
<b>SAN DIEGO</b>			
ATLANTIC AVIATION	KCRQ	4.61	-0.01
CARLSBAD JET CENTER	KCRQ	4.48	0.07
SIGNATURE AVIATION	KSAN	3.87	-0.01
<b>SAN FRANCISCO/OAKLAND</b>			
DEL MONTE AVIATION	KMRY	4.63	-0.02
MONTEREY JET CENTER	KMRY	4.63	0.00
SIGNATURE AVIATION (FORMERLY MERIDIAN)	KHWD	4.61	0.00
SIGNATURE AVIATION	KOAK	4.28	0.03
ATLANTIC AVIATION	KSJC	4.18	-0.01
<b>SEATTLE</b>			
MODERN AVIATION	KBFI	4.26	0.01
SIGNATURE AVIATION	KBFI	4.17	0.04

FBOs with same score are listed in alphabetical order

facility, which will be operated by a third party when it becomes operational in the third quarter of 2025.

The FBO has many unique benefits due to its location. As a result of KTPA's proximity to the city, an upscale shopping and dining district is just across the street from the FBO's front door, while Raymond James Stadium (home to the NFL's Tampa Bay Buccaneers) abuts the airport property. This allows the FBO to shuttle passengers heading there for football games—or as was the case last year, a trio of sold-out Taylor Swift concerts—to a side gate within walking distance of the stadium's entrance.

MIDWEST REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DES MOINES</b>			
MODERN AVIATION	KDSM	4.45	0.01
<b>FARGO</b>			
FARGO JET CENTER	KFAR	4.63	-0.05
<b>KANSAS CITY</b>			
ATLANTIC AVIATION	KMKC	4.64	0.00
SIGNATURE AVIATION	KMKC	3.91	-0.01
<b>LINCOLN</b>			
ATLANTIC AVIATION	KLNK	4.48	-0.01
DUNCAN AVIATION	KLNK	4.27	0.01
<b>MINNEAPOLIS/ST. PAUL</b>			
SIGNATURE AVIATION	KSTP	4.61	-0.01
SIGNATURE AVIATION	KMSP	4.49	0.00
ST PAUL FLIGHT CENTER	KSTP	4.35	0.00
PREMIER JET CENTER	KFCM	4.30	-0.01
ELLIOTT AVIATION	KFCM	4.12	0.00
<b>OMAHA</b>			
REVV AVIATION	KCBF	4.30	0.00
TAC AIR	KOMA	4.27	0.02
<b>ST LOUIS</b>			
AERO CHARTER	KSUS	4.63	0.03
MILLION AIR	KSUS	4.49	0.01
SIGNATURE AVIATION	KSUS	4.37	-0.02
SIGNATURE AVIATION	KSTL	3.80	0.00
<b>WICHITA</b>			
YINGLING AVIATION	KICT	4.47	0.06
SIGNATURE AVIATION	KICT	4.31	0.00

FBOs with same score are listed in alphabetical order

## 4.74 Galaxy FBO

### Addison Airport (KADS), Dallas, Texas

A newcomer to AIN's annual FBO survey is Galaxy FBO, which is also the newest of the three service providers at Dallas-area dedicated general aviation gateway Addison Airport. Galaxy also operates FBOs at two other Texas airports, Houston Hobby (KHOU) and Conroe/North Houston (KCXO). At KADS, its grand opening was in late 2022, delayed by post-pandemic labor and supply issues. In its first appearance in our FBO survey, the facility scored in the top 10 in three of the five categories, with the highest (4.80) for its facilities, followed by pilot amenities (4.76) and passenger amenities (4.72).

SOUTH REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>AUSTIN/SAN ANTONIO</b>			
HENRIKSEN JET CENTER	KEDC	4.72	0.01
MILLION AIR	KAUS	4.63	N/A
MILLION AIR	KSAT	4.58	0.03
SIGNATURE AVIATION - NORTH TERMINAL	KSAT	4.31	0.01
ATLANTIC AVIATION	KAUS	4.29	-0.02
<b>DALLAS/FORT WORTH</b>			
AMERICAN AERO	KFTW	4.79	0.02
GALAXY FBO	KADS	4.74	N/A
BUSINESS JET CENTER	KDAL	4.70	0.01
MCKINNEY AIR CENTER	KTKI	4.68	0.02
TEXAS JET	KFTW	4.66	0.01
<b>HOUSTON</b>			
HENRIKSEN JET CENTER	KTME	4.74	0.02
GALAXY FBO	KCXO	4.70	N/A
GLOBAL SELECT	KSGR	4.68	0.01
MILLION AIR	KHOU	4.64	0.03
JET AVIATION HOUSTON	KHOU	4.45	0.02
<b>LITTLE ROCK</b>			
SIGNATURE AVIATION	KLIT	4.09	-0.02
<b>NEW ORLEANS</b>			
FLIGHTLINE FIRST	KNEW	4.39	0.01
ATLANTIC AVIATION	KMSY	4.23	0.00
SIGNATURE AVIATION	KNEW	4.22	0.01
<b>OKLAHOMA CITY</b>			
ATLANTIC AVIATION	KOKC	4.62	-0.02

FBOs with same score are listed in alphabetical order



Open 24/7 with a staff of 22, the IS-BAH Stage 1 FBO's 14,364-sq-ft, pet-friendly terminal offers conference rooms, concierge, pilot lounge with snooze room, shower facilities, turnkey tenant office space, on-site car rental, crew cars, and an expansive refreshment bar. Recently added was a special event/meeting room with runway views that can accommodate up to 100 people and has already been used to host several industry events. An enclosed parking garage for customer vehicles is also available.

Occupying 17 acres at the south end of KADS, with easy access to Runway 33, the complex has 110,000 sq ft of hangar space, which can handle the latest ultra-long-range business jets, and the largest contiguous ramp on the field. The Phillips 66-fueled facility is home to 33 jets and turboprops whose owners love to fly—according to general manager Jaime Muñoz—leaving room for short-term clients seeking transient hangar space. “2023 exceeded our expectations for both base tenant occupancy and transient aircraft traffic,” she told AIN. “We are noticing more of our customers investing in larger and newer aircraft, and we are seeing a decline in the number of older aircraft visiting Addison Airport.”

## 4.74 Henriksen Jet Center Houston Executive Airport (KTME), Houston, Texas

Sharing the fourth highest score in this year's survey is Henriksen Jet Center, the lone service provider at privately-owned Houston Executive Airport. Just edging out its sibling and fellow Paragon FBO Network

member Austin Executive Airport among the top five FBOs this year, it improved on its tally from last year and earned the highest score in the pilot amenities category (4.81) among all FBOs in the 2024 survey. Key to that is the facility's massive arrivals canopy, which the company claims is the largest in the world. "In the Houston heat, it is a huge relief to be shaded not only on the arrival and departure, but when our pilots are in the aircraft pre-flighting," said Andy Perry, executive director for both airports.

Other amenities in the 23,300-sq-ft terminal include a crew suite with theater room, shower facilities, a pair of snooze/quiet rooms, kitchenette and dining area, flight planning room, 10-seat A/V-equipped conference room, refreshment bar, and concierge service. A complimentary valet parking garage is available to customers along with onsite car rental and courtesy crew cars.



The building—which opened in 2013 and is staffed 24/7/365—features 8,000 sq ft of tenant office space as well as a two-story passenger lobby with an authentic Ferrari 333 SP race car on display and floor-to-ceiling windows overlooking the ramp.

Home to 28 jets and 24 turboprops, the Phillips 66-supplied facility—which had its busiest year in 2023—provides the booming Houston area with more than 10 acres of ramp and 179,000 sq ft of hangar space that can accommodate the latest big business jets.

"We believe that our personalized service is a major factor of why our clientele visit," Perry told *AIN*. "This is why we emphasize our ramp CSRs program, who are dual trained to handle ramp duties while meeting the customers at the aircraft and are

trained at the CSR desk." That, he noted has forged the company's line technicians and CSRs into a seamless cohesive unit.

Among the improvements this past year at KTME is a new control tower, which replaced a temporary facility to the delight of the air traffic controllers.

## 4.73 Banyan Air Service

### Fort Lauderdale Executive Airport (KFYE), Fort Lauderdale, Florida

Banyan Air Service is the largest FBO in the world, with its sprawling complex occupying 120 acres at Florida's Fort Lauderdale Executive Airport. Its 360,000 sq ft of hangar space—spread between the north and south sides of the field—is home to nearly 200 turbine-powered aircraft.

The 14,000-sq-ft main terminal features an airy two-story atrium decorated with a waterfall, large saltwater aquarium, palm trees and paddle fans, and includes a separate TV lounge; three pilot lounges; a trio of a/v-equipped conference rooms seating six, 10, and 30 respectively; two snooze rooms, business center; and duty-free shop. Ramp side vehicle access, crew cars, onsite car rental, 24-hour catering, and U.S. customs between 8 a.m. and midnight are also available.

Other popular features at the Avfuel-branded facility are the world's largest pilot shop and the Jet Runway Café, a breakfast and lunch destination that is run by a local caterer. The main terminal caters primarily to transient traffic, while across the field on the north side, a 9,500-sq-ft satellite terminal serves base tenants in the 160,000-sq-ft hangar complex added in 2020.

Combined they all served to give the FBO its top-10 scores in the passenger amenities (4.72) and facilities (4.80) categories. Demonstrating its consistency, Banyan repeated its overall score from last year's survey.

Open 24/7 with a staff of 190, the IS-BAH Stage 2 facility serves as a gateway to the Caribbean, offering travel assistance and documentation services for the



NORTHEAST REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBANY</b>			
MILLION AIR	KALB	4.55	0.05
<b>BALTIMORE</b>			
SIGNATURE AVIATION	KBWI	4.10	0.00
<b>BOSTON</b>			
JET AVIATION	KBED	4.28	0.01
ATLANTIC AVIATION	KBED	4.26	-0.01
SIGNATURE AVIATION	KBED	3.99	0.03
SIGNATURE AVIATION	KBOS	3.59	0.00
<b>BURLINGTON</b>			
HERITAGE AVIATION	KBTV	4.60	-0.03
<b>HARTFORD</b>			
SIGNATURE AVIATION	KBDL	4.34	0.00
TAC AIR	KBDL	4.06	-0.01
<b>LONG ISLAND</b>			
MODERN AVIATION	KISP	4.46	-0.06
MODERN AVIATION	KFOK	4.45	0.02
MODERN AVIATION	KFRG	4.44	0.01
ATLANTIC AVIATION	KFRG	4.21	0.00
<b>MAINE</b>			
NORTHEAST AIR	KPWM	4.61	0.02
BANGOR AVIATION SERVICES	KBGR	3.93	0.00
<b>NEW YORK CITY</b>			
SIGNATURE AVIATION (FORMERLY MERIDIAN)	KTEB	4.67	0.00
MILLION AIR	KHPN	4.64	0.01
JET AVIATION	KTEB	4.46	0.00
SIGNATURE AVIATION - SOUTH TERMINAL	KTEB	4.37	0.01
SIGNATURE AVIATION	KMMU	4.25	0.00
<b>PHILADELPHIA</b>			
ATLANTIC AVIATION	KPHL	4.03	0.00
ATLANTIC AVIATION	KPNE	3.59	0.00
<b>PITTSBURGH</b>			
ATLANTIC AVIATION	KPIT	4.53	-0.02
ATLANTIC AVIATION	KAGC	4.24	N/A
<b>WASHINGTON D.C.</b>			
SIGNATURE AVIATION	KDCA	4.43	0.00
APP JET CENTER	KHEF	4.29	0.00
JET AVIATION	KIAD	4.26	0.00
SIGNATURE AVIATION	KIAD	4.26	0.03

FBOs with same score are listed in alphabetical order

## ROCKY MOUNTAIN REGION

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBUQUERQUE</b>			
CUTTER AVIATION	KABQ	4.53	0.02
<b>BOISE</b>			
WESTERN AIRCRAFT	KBOI	4.69	0.00
JACKSON JET CENTER	KBOI	4.33	-0.02
<b>BOZEMAN</b>			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.52	0.01
JET AVIATION	KBZN	4.33	0.05
<b>COLORADO MOUNTAINS</b>			
VAIL VALLEY JET CENTER	KEGE	4.57	-0.01
ATLANTIC AVIATION	KMTJ	4.55	-0.05
ATLANTIC AVIATION	KRIL	4.30	0.00
TELLURIDE REGIONAL AIRPORT	KTEX	4.22	0.01
ATLANTIC AVIATION	KASE	4.13	0.01
<b>COLORADO SPRINGS</b>			
CUTTER AVIATION	KCOS	4.60	0.01
COLORADO JETCENTER	KCOS	3.96	-0.02
<b>DENVER</b>			
SHELTAIR	KBJC	4.70	-0.01
MODERN AVIATION	KAPA	4.65	0.02
DENVER JETCENTER	KAPA	4.50	0.00
SIGNATURE AVIATION	KDEN	4.42	0.00
SIGNATURE AVIATION SOUTH	KAPA	4.20	0.00
<b>KALISPELL</b>			
GLACIER JET CENTER	KGPI	4.49	-0.02
<b>GRAND JUNCTION</b>			
WEST STAR AVIATION	KGJT	4.46	0.00
<b>JACKSON HOLE</b>			
JACKSON HOLE FLIGHT SERVICES	KJAC	3.69	0.03
<b>PHOENIX/SCOTTSDALE</b>			
CUTTER AVIATION	KPHX	4.60	0.01
JACKSON JET CENTER	KPHX	4.60	0.00
SIGNATURE AVIATION	KSDL	4.58	0.00
ATLANTIC AVIATION	KSDL	4.42	0.02
CUTTER AVIATION	KDVT	4.38	0.03
<b>PUEBLO</b>			
FLOWER AVIATION	KPUB	4.43	0.00
<b>SALT LAKE CITY</b>			
SIGNATURE AVIATION	KSLC	4.44	-0.01
ATLANTIC AVIATION	KSLC	4.30	-0.03
<b>SANTA FE</b>			
JET CENTER AT SANTA FE	KSAF	4.65	0.00
SIGNATURE AVIATION	KSAF	3.79	-0.03
<b>SUN VALLEY</b>			
ATLANTIC AVIATION	KSUN	4.53	0.06
<b>TUCSON</b>			
ATLANTIC AVIATION	KTUS	4.38	0.00
MILLION AIR	KTUS	4.25	0.00

FBOs with same score are listed in alphabetical order



Bahamas and other island destinations.

Banyan also operates a Part 145 repair station at KFXE with an avionics shop, engine shop, paint shop, and parts department. For the first time, the company expanded, opening a satellite MRO at Northeast Florida Regional Airport (KSGJ) dedicated to HondaJet maintenance.

“Banyan is known to be a one-stop-shop for all aviation services when you visit South Florida,” said COO Jon Tonko. “Whether you fly a J-3 or a Global Express, customers can expect a warm welcome from our team of professionals who share a passion to serve you above and beyond your expectations.”

## 4.73 Jet Aviation

### Palm Beach International Airport (KPB), West Palm Beach, Florida

Jet Aviation is a global service provider with more than 30 FBOs scattered around the globe, but it is its location at Palm

Beach International Airport that perennially tops its facilities in the annual AIN FBO survey. A member of the Air Elite Network of upscale FBOs, the facility’s main 18,000-sq-ft, two-story terminal is open 24/7 and features passenger lounges, pilot lounge, snooze room, flight planning area, shower facilities, conference room, concierge and crew cars, courtesy shuttles, and onsite car rental. Its refreshment bar offers favored treats to beat the Florida heat, including freshly-squeezed lemonade, ice cream, and tropical-flavored slushes along with local healthy snacks. It is an approved gateway to Washington Reagan National Airport under the TSA’s DCA Access Standard Security Program (DASSP), and like all other Jet Aviation facilities, it is IS-BAH Stage 2 registered.

A secondary 7,000-sq-ft terminal shared with sister company Gulfstream opened in 2020 along with a new 40,000-sq-ft hangar, which brought the facility—home to 52 turbine-powered aircraft—up to 200,000 sq ft of space that is capable

## BRAZIL

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>SAO PAULO</b>			
EMBRAER FBO	SDCO	4.61	0.00
WORLD-WAY AVIATION	SDCO	4.55	0.02
LIDER AVIACAO	SBSP	3.76	-0.01

FBOs with same score are listed in alphabetical order

## CARIBBEAN

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ST THOMAS</b>			
STANDARD AVIATION	TIST	4.60	N/A
<b>PROVIDENCIALES</b>			
PROVO AIR CENTER	MBPV	4.57	0.09
<b>NASSAU</b>			
ODYSSEY AVIATION	MYNN	4.36	0.00
JET NASSAU	MYNN	4.12	0.05
<b>ST MAARTEN</b>			
EXEJUJET	TNCM	3.68	0.00

FBOs with same score are listed in alphabetical order

## CANADA

FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CALGARY</b>			
SKYSERVICE	CYYC	4.51	0.02
<b>MONTREAL</b>			
LUX FBO	CYHU	4.68	0.04
SIGNATURE AVIATION	CYUL	4.52	0.00
SKYSERVICE	CYUL	4.40	-0.01
<b>TORONTO</b>			
SKYSERVICE	CYYZ	4.63	0.01
SIGNATURE AVIATION	CYYZ	3.49	-0.01
<b>VANCOUVER</b>			
SKYSERVICE VANCOUVER	CYVR	4.32	N/A

FBOs with same score are listed in alphabetical order



of accommodating bizliners such as the BBJ and ACJ. For outside aircraft parking, it also has more than a half million square feet of ramp space in its 25-acre leasehold at KPBI.

While the Phillips 66-branded location, which has been in operation since 1985, received no score lower than a 4.68

in any category this year, its highest score (4.80) was for its CSRs. “It is our team that truly sets us apart,” explained Steven Schrammel, the location’s general manager. “Many of them have been part of the team for years and their longevity and commitment to one another and our customers is shown in the seamless manner

in which they keep our operation running.”

While the location does not yet offer sustainable aviation fuel, it does allow customers the option to purchase it and receive the environmental credits through the company’s book-and-claim program, with the actual fuel dispensed at the seven Jet Aviation locations that stock it.



### TOP FBOS BY CATEGORY – AMERICAS

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
CLAY LACY AVIATION-KSNA	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	<b>4.95</b>
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	<b>4.89</b>
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	<b>4.88</b>
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	<b>4.83</b>
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTL	<b>4.81</b>
MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	<b>4.80</b>
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	<b>4.80</b>
NORTHEAST AIR	KPWM	PORTLAND INTL JETPORT	<b>4.79</b>
SHELTAIR KTPA	KTPA	TAMPA INTL	<b>4.79</b>
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	<b>4.78</b>
CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNICIPAL	<b>4.78</b>
WILSON AIR CENTER HOU	KHOU	WILLIAM P HOBBY	<b>4.78</b>
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTL	<b>4.86</b>
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	<b>4.82</b>
LUX FBO	CYHU	ST-HUBERT	<b>4.77</b>
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTL	<b>4.76</b>
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	<b>4.76</b>
SHELTAIR KTPA	KTPA	TAMPA INTL	<b>4.76</b>
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	<b>4.76</b>
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	<b>4.73</b>
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	<b>4.72</b>
GALAXY FBO	KADS	ADDISON	<b>4.72</b>
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	<b>4.72</b>
WILSON AIR CENTER MEM	KMEM	MEMPHIS INTL	<b>4.72</b>

FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	<b>4.81</b>
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTL	<b>4.79</b>
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	<b>4.77</b>
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	<b>4.77</b>
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTL	<b>4.76</b>
GALAXY FBO	KADS	ADDISON	<b>4.76</b>
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	<b>4.74</b>
SHELTAIR KTPA	KTPA	TAMPA INTL	<b>4.73</b>
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	<b>4.70</b>
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	<b>4.69</b>
US TRINITY AVIATION	KDTO	DENTON MUNICIPAL	<b>4.69</b>
FBO	AIRPORT CODE	AIRPORT	FACILITIES
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTL	<b>4.90</b>
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	<b>4.84</b>
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	<b>4.83</b>
SHELTAIR	KDTO	DENTON MUNICIPAL	<b>4.83</b>
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	<b>4.81</b>
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTL	<b>4.80</b>
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	<b>4.80</b>
GALAXY FBO	KADS	ADDISON	<b>4.80</b>
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	<b>4.79</b>
SHELTAIR KTPA	KTPA	TAMPA INTERNATIONAL	<b>4.79</b>
FBO	AIRPORT CODE	AIRPORT	CSRS
CLAY LACY AVIATION-KSNA	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	<b>4.92</b>
SIGNATURE AVIATION	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	<b>4.91</b>
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTL	<b>4.89</b>
ATLANTIC AVIATION	PHNL	HONOLULU INTERNATIONAL	<b>4.88</b>
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTL	<b>4.86</b>
FORT LAUDERDALE EXECUTIVE JET CENTER	KFXE	FORT LAUDERDALE EXECUTIVE	<b>4.84</b>
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	<b>4.84</b>
SHELTAIR	KDTO	DENTON MUNICIPAL	<b>4.83</b>
SIGNATURE AVIATION (FORMERLY MERIDIAN)	KTEB	TETERBORO	<b>4.82</b>
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	<b>4.81</b>
TEXAS JET	KFTW	FORT WORTH MEACHAM INTL	<b>4.81</b>

# Rest of World

**AIN's** annual FBO survey divides the world into two groups, the Americas and the Rest of World (RoW). This year, UK facilities dominated the top of the charts in the latter group with designated business aviation gateway Farnborough Airport (EGLF)—with its overall score of 4.67—again earning the highest accolades in the survey as it has virtually since the day it opened two decades ago.

Second place saw a tie between two FBOs at London Stansted Airport (EGSS): Harrods Aviation's The Brompton (formerly the Fayair complex, which Harrods acquired last year) and Universal Aviation; both received a score of 4.61. Following them, with a tally of 4.54, is Harrods' original location at EGSS—now known as The Knightbridge to distinguish

it from its newer sibling—giving the London airport three FBOs in the top tier of the Rest of World segment this year.

For proof that there are quality FBOs outside the UK's capital area, we must travel to the other side of the world, where ExecuJet Australia at Sydney Kingsford Smith Airport (YSSY) earned a score of 4.52, tying it with Jet Aviation's facility at Amsterdam's Schiphol Airport (EHAM).

Other top performers in the RoW this year included Eccelsa Aviation at Olbia Costa Smeralda Airport (LIEO) in Italy and Signature Aviation's facility at Germany's Munich International Airport (EDDM), both of which received a score of 4.49, landing them in the top 20 percent of all FBOs worldwide.



## 4.67 Farnborough Airport (EGLF) Farnborough, UK

Though the scores of most FBOs outside of the Americas tend to lag, the UK's Farnborough Airport continues to hold its own among the highest-performing FBOs in **AIN's** annual survey. The complex earned top 10 scores in the passenger (4.76) and pilot amenities (4.73) categories this year,

and the second highest score overall for facilities (4.86).

The continued high regard in which aircraft operators continue to hold Farnborough would appear to be a testimony to its ongoing commitment to invest in the site and the old real estate adage "location, location, location." The privately-owned airport is one of two in the London area that is entirely dedicated to business aviation and is in the process of seeking

approval to increase the permitted number of movements.

"At the core of our customer service ethos is prioritizing our passengers' need for an efficient and secure arrival and departure experience," FBO director Dominic Osborne told **AIN**. "Stepping into our renowned terminal facility should evoke the ambience of a world-class hotel. Our customer service ethos very much aligns with our organizational

## TOP RATED FBOS IN EUROPE, THE MIDDLE EAST, AFRICA, AND ASIA-PACIFIC (BY OVERALL AVERAGE)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.67	-0.02	Top 20%
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	4.61	N/A	Top 20%
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.61	0.00	Top 20%
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.54	0.12	Top 20%
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.52	0.00	Top 20%
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.52	0.05	Top 20%
ECCELSA GENERALE AVIATION	LIEO	OLBIA COSTA SMERALDA	4.49	0.01	Top 20%
SIGNATURE AVIATION	EDDM	MUNICH	4.49	0.01	Top 20%
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.46	0.01	
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.44	0.02	
HARRODS AVIATION	EGGW	LONDON LUTON	4.42	0.02	
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.41	0.10	
SIGNATURE AVIATION	LSGG	GENEVA INTERNATIONAL	4.41	0.00	
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.40	0.02	
LONDON JET CENTRE	EGSS	LONDON STANSTED	4.40	0.02	
JET AVIATION	EDDL	DUSSELDORF	4.35	0.03	
JET AVIATION	LSZH	ZURICH	4.34	0.02	
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.32	0.03	
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.31	0.02	
MALLORCAIR	LEPA	PALMA DE MALLORCA	4.31	0.00	
OMNI HANDLING	LPPT	LISBON INTERNATIONAL PORTELA	4.31	N/A	
ADVANCED AIR SUPPORT	LFPB	PARIS LE BOURGET	4.24	0.01	
JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.24	0.02	
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	4.23	0.00	
SIGNATURE AVIATION - TERMINAL 3	LFPB	PARIS LE BOURGET	4.22	0.00	
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.19	0.02	
UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.19	0.00	
DASSAULT FALCON SERVICES	LFPB	PARIS LE BOURGET	4.16	0.05	
SIGNATURE AVIATION	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.16	-0.02	
SIGNATURE AVIATION - TERMINAL 1	LFPB	PARIS LE BOURGET	4.12	0.00	
EXECUJET BRUSSELS	EBBR	BRUSSELS NATIONAL	4.11	0.00	
SKY VALET CANNES	LFMD	CANNES-MANDELIEU	4.09	0.02	
SIGNATURE AVIATION - TERMINAL 1	EGGW	LONDON LUTON	4.04	-0.03	
JET AVIATION	LSZH	ZURICH	4.01	0.01	
SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.01	0.00	
BUSINESS FLIGHT CENTER	EFHK	HELSINKI-VANTAA	4.00	0.00	
SKY VALET	LEMD	MADRID BARAJAS	4.00	0.02	
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.99	0.01	
JET AVIATION	WSSL	SINGAPORE/SELETAR	3.99	0.04	
JETEX PARIS FBO	LFPB	PARIS LE BOURGET	3.97	0.00	
VIENNA AIRCRAFT HANDLING	LOWW	VIENNA INTERNATIONAL	3.92	0.00	
UNIVERSAL AVIATION / CJET	ZBAA	BEIJING/CAPITAL	3.36	0.03	
VIPPORT VNUKOVO-3	UUWW	MOSCOW/VNUKOVO	3.35	0.00	

FBOs with same score are listed in alphabetical order

EUROPE REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>AMSTERDAM</b>			
JET AVIATION	EHAM	4.52	0.05
<b>DÜSSELDORF</b>			
JET AVIATION	EDDL	4.35	0.03
<b>GENEVA</b>			
JET AVIATION	LSGG	4.44	0.02
SIGNATURE AVIATION	LSGG	4.41	0.00
<b>LISBON</b>			
OMNI HANDLING	LPPT	4.31	N/A
<b>LONDON</b>			
FARNBOROUGH AIRPORT	EGLF	4.67	-0.02
HARRODS AVIATION-THE BROMPTON	EGSS	4.61	N/A
UNIVERSAL AVIATION	EGSS	4.61	0.00
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	4.54	0.12
HARRODS AVIATION	EGGW	4.42	0.02
<b>MUNICH</b>			
SIGNATURE AVIATION	EDDM	4.49	0.01
<b>PARIS</b>			
ADVANCED AIR SUPPORT	LFPB	4.24	0.01
SIGNATURE AVIATION - TERMINAL 3	LFPB	4.22	0.00
UNIVERSAL AVIATION	LFPB	4.19	0.00
SIGNATURE AVIATION - TERMINAL 1	LFPB	4.12	0.00
DASSAULT FALCON SERVICES	LFPB	4.16	0.05
JETEX	LFPB	3.97	0.00
<b>SARDINIA</b>			
ECCELSA AVIATION	LIEO	4.49	0.01
<b>SOUTHERN FRANCE</b>			
SIGNATURE AVIATION	LFMN	4.16	-0.02
SKY VALET CANNES	LFMD	4.09	0.02
SWISSPORT EXECUTIVE	LFMN	4.01	0.00
AVIAPARTNER EXECUTIVE	LFMN	3.99	0.01
<b>STOCKHOLM</b>			
GRAFAIR JET CENTER	ESSB	4.40	0.02
<b>ZURICH</b>			
JET AVIATION	LSZH	4.34	0.02
JET AVIATION	LSZH	4.01	0.01

FBOs with same score are listed in alphabetical order

value of pride, passion, ambition, and togetherness.”

Farnborough is in the second year of a £55 million (\$69.5 million) investment program that will increase the airport’s existing 240,000-sq-ft hangar space by 70 percent. The new Domus III structure will be able to accommodate multiple large-cabin aircraft when it opens in the next few weeks.

Alongside the new building will be a further 125,000 sq ft of apron space, taking the total area of ramp above the one-million-sq-ft mark. The airport is also investing in the capacity of aircraft stands to make runway use more efficient, as well as in a new engine-run bay.

While the comfort and convenience of its customers remains paramount, Farnborough Airport is intently committed to reducing its carbon footprint as it works to achieve net-zero status by 2030. Part of this involves making efforts to increase the availability of sustainable aviation fuel.

Last October, it stepped up work to tap renewable energy sources by installing what is expected to be the largest array of solar panels in the southeast of England. This will allow it to recharge its electric ground vehicles with a self-generated energy source.

## 4.61 Harrods Aviation-The Brompton (formerly Fayair)

### London Stansted Airport (EGSS), UK

It was a little over a year ago when Harrods Aviation—an offshoot of the famous London department store—purchased Fayair, a rival FBO at Stansted Airport. Immediately, the company made significant upgrades to the facility both from an infrastructure and a customer amenities perspective—which contributed to its score of 4.71 in the facilities category—and labelled it The Brompton to distinguish it from its existing highly-regarded FBO at EGSS.

“Adding the Brompton to our portfolio has been even more successful than we could have dreamed of,” said managing director Paul Norton. “Customers have quickly realized that we have taken the facilities to another level.”

The FBO offers onsite security, customs and immigration clearance, conference room, pilot lounge and work area,



gym, driver rest area, private vehicle ramp access, and crew transfers. Its 60,000-sq-ft hangar can accommodate aircraft up to a Boeing 757. An IS-BAH Stage 2-registered FBO, the company will receive its audit for Stage 3 this year.

“What distinguishes our location from our competitors is our emphasis on self-sufficiency,” Norton told *AIN*, adding it operates and maintains its own equipment, including a fleet of refuelers, to ensure reliability and control. “This commitment to self-sufficiency not only enhances our operational efficiency but also underscores our dedication to providing exceptional service to our customers.”

It is the high level of service that earned the location its second 4.71 score this year, for its CSRs. “We pride ourselves on providing a level of service that exceeds expectations, tailored to the needs of our clientele with meticulous attention to detail,” explained Norton.

Like many of the FBOs in the London area, the facility saw a surge in private aviation activity last year for the coronation of King Charles III. “Our reputation as the leading ground handling service provider for head-of-state traffic means we were fully ready for the magnitude of these types of events.”

## 4.61 Universal Aviation

### London Stansted Airport (EGSS), UK

One of the longest-established FBOs in the UK, Universal Aviation’s facility at London Stansted Airport once again placed among the top of the 2024 *AIN*

FBO Survey as it celebrates its 40th anniversary. Part of the ground-handling arm of Texas-based Universal Weather and Aviation, the Universal Aviation Stansted operation tied for second among FBOs outside of the Americas, matching its score from last year of 4.61.



The FBO’s ruby anniversary follows a year where Universal was able to join in celebrations in the coronation of King Charles III. “It was a great honor to participate in Operation Golden Orb by welcoming in many heads of state at Stansted and safely seeing them out,” explained Sean Raftery, managing director for Universal Aviation in the UK and Ireland. “We worked closely with the various embassies and the UK Foreign and Commonwealth Office as well as the air and ground crews.”

The two-story, 11,000-sq-ft FBO is equipped with a crew business center, crew and VIP lounges, conference facilities and shower facilities.

Universal recently upgraded the terminal’s furnishings and added new vehicles and ground-support equipment. With 40,000-sq-ft of private ramp space, the facility offers several hangars that can house aircraft the size of Boeing Business Jets or Airbus Corporate Jets.

Customs and immigrations services are available onsite. With 45 team members at EGSS, the IS-BAH Stage 2 facility operates from 7 a.m. to 10 p.m. but is available for 24-hour service on request.

Universal prides itself on helping customers navigate through flight

complexities, reduce their stress, and offering a high level of consistency and care, Raftery said. This includes accommodating requests such as particular newspapers or specific brands of drink and emphasizing its standards and consistency. “The biggest compliment is repeat business,” he said. “We have a lot of loyal customers that return over and over.” In February, he said the facility arranged a water salute for a pilot that had used the facility for 30 years and was now retiring. This approach earned the facility its high score in CRSs of 4.79.

## 4.54 Harrods Aviation-The Knightsbridge

**London Stansted Airport (EGSS), UK**  
While somewhat upstaged this year by its younger sibling at London Stansted, Harrods’ original facility on the field—known now as The Knightsbridge—also placed highly in AIN’s annual survey, giving Harrods the unusual honor of having two FBOs from the same company at the same airport earning top honors in the Rest of World category.

While the company’s new Brompton location generally handles smaller private aircraft, the original facility specializes in serving VIP bizliner and commercial charter flights carrying more than 100 passengers. “The Knightsbridge has always been and remains synonymous with large-cabin handling,” explained Paul Norton, the company’s managing director. “It is not uncommon to see two Boeing 747s on the ramp directly outside.”



ASIA-PACIFIC REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>BANGKOK</b>			
MJETS FBO	VTBD	4.46	0.01
<b>SYDNEY</b>			
EXEJUJET AUSTRALIA	YSSY	4.52	0.00
JET AVIATION	YSSY	4.32	0.03
<b>BEIJING</b>			
UNIVERSAL AVIATION / CJET	ZBAA	3.36	0.03
<b>HONG KONG</b>			
HONG KONG BUSINESS AVIATION CENTER	VHHH	4.41	0.10
<b>SINGAPORE</b>			
UNIVERSAL AVIATION	WSSL	4.23	0.00
JET AVIATION	WSSL	3.99	0.04

FBOs with same score are listed in alphabetical order

MIDDLE EAST REGION			
FBO	AIRPORT CODE	2024 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DUBAI</b>			
EXEJUJET MIDDLE EAST	OMDB	4.31	0.02
JET AVIATION	OMDB	4.24	0.02

FBOs with same score are listed in alphabetical order

The FBO occupies the original permanent airport terminal building built in the late ‘60s. Open 24/7, it offers three separate customer lounges: a head-of-state lounge with private bathroom facilities and direct ramp access, a VVIP lounge with a full bar and hot and cold beverages, and a business lounge.

Its facilities are constantly being upgraded to give the company’s customers the best possible experience. “To support the ever-increasing demand for large-cabin and higher-capacity flights, we have invested in a complete overhaul of our lounge dedicated to these flights,” Norton told AIN.

The work—in partnership with noted design brand BoConcept—provides a sophisticated yet comfortable environment and helped the facility earn its highest score (4.58) in the facilities category.

The Knightsbridge received the same score for its CSRs. “Being part of the Harrods brand gives us an amazing

opportunity to showcase best-in-class customer service,” Norton said. “We talk the talk, but we also have to walk the walk.”

Having achieved Stage 2 registration under the IS-BAH program, the facility is scheduled to undergo its Stage 3 audit this year.

## 4.52

### ExecuJet Australia

#### Sydney Kingsford Smith Airport (YSSY), Sydney, Australia

ExecuJet, the ground-handling arm of the Luxaviation Group, has 23 FBOs around the world, and it is its facility at Australia’s Sydney Kingsford Smith Airport that earned a spot among the top-rated international service providers in AIN’s FBO Survey for the seventh straight year. An ExecuJet location since 2000, the facility has been in operation for 45 years.



“We regularly receive clients who remember a face or a name from a trip many years ago,” said Matthew Guy, the company’s regional FBO manager for the Asia-Pacific region. “It is this familiarity, combined with an exceptional level of service that brings our clients back time and time again.”

The Sydney FBO was the global chain’s first location to achieve IS-BAH Stage 3, and it was the FBO’s line service that received its highest score (4.62) in this year’s survey.

“Training our line staff is paramount to our success as an FBO of choice,” Guy told AIN. “We have a dedicated

## TOP FBOs BY CATEGORY — REST OF WORLD

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	<b>4.72</b>
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	<b>4.70</b>
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	<b>4.62</b>
SIGNATURE AVIATION	EDDM	MUNICH	<b>4.58</b>
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	<b>4.52</b>
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	<b>4.76</b>
ECCELSA GENERALE AVIATION	LIEO	OLBIA COSTA SMERALDA	<b>4.69</b>
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	<b>4.68</b>
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	<b>4.62</b>
HARRODS AVIATION	EGGW	LONDON LUTON	<b>4.59</b>
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	<b>4.73</b>
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	<b>4.61</b>
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	<b>4.58</b>
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	<b>4.47</b>
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	<b>4.40</b>
FBO	AIRPORT CODE	AIRPORT	FACILITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	<b>4.86</b>
ECCELSA GENERALE AVIATION	LIEO	OLBIA COSTA SMERALDA	<b>4.71</b>
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	<b>4.71</b>
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	<b>4.61</b>
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	<b>4.61</b>
FBO	AIRPORT CODE	AIRPORT	CSRS
OMNI HANDLING	LPPT	LISBON INTERNATIONAL PORTELA	<b>4.84</b>
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	<b>4.79</b>
SIGNATURE AVIATION	EDDM	MUNICH	<b>4.78</b>
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	<b>4.72</b>
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	<b>4.71</b>

ramp supervisor and training coordinator who facilitate and monitor our training through the group learning module system.”

The leasehold includes two dedicated ramps with direct lounge access and enough hangar space to accommodate a pair of Bombardier Global 7500s, while the two story 3,200-sq-ft terminal includes passenger and crew lounges, onsite CIQ services, as well as a trio of conference rooms and a catering preparation kitchen.

The facility—which is open from 6 a.m. until 10 p.m. seven days a week, in line with the airport curfew—is undergoing a major refurbishment, with the first phase consisting of upgrades to the passenger lounge and reception areas. Remodeling of the meeting rooms will follow.

According to Guy, a robust events calendar led by the FIFA Woman’s World Cup drove strong aircraft movements to the region, eclipsing 2022, which was already considered a strong year.

## 4.52

### Jet Aviation

Schiphol Airport (EHAM),  
Amsterdam, Netherlands

Jet Aviation Amsterdam, a perennial stand-out among international FBOs according to AIN's readers, tied for fourth place in the RoW category this year, with its score rising by .05 percent from last year's survey.

One of the FBOs located in the general aviation terminal at Amsterdam's Schiphol Airport, last year the Jet Aviation facility added a third customer lounge and refurbished the furniture in its "Royal Lounge." Other upgrades included a new electrical GPU, replacement of diesel tractors with electric tractors, and plans to replace gas-powered vans with electric vans for passenger transport and install solar panels where appropriate.

The facility's highest score was for line service (4.62) and underscores Jet Aviation Amsterdam's commitment to safety and customer service. "The safety of our customers, employees, and the assets in our care is our number one priority at all times," said Ricardo Paiva, senior director site operations and general manager. "Jet Aviation Amsterdam is IS-BAH Stage II certified, and we operate a rigorous and regular training program to ensure our employees are up to date with all industry-standard knowledge and certifications."

Team members also participate in a "thorough customer service training program," he said, reflecting the score of 4.58 for CSRs. "Our team is known for their warm, personalized service, whether they are welcoming regular guests, or customers visiting our FBO for the first time. We have many regular customers, and every time we greet



them, it feels like we are greeting family."

The FBO's dedicated terminal space includes 600 sq m (6,450 sq ft) on two levels with three customer lounges on the first floor and two crew lounges, all facing the ramp. Jet Aviation's own ramp space can accommodate 33 aircraft.

Like many of its sister FBOs around the world, the Amsterdam location carries a supply of sustainable aviation fuel and offers book-and-claim. "As a company, we know that sustainability is a key topic for business aviation," said Paiva.

## FBO SURVEY RULES AND METHODOLOGY

This report on AIN's FBO survey covers fixed-base operations in the Americas as well as in the Rest of World categories.

**History** — AIN has been conducting surveys since 1981, asking about the service that FBOs provide their customers and reporting the results annually. Initially, we sent out a paper survey questionnaire by mail to qualified subscribers in the U.S.—pilots, flight attendants, and dispatchers—the people who use or make arrangements with FBOs. In later years, qualified subscribers in the remainder of North America and the rest of the world were added to the survey.

In 2006 we moved the FBO survey online. We have continued to add FBOs each year and now offer respondents a comprehensive list of 4,500 FBOs worldwide.

**The Survey** — The FBO Survey site allows subscribers to keep a list of personalized FBOs. From this list they can easily change or affirm a rating or leave an updated comment.

The scores in this report and on our website reflect the cumulative average of scores from 2015 through today. Only the most recent rating

of an FBO is counted on a per-user basis and only FBOs that have received 20 or more ratings are eligible for their scores to be published.

From Sept. 13, 2023, until Feb. 3, 2024, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via email and announcements in our newsletters. The bulk of this promotion took place from Dec. 6, 2023 through Feb. 3, 2024.

The FBO survey site asks readers to evaluate FBOs they visited the previous year in five categories: line service; passenger amenities; pilot amenities; facilities; and customer service representatives (CSRs). For each of these categories, the participant is asked to assign a number from 1 to 5, 1 being the lowest and 5 being the highest.

**Observations** — Each year we review ratings to ensure their accuracy. On our new site we have a system to flag, review, and, if necessary, remove ratings identified as dubious

by factors such as email address, IP address, and concentration of scores.

**Score Calculations** — An FBO's overall average is calculated by adding all the individual category ratings received by that FBO and dividing the resulting sum by the total number of all category ratings received by the FBO. In other words, if a particular FBO was evaluated by 50 people (and assuming that all 50 evaluators gave that FBO a rating in each of the five categories), then the FBO would receive a total of 250 category ratings. These 250 category ratings are added together and then the sum is divided by 250 to arrive at the overall average for this particular FBO.

Overall averages are calculated using the cumulative average of all ratings given from 2015 through the present. This year's results also will show an FBO's increase or decrease versus that FBO's cumulative rating from one year ago.

# Most Improved

This year, the **AIN** survey is depicting the FBOs that have marked the most improvement from last year. We chose to profile the top FBO in this category.

## 4.33

### Signature Aviation

DeKalb-Peachtree Airport (KPKD), Atlanta, Georgia

Signature Aviation, one of three service providers at dedicated business aviation hub DeKalb-Peachtree Airport in the Atlanta area, saw the most improvement in this year's survey, with its score climbing by 0.13 points from last year. General manager Orlanda Brown credits the improvements to the facility's recent infrastructure and staff training initiatives.

Located on a more than a 13-acre leasehold on the north side of the field, the FBO's 14,800-sq-ft terminal was recently

renovated with updates to its lobby, conference room (offering an expansive view of the airport), pilot lounge, and snooze room. As well, the company renovated the line service office and provided increased space for the duty managers.

A refreshment bar in the lobby offers a variety of beverages and snacks including local Georgia peanuts, and concierge service for hotel and rental car reservations is available along with dry cleaning and laundry service and dishwashing. The facility also has courtesy cars available for crew use, on-site catering, and even a pet comfort station.

"We believe that our modern and pristine facility, coupled with great products



and an unparalleled level of service and hospitality sets us apart," Brown told **AIN**. "Aside from exceptional customer service, our ramp canopy allows customers to get in and out of their aircraft rain or shine."

The complex, which is open 24/7, has 54,000-sq-ft of hangar space. ■

## MOST IMPROVED FBOS - WORLDWIDE (BY CHANGE FROM LAST YEAR)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
SIGNATURE AVIATION	KPKD	DEKALB-PEACHTREE	4.33	0.13
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.54	0.12
B COLEMAN AVIATION	KGYG	GARY/CHICAGO INTL	4.51	0.11
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTL	4.41	0.10
PROVO AIR CENTER	MBPV	PROVIDENCIALES	4.57	0.09
ACI JET (SNA)	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.38	0.08
CARLSBAD JET CENTER	KCRQ	MCCELLELLAN-PALOMAR	4.48	0.07
SIGNATURE AVIATION	KEYW	KEY WEST INTL	3.02	0.07
JETSCAPE	KFLL	FORT LAUDERDALE/HOLLYWOOD INTL	4.31	0.07
SHELTAIR	KLAL	LAKELAND LINDER INTL	4.52	0.07
ATLANTIC AVIATION	KSUN	FRIEDMAN MEMORIAL	4.53	0.06
ATLANTIC AVIATION	KPVD	THEODORE FRANCIS GREEN STATE	3.86	0.06
YINGLING AVIATION	KICT	WICHITA MID-CONTINENT	4.47	0.06
SHELTAIR KPMP	KPMP	POMPANO BEACH AIRPARK	4.61	0.05
SIGNATURE AVIATION	KTPA	TAMPA INTL	3.99	0.05
SIGNATURE AVIATION	KTTN	TRENTON MERCER	3.91	0.05
DASSAULT FALCON SERVICES	LFPB	PARIS LE BOURGET	4.16	0.05
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.67	0.05
FONTAINEBLEAU AVIATION	KOPF	OPA-LOCKA EXECUTIVE	4.51	0.05
HILL AIRCRAFT	KFTY	FULTON COUNTY AIRPORT-BROWN FIELD	4.46	0.05
JET AVIATION	KBZN	BOZEMAN YELLOWSTONE INTL	4.33	0.05
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.52	0.05
JET NASSAU	MYNN	NASSAU/LYNDEN PINDLING INTL	4.12	0.05
MILLION AIR ALB	KALB	ALBANY INTL	4.55	0.05
PORT CITY AIR	KPSM	PORTSMOUTH INTERNATIONAL AT PEASE	4.00	0.05



# Above & Beyond

The below FBO staff members were recognized for going “Above & Beyond” in the field of customer service.

PERSON	FBO	AIRPORT CODE	TITLE
Anabel Stein	B COLEMAN AVIATION	KGYY	CUSTOMER SERVICE REPRESENTATIVE
Angelica Villela	BUSINESS JET CENTER	KDAL	CUSTOMER EXPERIENCE MANGER
Ann Roy	PENTASTAR AVIATION	KPTK	LEAD CUSTOMER SERVICE REPRESENTATIVE
Antonella Lombardi	MODERN AVIATION	KJFK	CUSTOMER SERVICE MANAGER
Ashley Bishop-Hallett	ATLANTIC AVIATION	KCRQ	CUSTOMER SERVICE MANAGER
Ashley Rainer	SHELTAIR KBJC	KBJC	CUSTOMER SERVICE MANAGER
Barbara Wicks	ATLANTIC AVIATION	KBDR	LEAD CUSTOMER SERVICE REPRESENTATIVE
Bernie Spencer	HERITAGE AVIATION	KBTW	CUSTOMER SERVICE REPRESENTATIVE
Betsy Santos-Torres	BOHLKE INTL AIRWAYS	TISX	CUSTOMER SERVICE MANAGER
Betsy Wines	SIGNATURE AVIATION (FORMERLY MERIDIAN)	KTEB	DIRECTOR, CUSTOMER RELATIONS
Brandon Clark	FLIGHTSERV	KTTN	CUSTOMER SERVICE/MARKETING MANAGER
Brian King	MILLION AIR ALB	KALB	GENERAL MANAGER
Casey Blundetto	PREMIER JET CENTER	KFCM	CUSTOMER SERVICE REPRESENTATIVE
Christina Carey	ALLIANCE AVIATION SVCS	KAFW	DIRECTOR OF MARKETING AND OUTREACH
Dawndi Ulmer	FARGO JET CENTER	KFAR	CUSTOMER SERVICE REPRESENTATIVE
Delanie Potteiger	SHELTAIR	KLAL	CUSTOMER SERVICE REPRESENTATIVE
Erika Estrada	SHELTAIR KDAB	KDAB	GENERAL MANAGER
Estrella Flores	CARLSBAD JET CENTER	KCRQ	HOSPITALITY MANAGER
Eugenio Uriona	CHANTILLY AIR JET CENTER	KHEF	CUSTOMER SERVICE SUPERVISOR/PILOT
Francesco Cossu	ECCELSA AVIATION	LIEO	GENERAL MANAGER
Gavin Dyer	WILSON AIR CENTER CLT	KCLT	CONCIERGE
Hannah Branda	SHELTAIR KTPA	KTPA	CUSTOMER SERVICE REPRESENTATIVE
Harvey Tucker	MILLION AIR	KHOU	LINE SERVICE MANAGER
Holly Hopkins	TEXAS JET	KFTW	CUSTOMER RELATIONS MANAGER
Jan Lee	HONG KONG BUSINESS AVIATION CENTER	VHHH	CUSTOMER SERVICE SUPERVISOR
Jeff Carbray	SKYSERVICE	CYYC	MANAGER, FBO OPERATIONS
Jenna Anderson	ATLANTIC AVIATION	KPIT	CUSTOMER SERVICE REPRESENTATIVE
Jenner Brown	JACKSON JET CENTER	KBOI	CUSTOMER SERVICE REPRESENTATIVE
Julia Mogg	HENRIKSEN JET CENTER	KEDC	CUSTOMER SERVICE REPRESENTATIVE
Katie Tisma	HARRODS AVIATION	EGGW	CUSTOMER SERVICE MANAGER
Kawai Lopez	MONTEREY JET CENTER	KMRY	CUSTOMER SERVICE MANAGER

PERSON	FBO	AIRPORT CODE	TITLE
Kerrie Kiefer	CUTTER AVIATION	KABQ	CUSTOMER SERVICE MANAGER
Kevin Cayer	FONTAINEBLEAU AVIATION	KOPF	REGIONAL DIRECTOR OF SALES
Kyndal Burch	MILLION AIR	KSAT	CUSTOMER SERVICE LEAD
Lauren Rones-Payne	MILLION AIR	KHPN	GENERAL MANAGER
Leigh Kendziorski	SHELTAIR	KSAV	GENERAL MANAGER
Liane Rolle	NATIONAL JETS	KFLL	GUEST SERVICES SUPERVISOR
Lindsey Sherman	PROJET AVIATION	KJYO	CLIENT SERVICE MANAGER
Lita Tanner	SHELTAIR	KFLL	CUSTOMER SERVICE REPRESENTATIVE
Meatha Southern	SHELTAIR	KDTO	CUSTOMER SERVICE REPRESENTATIVE
Melissa Shollenbarger	GALAXY FBO	KADS	REGIONAL DIRECTOR OF SALES
Mellisa Luedke	MAC JETS	KPWM	CUSTOMER SERVICE REPRESENTATIVE
Michelle King	MCKINNEY AIR CENTER	KTKI	CUSTOMER SERVICE REPRESENTATIVE
Monica Otin	PROVO AIR CENTER	MBPV	SENIOR CONCIERGE
Mya Hamilton	GLOBAL SELECT	KSGR	AIRPORT SERVICES REPRESENTATIVE
Nathan Farrow	HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	HEAD OF CUSTOMER EXPERIENCE
Nikki Newcity	SHELTAIR KECP	KECP	CUSTOMER SERVICE MANAGER
Pam Coates	WILSON AIR CENTER CHA	KCHA	CONCIERGE SUPERVISOR
Peni Nelson	DESERT JET CENTER	KTRM	CUSTOMER RELATIONS ADVISOR
Phillip Humphries	SHELTAIR KJAX	KJAX	LINE SERVICE MANAGER
Pierre Tremblay	LUX FBO	CYHU	SALES MANAGER
Richard Campbell	CUTTER AVIATION	KPHX	REGIONAL MANAGER, LINE SERVICES
Savanah Dowling	CLAY LACY AVIATION-KSNA	KSNA	LEAD CLIENT SERVICES REPRESENTATIVE
Shalene England	J. A. AIR CENTER	KARR	CUSTOMER SERVICE REPRESENTATIVE MANAGER
Shanna Ash	HILL AIRCRAFT	KFTY	CUSTOMER SERVICE MANAGER
Shelby Atwell	AERO-ONE AVIATION	KDHN	CUSTOMER SERVICE REPRESENTATIVE
Solange Videira	SKYSERVICE VANCOUVER	CYVR	CUSTOMER SERVICE REPRESENTATIVE
Stone Chau	TAG AVIATION	VMMC	DEPUTY GENERAL MANAGER
Tara Creel-Cesena	CUTTER AVIATION	KDVT	GENERAL MANAGER
Vincent Camus	DASSAULT FALCON SERVICES	LFPB	CUSTOMER SERVICE REPRESENTATIVE
Willy Mayorga	BANYAN AIR SERVICE	KFXE	LINE SERVICE TECHNICIAN
Ysabella Tetley	HENRIKSEN JET CENTER	KTME	CUSTOMER RELATIONS MANAGER