



# AIN FBO Survey 2018 Worldwide Results

Report by Curt Epstein, charts and data by David Leach

As business aviation continues its rebound from the depths of the global economic downturn a decade ago, optimism continues to grow among U.S. FBO operators, as flight activity and fleet utilization increases. According to industry data provider Aviation Research Group/U.S. (Argus), flight activity in 2017 eclipsed the three-million-hour mark for the first time since 2008, and year-over-year rose 5.5 percent over 2016.

That activity has translated to gains at the fuel pump in many places. In the annual FBO Fuel Sales Survey conducted by industry consultancy Aviation Business Strategies Group (ABSG), 53 percent of the service providers who responded said fuel sales increased in 2017 while another nearly 20 percent indicated that their sales were the same as in 2016. The survey also asked about their confidence in the economy. “We were encouraged to see that 73 percent gave the economy a strong thumbs-up,” noted ABSG co-principal John Enticknap. “By comparison, in last year’s survey, 53 percent approved the direction of the economy, and the year before, only 27 percent gave approval.” Based on that endorsement, 93 percent of those FBOs surveyed said they expected either the same or increased fuel sales in 2018.

“The consensus opinion from our clients is that business is relatively good, with growth in the 2 to 3 percent range, and stable margins,” Stephen Dennis, chairman of Aviation Resource Group International (ARGI), told **AIN**. “The outlook for the balance of the year is growth in the 3 percent range.” He added that the hiring of trained FBO personnel, especially at the general manager level, is becoming more difficult as a result of lower turnover in many senior and mid-level positions.

As a result of this stability, the needle is moving to a seller’s market, when it comes to the buying of FBOs. “The market for selling is good; however, the number of transactions remains low by historical metrics,” explained Dennis. “The transactions that are closing are skewed toward higher valuations.” While the FBO chains continue look for opportunities among the top-tier airports, the most recent round of major consolidation, which was capped off by Signature Flight Support’s acquisition of Landmark Aviation, has made that more difficult. “As we look back over the time since the turn of the century, we have seen a progressive reduction in the number of FBO consolidation opportunities,” said Dennis, adding that since 1980, the 10,000 FBOs in the U.S. have decreased by two-thirds. “This is not to say that we won’t see continued consolidation. It just means that transaction values will increase, and there will be fewer of them.”

Douglas Wilson, president of FBO industry advisor FBO Partners, noted that most of the top 200 airports in the U.S. have only one or two service providers, and those locations are now mainly owned by the chains. As an example, four of the FBOs that made



up the top 5 percent in this year's AIN FBO Survey were acquired by chains over the past few years. "You've got a significant number of players now out there in the field trying to acquire FBOs, all hunting for the same thing," Wilson told AIN. In addition to the long-established chains such as Signature, Atlantic, Jet Aviation, and Million Air, there are also new names, such as Ross Aviation, Hawthorne Global, Lynx, and the latest, Modern Aviation—launched just this February—backed by private equity money, and looking to grow networks of their own.

Among European airports, Paris's Le Bourget remains the busiest business aviation airport, recording nearly 26,000 departures in 2017, while London Biggin Hill saw the largest growth last year at more than 16 percent, according to statistics provided by industry data provider WingX Advance.

"On the international scene, growth is accelerating and advancing beyond the U.S. in several key markets in Eastern and Western Europe," Dennis told AIN. "Very few operations are being sold internationally, as the most successful operators are increasing their investments in their operations, preparing for increased growth."

Against this backdrop, we present the top locations in our annual FBO survey, as selected by AIN's readers. ■

## FBO SURVEY RULES AND METHODOLOGY

This report of AIN's FBO survey covers fixed-base operations worldwide.

### History

AIN has been conducting surveys since 1981, asking about the service that FBOs provide their customers and reporting the results from these surveys. 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.

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

This year's annual FBO Special Report marks the third in which we have reported overall averages on a cumulative basis and the first in which the FBO survey site was live for the entire year.

The survey site allows subscribers to keep a list of personalized FBOs and from this list they



## AIN FBO survey 2018 » The Americas top 5 percent

can easily change or affirm a prior rating and leave an updated comment. During this survey period we saw a dramatic increase in ratings compared with last year.

The scores in this report and on our website reflect the cumulative average of scores from 2013 through today. Only the most recent rating of an FBO is counted on a per-user basis and only FBOs that have received 30 or more ratings are eligible for their scores to be published.

From April 1, 2017, until Feb. 9, 2018, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via e-mail, announcements in our e-newsletters, and in the January issue of **Aviation International News**. The bulk of this promotion took place from Dec. 1, 2017, through Feb. 9, 2018.

The 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 e-mail 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 FBO.

Overall averages are calculated using the cumulative average of all ratings given from 2013 through the present. This year's results will show an FBO's increase or decrease versus that FBO's cumulative rating from one year ago.



#### REMINDER

**DON'T WAIT** — AIN's FBO survey is now open for year round feedback. It takes only a minute, and you can do it while waiting for passengers, on the shuttle bus to/from the hotel or any other time that is convenient for you. Log on to [www.ainonline.com/fbosurvey](http://www.ainonline.com/fbosurvey) to rate your experiences at the FBOs you visit.

### Top Rated FBOs in the Americas (by overall average)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.74	-0.01	Top 5%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.72	-0.02	Top 5%
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.71	0.00	Top 5%
ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.70	-0.02	Top 5%
LYNX FBO DESTIN (formerly Destin Jet)	KDTS	DESTIN EXECUTIVE	4.70	0.07	Top 5%
XJET	KAPA	CENTENNIAL	4.70	0.02	Top 5%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.69	-0.03	Top 5%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.69	0.08	Top 5%
SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.69	-0.01	Top 5%
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.68	N/A	Top 5%
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.68	0.00	Top 5%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.68	0.02	Top 5%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.68	0.03	Top 5%
J. A. AIR CENTER	KARR	AURORA MUNICIPAL	4.68	0.00	Top 5%
MERIDIAN TETERBORO	KTEB	TETERBORO	4.67	0.02	Top 10%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.67	0.01	Top 10%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.66	0.00	Top 10%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.66	0.01	Top 10%
ROSS AVIATION	KLGB	LONG BEACH /DAUGHERTY FIELD	4.66	-0.04	Top 10%
ALLIANCE AVIATION SERVICES	KAFW	FORT WORTH ALLIANCE	4.65	0.09	Top 10%
MILLION AIR	KADS	ADDISON	4.65	0.00	Top 10%
ATLANTIC AVIATION	KPIT	PITTSBURGH INTERNATIONAL	4.64	0.03	Top 10%
RECTRIX	KSRQ	SARASOTA/BRADENTON INTERNATIONAL	4.64	0.05	Top 10%
SIGNATURE FLIGHT SUPPORT	KSDL	SCOTTSDALE	4.64	-0.03	Top 10%
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.64	0.00	Top 10%
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.63	0.08	Top 20%
MILLION AIR	KIND	INDIANAPOLIS INTERNATIONAL	4.63	-0.02	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.63	0.00	Top 20%
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.62	0.00	Top 20%
SHELTAIR	KISP	LONG ISLAND MAC ARTHUR	4.62	-0.02	Top 20%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.62	0.03	Top 20%
WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.62	-0.01	Top 20%
WORLD-WAY AVIATION	SDCO	SOROCABA	4.62	0.02	Top 20%
ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.61	0.04	Top 20%
HERITAGE AVIATION	KBTV	BURLINGTON INTERNATIONAL	4.60	0.04	Top 20%
SIGNATURE FLIGHT SUPPORT	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.60	0.02	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.59	0.00	Top 20%
VAIL VALLEY JET CENTER	KEGE	EAGLE COUNTY REGIONAL	4.59	-0.01	Top 20%
FONTAINEBLEAU AVIATION	KOPF	OPA-LOCKA EXECUTIVE	4.58	0.00	Top 20%
SIGNATURE FLIGHT SUPPORT	KMSP	MINNEAPOLIS-ST PAUL INTERNATIONAL/WOLD-CHAMBERLAIN	4.58	-0.02	Top 20%
ATLANTIC AVIATION (Formerly Orion Jet Center)	KOPF	OPA-LOCKA EXECUTIVE	4.57	-0.02	Top 20%
MILLION AIR	KSAT	SAN ANTONIO INTERNATIONAL	4.57	0.03	Top 20%
PREMIER JET CENTER	KFCM	FLYING CLOUD	4.57	-0.04	Top 20%

FBOs with same overall average are listed in alphabetical order

## Most Improved FBOs over the Past 12 Months

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
EMBRAER FBO	SDCO	SOROCABA	4.55	0.15
ALLIANCE AVIATION SERVICES	KAFW	FORT WORTH ALLIANCE	4.65	0.09
ATLANTIC AVIATION	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.39	0.08
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.63	0.08
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.69	0.08
CUTTER AVIATION	KABQ	ALBUQUERQUE INTERNATIONAL SUNPORT	4.25	0.07
JET AVIATION	LSZH	ZURICH	3.95	0.07
LIDER AVIAÇÃO	SBSP	SÃO PAULO/CONGONHAS INTERNATIONAL	3.82	0.07
LYNX FBO DESTIN (formerly Destin Jet)	KDTS	DESTIN EXECUTIVE	4.70	0.07
NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.27	0.07
SIGNATURE FLIGHT SUPPORT	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.18	0.07

FBOs with same change are listed in alphabetical order



### 4.74 Sheltair

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

For most of its 13 years in operation, the FBO, which began its existence as Tampa International Jet Center, has placed among the top rungs of AIN's annual FBO survey. When Florida-based Sheltair purchased the facility in May 2016, that legacy was solidified with the location taking the overall top rating in the two subsequent years. Like most of the top-ranked FBOs, Sheltair Tampa was a solid all-around performer, earning scores of 4.72 and



## Top Rated FBOs in the Americas by Region

# SOUTHEAST

above in every category; it was the only FBO to exceed more than 4.7 in each category in this year's survey. "It just makes you know that your formula's working, and all the hard work you put into upkeep [of] the facility, training the staff, and treating the customer the right way; you know you're doing the right thing and should keep doing what you're doing," said general manager Clayton Lackey, who has been with the facility for nearly a decade. "So, in that sense, it's just a validation of all the efforts paying off; and people are noticing."

The facility has always been well maintained and that tradition continues under its new ownership, which invested in an ongoing major refurbishment of the lobby, kitchen, and vending areas. A renovation of the snooze room, private restroom, and shower facility in the pilots' lounge is up next. "That's something that I'm really proud to be a part of and really grateful for," Lackey told AIN. "They want to allow us to maintain our tradition here of quality and premium service."

The location is home to 35 turbine-powered aircraft, ranging from Gulfstreams and Globals to a Piper Meridian and a pair of helicopters,

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTA</b>			
EPPS AVIATION	KPDK	4.38	0.01
HILL AIRCRAFT	KFTY	4.35	0.06
ATLANTIC AVIATION	KPDK	4.31	-0.01
SIGNATURE FLIGHT SUPPORT	KPDK	4.14	0.00
SIGNATURE FLIGHT SUPPORT	KFTY	4.09	0.00
<b>CHARLESTON</b>			
SIGNATURE FLIGHT SUPPORT	KCHS	4.53	-0.03
ATLANTIC AVIATION	KCHS	4.39	-0.01
<b>CHARLOTTE</b>			
WILSON AIR CENTER	KCLT	4.62	-0.01
<b>CHATTANOOGA</b>			
WILSON AIR CENTER	KCHA	4.62	0.03
<b>DAYTONA BEACH</b>			
SHELTAIR	KDAB	4.55	0.05
<b>FORT LAUDERDALE/PALM BEACH</b>			
JET AVIATION	KPBI	4.72	-0.02
BANYAN AIR SERVICE	KFXE	4.66	0.00
SHELTAIR	KFLL	4.56	0.02
STUART JET CENTER	KSUA	4.56	0.01
NATIONAL JETS	KFLL	4.52	0.02
<b>FORT MYERS/NAPLES</b>			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.66	0.01
PRIVATESKY AVIATION SERVICES	KRSW	4.37	0.00
NAPLES AIRPORT AUTHORITY	KAPF	4.32	0.01
<b>JACKSONVILLE</b>			
SHELTAIR	KJAX	4.59	0.00
<b>MEMPHIS</b>			
WILSON AIR CENTER MEM	KMEM	4.67	0.01
SIGNATURE FLIGHT SUPPORT	KMEM	3.94	-0.01
<b>MIAMI</b>			
FONTAINEBLEAU AVIATION	KOPF	4.58	0.00
ATLANTIC AVIATION (Formerly Orion Jet Center)	KOPF	4.57	-0.02
SIGNATURE FLIGHT SUPPORT	KBCT	4.52	-0.05
ATLANTIC AVIATION	KBCT	4.31	-0.02
SIGNATURE FLIGHT SUPPORT	KOPF	4.25	-0.01
<b>NASHVILLE</b>			
ATLANTIC AVIATION	KBNA	4.16	0.02
SIGNATURE FLIGHT SUPPORT	KBNA	4.06	0.01
<b>NORTHWEST FLORIDA</b>			
LYNX FBO DESTIN (formerly Destin Jet)	KDTS	4.70	0.07
SHELTAIR	KECP	4.55	0.02
MILLION AIR	KTLH	4.17	0.02
<b>ORLANDO</b>			
SHELTAIR	KORL	4.50	0.03
ATLANTIC AVIATION	KMCO	4.48	-0.04
ATLANTIC AVIATION	KORL	4.48	-0.01
SIGNATURE FLIGHT SUPPORT	KMCO	4.35	-0.05
<b>RALEIGH/DURHAM</b>			
TAC AIR	KRDU	4.34	0.00
SIGNATURE FLIGHT SUPPORT	KRDU	4.01	0.00
<b>TAMPA</b>			
SHELTAIR	KTPA	4.74	-0.01
SHELTAIR	KPIE	4.56	0.02
SIGNATURE FLIGHT SUPPORT	KTPA	3.97	0.00
<b>SAVANNAH</b>			
SHELTAIR	KSAV	4.51	-0.01
<b>SARASOTA</b>			
RECTRIX	KSRQ	4.64	0.05

which, along with the normal transient traffic, filled the location's existing hangar space. That led to the grand opening in February of a \$6.5 million development project that includes a new 32,000-sq-ft hangar, bringing it to 172,000 sq ft of aircraft storage and office space, and an additional, 2.5 acres of ramp.

Sheltair Tampa received its highest score in the line service category, and its technician staff was busy over the past year as the facility saw a more than 40 percent increase in volume over 2016. It increased from two million gallons of fuel pumped to nearly three million, drawn from the FBO's Avfuel-supplied fuel farm which holds 60,000 gallons of jet-A and 10,000 gallons of avgas. Among the location's most popular features is its 11,000-sq-ft airside canopy, which protects arriving and departing aircraft from central Florida's blazing sun and frequent rainstorms.



## 4.72 Jet Aviation

**Palm Beach International Airport (PBI), West Palm Beach, Fla.**

With Jet Aviation notching the half-century mark as a company, its facility at Florida's Palm Beach International Airport has, for the second straight year, been the second highest scoring FBO among AIN's readers. It earned the fourth highest score overall in the line service category, and showed its all-around quality by tallying more than 4.7 in four of the





five categories. “There really is no hidden secret or special formula,” said Nuno Da Silva, the location’s general manager. “You have to provide that service, day in and day out. I think that, over the years, we’ve seen that consistent service, whether it’s this facility or other facilities that normally rank pretty high. It’s that consistent good service that really puts you above the rest.”

Da Silva credits his employees with the bulk of the location’s success. “Obviously, the Jet Aviation brand has a lot of weight to it, but at the end of the day, it’s our frontline employees that really make us stand out from our competition,” he told **AIN**, adding the average staff tenure at the FBO is nearly two decades. “They know the customers, they provide consistent personal service, and by being here for such a long time and knowing the customers, they always anticipate their needs.”

During the run-up to Hurricane Irma last fall, Da Silva credited his staff with not only taking care of their own homes and families, but also making sure the facility was buttoned up to minimize storm damage, along with maintaining the expected quality of service in the crush of aircraft customers departing for safer areas. Just weeks later, his staff loaded up a chartered 737 with supplies and volunteers headed to Puerto Rico to assist the Jet Aviation location there in the wake of Hurricane Maria.

The 25-acre facility, one of three chain-owned FBOs at PBI, is a member of the Air Elite Network and was accepted into the TSA’s DASSP gateway program for flights into Washington, D.C.’s Reagan National Airport. It is also registered as IS-BAH Stage I compliant. It features an 18,000-sq-ft, two-story terminal, with a massage-chair-equipped pilot lounge, a snooze room with zero-gravity chairs, showers, conference room, business center, U.S. Customs, passenger lounge with a refreshment bar offering slushies, freshly baked cookies and ice cream, crew cars, and vans to take passengers to waiting aircraft. For its upkeep, the facility has a licensed electrician and a licensed HVAC technician on staff.

The Phillips 66-branded facility is home to 57 turbine-powered aircraft ranging from a G650 to a Cessna Conquest II. It offers 160,000 sq ft of hangar space, which can accommodate aircraft up to a Global 7000, to the delight of a customer who is eagerly awaiting delivery of the new large-cabin twinjet and had Da Silva provide hangar measurements.

### **4.71 Pentastar Aviation**

**Oakland County Airport (PTK), Pontiac, Mich.**

While Detroit-area Oakland County Airport is a competitive market for general aviation handling with no fewer than six FBOs, Pentastar Aviation, third highest scoring facility in this year’s **AIN** FBO Survey, continues to soar. The one-stop facility has come a long way



from its roots as the flight department for auto manufacturer Chrysler and offers expanded FBO services, maintenance (Class 4 Part 145 repair station with avionics shop) and detailing, interiors and completions, aircraft charter and management, advisory service and sales from its 22-acre leasehold. The main 5,000-sq-ft terminal offers a passenger lounge with refreshment bar, and a crew lounge with massage chairs, snooze room, and shower facilities.

Pentastar, which is open 24/7 with on-duty maintenance staff and CSRs, is likely the only FBO in the U.S. with its own jetway. Part of the Star Gate terminal, a separate 10,000-sq-ft structure with a baggage carousel, it is used to handle jetliners and aircraft carrying clientele who desire discretion, such as visiting sports teams, entertainers, and dignitaries.

Over the past year, the company spent \$350,000 in general upkeep projects, and it recently added full Wi-Fi service encompassing its entire 10-acre ramp.

Its 130,000 sq ft of hangar space, which can accommodate aircraft up to a 737, is home to more than 25 turbine powered aircraft, ranging from a G550 on to a Hawker 900XP.

The FBO also has its in-house catering business, Five-Star Gourmet, which provides a full catering menu. It also functions as a café, serving waiting crews and passengers as well as the FBO's staff of more than 200, and can provide fully catered meals for meetings held

in the facility’s three A/V-equipped conference rooms, the largest of which seats 25. That business has seen 10 percent growth year-over-year, according to president and CEO Greg Schmidt, while the company’s fleet of managed aircraft is at its highest total in the past decade.

The location earned its highest score (4.80) in the CSR category, and some front desk staffers at the FBO have more than 25 years’ experience there. That collective knowledge is passed along to new hires. “They’re getting trained from some of the people who have great longevity in the industry,” noted Schmidt. “We’re going to deliver the highest standards in the industry and we’re going to do it with professionalism and integrity.”

## 4.70 Atlantic Aviation

### Montrose Regional Airport (MTJ), Montrose, Colorado

With more than a dozen years under its belt, the lone FBO at Colorado’s Montrose Regional Airport has made a name for itself for its customer service representatives, whether that means helping with a hotel reservation or locating an engagement ring lost in the terminal. That remains true this year, as

## Top Rated FBOs in the Americas by Region ROCKY MOUNTAIN



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBUQUERQUE</b>			
CUTTER AVIATION	KABQ	4.25	0.07
<b>BOISE</b>			
JACKSON JET CENTER	KBOI	4.42	0.01
<b>DENVER</b>			
XJET	KAPA	4.70	0.02
DENVER JETCENTER	KAPA	4.50	-0.01
SIGNATURE FLIGHT SUPPORT	KDEN	4.42	0.00
TAC AIR	KAPA	4.20	0.01
SIGNATURE FLIGHT SUPPORT	KAPA	4.16	-0.03
<b>GLACIER &amp; YELLOWSTONE</b>			
GLACIER JET CENTER	KGPI	4.56	0.04
YELLOWSTONE JETCENTER BY SIGNA-	KBZN	4.53	-0.02
<b>GRAND JUNCTION</b>			
WEST STAR AVIATION	KGJT	4.46	0.01
<b>JACKSON HOLE</b>			
JACKSON HOLE AVIATION	KJAC	3.87	-0.04
<b>MOUNTAIN RESORTS</b>			
ATLANTIC AVIATION (Formerly Black Canyon Jet Center)	KMTJ	4.70	-0.02
VAIL VALLEY JET CENTER	KEGE	4.59	-0.01
TELLURIDE REGIONAL AIRPORT	KTEX	4.31	0.01
ATLANTIC AVIATION	KRIL	4.21	0.03
ATLANTIC AVIATION	KASE	4.09	0.00
<b>PHOENIX/SCOTTSDALE</b>			
SIGNATURE FLIGHT SUPPORT	KSDL	4.64	-0.03
CUTTER AVIATION	KPHX	4.56	0.06
SWIFT AVIATION SERVICES	KPHX	4.55	0.01
ROSS AVIATION	KSDL	4.32	-0.01
<b>SALT LAKE CITY</b>			
TAC AIR	KSLC	4.46	-0.03
<b>SUN VALLEY</b>			
ATLANTIC AVIATION	KSUN	4.50	-0.02
<b>TUCSON</b>			
ATLANTIC AVIATION	KTUS	4.37	0.00



the facility, which just saw its first full year under Atlantic Aviation ownership, earned its highest score (4.84) in that category, along with garnering the fourth highest total overall score in the category in this year's FBO survey. The facility occupies a 10-acre leasehold featuring a 4,000-sq-ft terminal with passenger and crew lounges, a snooze room with private bathroom and shower, a 12-seat A/V-equipped conference room, concierge and shuttle service, crew cars, and onsite car rental. For crews, there is access to a local gym, as well as free passes to a nearby golf course.

Home to two business jets, the FBO, which is open from 6 a.m. until 9 p.m. every day, recently acquired a 4,000-sq-ft hangar from the county, bringing it to 30,000 sq ft of heated space that can accommodate the latest class of big business jets. "We see it as an opportunity to expand our footprint on the field, and it also helps to position us for any further growth," said general manager Mitchell Martin.

Winter is peak season for Montrose, a gateway to Colorado's ski resorts, with the FBO earning roughly 60 percent of its yearly take during those snowy months, but as Martin explained, the location is rich in outdoor activities, which attract customers year 'round. "You can go an hour in any direction and find world-class skiing, hiking, hunting, fishing, mountain biking, rock climbing, you name it," he told *AIN*. "If it involves the outdoors, it's here." As a result of those active sports, guests sometimes don't return to the FBO in the same condition in which they arrived. "This year has been especially hard on the skiers," said Martin. "We have seen several broken bones and have assisted whenever we could to help those passengers with boarding and keeping them as comfortable as possible."

As for the rest of the care the location is known for, Martin said it is a simple formula. "Just

making sure that everyone is taken care of from the time the wheels touch down until the time they leave,” he explained. “Making sure that people’s cars are on the ramp and standing by, making sure that people don’t have to wait for their fuel, making sure that if they ask for a quick turn, they get a quick turn, and having the staff and equipment on hand, ready to take care of them.”

## **4.70** Lynx FBO Destin

**(Formerly Destin Jet), Destin Executive Airport (DTS), Destin, Florida**

Lynx FBO Destin (formerly Destin Jet) in the Florida panhandle rocketed to a top-five U.S. FBO position this year, up more than 20 places from last year’s survey. The facility received its highest marks in the facilities category—at 4.78, it tied for the fourth-highest score in this category.

According to Lynx FBO Destin president and partner Chad Farischon, the Destin facility—the sole service provider at Destin Executive Airport—offers a spacious lobby, two large pilots’ lounges, two executive conference rooms, showers, six 4,000-sq-ft hangars, and large





ramp space. Amenities include a coffee bar, café, popcorn machines, freshly baked cookies, and four crew cars.

“We are continuing our investment in people, equipment, and facilities and are planning a renovation of the south location,” said Farischon. “The newly renovated facility will provide a larger and well-appointed space for customers and better usage of our largest and most convenient ramp.” The FBO is also considering plans to develop a larger hangar that can accommodate ultra-long-range business jets, he added.

Lynx FBO Destin, the first location acquired by the fledgling Lynx chain, averages 150 arrivals and departures daily during the peak summer months. Over the past year, it has added resources and event planning to better support high-activity holiday weekends and provide an “improved experience” for customers, Farischon said. “This has also allowed us to further increase the focus on safe operations during peak periods.”

The FBO also places a strong emphasis on customer service. “Lynx recognizes that each customer’s needs are unique, so we do not take a one-size-fits-all approach to customer service,” Farischon explained. “Our team members are trained and empowered to adapt to individual situations and provide service that is tailored to meet the needs of the customer.

“We believe that the key to providing this level of service starts with hiring the right people who embody our customer-centric culture and embrace the Lynx values. These values guide our actions and are woven into not only our customer philosophy, but into our base operations as well. The result is an amazing team of whom we are very proud.”

Last year, the FBO team had to navigate operations through several hurricanes and tropical storms. “We successfully avoided any resulting operational issues through diligent preparation and the dedication and hard work of our team,” according to Farischon.

Lynx FBO Destin is also active with the local community and nonprofit organizations, sponsoring events such as the Air Commando Association, Collings Foundation, and other veteran flight services in the Destin area. C.T.

## 4.70 XJet

### Centennial Airport (APA) Denver, Colorado

A fixture among the highly rated service providers in AIN’s annual FBO survey since it opened more than a decade ago, XJet’s first location, at Denver’s Centennial Airport, received its highest score this year for its customer service representatives (4.76).

“We believe it’s all about services, not commodity and just jet fuel. There’s a lot more wrapped into this, and I think FBOs are realizing that,” said company founder and CEO Josh Stewart. “There’s a level of service that customers still expect and demand, and those are the



customers we're tailoring our business model toward." The facility delivers what it describes as "seven-star" service to those customers, which for XJet's club-based business model, is a mix of members and the customary transient aircraft. As a result, the company is constantly adding new amenities, keeping those that prove popular and removing those that aren't well utilized. Among the most appreciated is an on-premises auto spa where customers can drop off their cars for detailing and even scheduled maintenance. An agreement with a local car dealership ensures that there is always a Ferrari or Bentley nearby and ready for a test drive.

Stewart noted that the business at the airport has grown at a nearly 5 percent clip since the economic downturn, while Denver itself is growing at almost twice the national average, as a market. Overall, business improved at the facility over the past year, with fuel sales revenues increasing by nearly 16 percent over 2016. The location recently selected AEG Fuels as its exclusive fuel supplier.

Indoor aircraft storage at Centennial is at a premium, according to Stewart. The XJet facility has 50,000 sq ft of heated hangar space, occupied primarily by the 21 member jets, which range from a G550 down to a Phenom 300.

As a result of rising traffic, the company will embark on a \$1.5 million project this spring



that will expand its ramp parking by more than 2.5 acres, and it further plans to renovate its passenger lobby and pilots' lounge.

One of the first FBOs in the U.S. to embrace the International Standard for Business Aviation Handling (IS-BAH), the location is currently working towards its Stage II registration.

## 4.69 Fargo Jet Center

Hector Int'l Airport (FAR),  
Fargo, North Dakota

Last year was a good one for Fargo Jet Center, the lone FBO at North Dakota's Hector International Airport. GA fuel sales were up by 9 percent, surpassing what Darren Hall, the company's vice president of sales, described as pre-economic-downturn levels. Since the opening of a new customs facility several years ago, international tech stops have become a large area of business for the company, which specializes in quick turns. "Customs was a big win for us, too," noted Hall. "We had 783 airplanes last year, which is about a 19 percent increase. We had 650-something the year before, so we had a big bump in international traffic."

Constantly improving the location's visibility in the international

### Top Rated FBOs in the Americas by Region WEST



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ANCHORAGE</b>			
ROSS AVIATION	PANC	4.34	0.00
<b>HONOLULU</b>			
AIR SERVICE HAWAII	PHNL	4.42	-0.02
SIGNATURE FLIGHT SUPPORT	PHNL	4.21	N/A
<b>LAS VEGAS</b>			
SIGNATURE FLIGHT SUPPORT	KLAS	4.37	0.00
ATLANTIC AVIATION	KLAS	4.29	0.00
HENDERSON EXECUTIVE AIRPORT	KHND	4.06	0.02
<b>LOS ANGELES</b>			
ROSS AVIATION	KLGB	4.66	-0.04
MILLION AIR	KBUR	4.46	-0.02
ATLANTIC AVIATION	KSNA	4.36	0.01
CASTLE & COOKE AVIATION	KVNY	4.35	-0.07
SIGNATURE FLIGHT SUPPORT EAST	KVNY	4.32	-0.02
<b>PALM SPRINGS</b>			
SIGNATURE FLIGHT SUPPORT	KPSP	4.43	-0.04
ATLANTIC AVIATION	KPSP	4.29	0.00
ROSS AVIATION	KTRM	4.26	0.00
<b>PORTLAND</b>			
ATLANTIC AVIATION	KPDX	4.33	0.02
<b>SAN DIEGO</b>			
ATLANTIC AVIATION	KCRQ	4.61	0.04
JET SOURCE	KCRQ	4.36	0.02
SIGNATURE FLIGHT SUPPORT	KSAN	3.68	-0.03
<b>SAN FRANCISCO</b>			
DEL MONTE AVIATION	KMRY	4.63	0.08
MONTEREY JET CENTER	KMRY	4.62	0.00
SIGNATURE FLIGHT SUPPORT	KOAK	4.32	-0.07
ATLANTIC AVIATION	KSJC	4.18	0.01
BUSINESS JET CENTER	KOAK	4.13	0.00
<b>SEATTLE</b>			
CLAY LACY AVIATION	KBFI	4.23	-0.03
SIGNATURE FLIGHT SUPPORT	KBFI	4.18	0.01

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arena certainly plays into that increase, and Fargo Jet exhibits at more than 20 industry trade shows a year. “You get in front of somebody, you’re able to shake their hand, earn their trust a little bit, and you’ve already started building that relationship, before they’ve even thought about coming to Fargo,” Hall told **AIN**.

The location, which is open 24/7, earned the third highest score (4.77) overall in the line service category in this year’s survey, despite facing certain inherent geographical drawbacks. “It’s tough on the line guys out there; you’re trying to do high-end, red carpet service when you’ve got the 20-knot wind and it’s 20 below zero,” explained Hall. “When it gets to those extreme conditions, there are some procedures that we implement that really ensure we’re going to be able to serve the clients when they come through.” Those strategies range from leaving the fuel trucks idling to insure they move instantly when needed, to pre-heating a customer’s car ahead of their arrival. Hall said his staff valeted nearly 2,500 customer vehicles last year, and given the short amount of time the average passenger spends at the FBO, he acknowledges that there is a very limited amount of time to impress them. “So we’re just very attuned to that, and watching for every little opportunity where we can serve

someone,” he said. “It might be the smallest little point, but that little point might make their day.” Another customer favorite feature are the muffins that are baked every day in the FBO. Since 1990, Hall estimates it has handed out approximately 130,000 of the treats.

Among the facility’s amenities are a pilots’ lounge with snooze room, shower facilities, a trio of crew cars, and five A/V-equipped conference/training rooms, ranging from eight to 20 seats. It offers 230,000 sq ft of heated hangar space that can accommodate aircraft up to a G650.

## **4.69** Henriksen Jet Center

**Austin Executive Airport (EDC), Austin, Texas**

Making its first appearance among the top finishers in AIN’s annual FBO Survey is Henriksen Jet Center, the lone service provider at privately owned Austin Executive Airport. The facility opened in 2011, and features a 22,500-sq-ft terminal. It earned the highest score (4.78) in this year’s survey in the passenger amenities category. Its passenger lounge, off the main lobby, offers private areas, with computer/telephone rooms and a 10-seat A/V-equipped conference room. Among its focal points are a fully restored 1914 Indian motorcycle, and a stand-mounted Rolls-Royce/Snecma Olympus 593 engine that once powered the Concorde. A refreshment bar offers Starbucks coffee and fresh-baked cookies. Fruit-infused water is available in the



summer and hot apple cider in the colder months. A 15,500-sq-ft arrivals/departures canopy shelters aircraft from the Texas heat, and the facility has complimentary portable air conditioner carts to swiftly cool down heat-soaked aircraft as they prepare to load passengers for departure. Covered valet parking is also available.

For crew, the pilots' lounge has an 80-inch television, and massage chair-equipped quiet rooms, as well as shower facilities and a private crew galley. The FBO has an agreement with a local recreation center for visitor gym privileges.

The facility has 111,000 sq ft of hangar space that can accommodate the latest big business jets, and has plans to add another 30,000-sq-ft hangar next year. It has six acres of ramp space, but with 600 acres of property on the airport, there is ample space to expand if demand requires. Added this year to the airport is a new 55-foot control tower. "We constructed it as private, but we met all the FAA contract tower requirement specifications," noted Jodie Kaluza, who serves as the manager for both the FBO and the dedicated GA airport. She added that that the FBO, which is open 24/7/365 exceeded one million

**Top Rated FBOs in the Americas by Region**

**SOUTH**



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>AUSTIN/SAN ANTONIO</b>			
HENRIKSEN JET CENTER	KEDC	4.69	0.08
MILLION AIR	KSAT	4.57	0.03
ATLANTIC AVIATION	KAUS	4.39	0.08
SIGNATURE FLIGHT SUPPORT - NORTH TERMINAL	KSAT	4.19	0.00
SIGNATURE FLIGHT SUPPORT	KAUS	4.18	0.07
<b>DALLAS/FORT WORTH</b>			
AMERICAN AERO	KFTW	4.68	N/A
BUSINESS JET CENTER	KDAL	4.68	0.02
ALLIANCE AVIATION SERVICES	KAFW	4.65	0.09
MILLION AIR - DALLAS	KADS	4.65	0.00
TEXAS JET	KFTW	4.63	0.00
<b>HOUSTON</b>			
GLOBAL SELECT	KSGR	4.68	0.03
JET AVIATION	KHOU	4.50	0.02
MILLION AIR	KHOU	4.49	-0.01
GILL AVIATION	KDWH	4.47	0.02
WILSON AIR CENTER	KHOU	4.34	-0.01
<b>LITTLE ROCK</b>			
TAC AIR	KLIT	4.04	0.03
<b>NEW ORLEANS</b>			
SIGNATURE FLIGHT SUPPORT	KNEW	4.32	-0.04
ATLANTIC AVIATION	KMSY	4.28	0.00

FBOs with same overall average are listed in alphabetical order

gallons of fuel pumped last year for the first time.

Kaluza said she sees many customers who enjoy coming to the FBO due to their staff interactions. “We know this business is about building relationships, so we try to earn business each and every trip,” she told **AIN**. “We consistently try to treat every customer like he’s our most important. I know that’s such a cliché, but it’s so important in this industry.”

## 4.69 Skyservice

**Lester B. Pearson International Airport (YYZ), Toronto, Canada**

The only Canadian service provider to rank in the top 10 percent in this year’s survey and rank in the top 5 percent for the past three years is Skyservice’s Toronto full-service facility, one of four locations operated by the company.

Skyservice has been operating at Lester B. Pearson International, the country’s busiest airport, for a quarter century, and its current 12,000-sq-ft terminal was built in 2001. It features spacious passenger and crew lounges; snooze room; three A/V-equipped conference rooms, the largest of which can accommodate 30 people; 24-hour available onsite Canadian Customs; a gym with shower facilities; onsite car rental; flight planning center; courtesy





offices with computers; Starbucks coffee bar with fresh baked goods; and a 24-hour courtesy shuttle to any location in the area. Complimentary valet service and car washing has proved a popular amenity. The location recently doubled its concierge service with the addition of two more full-time employees, now offering two in the morning and two in the afternoon.

With its low staff turnover rate, the facility earned its highest score (4.81) in the CSR category. “I am very fortunate to have veteran staff working the front desk,” said Josie Da Costa, the location’s customer service manager, adding that they are creative and resourceful when trying to find a solution to every request. “If a customer experiences any issues during their visit, we will do our best to take the weight of the problem off them.” According to Michael Denham, the FBO’s facility manager, it regularly self-audits its own performance with feedback from customers, as well as its employees.

The FBO is home to 45 tenant and managed aircraft ranging from a King Air 200 to a G650. Its main hangar provides 88,000 sq ft of space, and a 75,000-sq-ft regional jet maintenance facility can shelter aircraft up to a 757, but with the company noting increases in its managed fleet and charter divisions as well as significant passenger growth, more hangar space is needed.

“We are excited and looking forward to breaking ground on our newest facility in Toronto, which will give us an additional 100,000 sq ft of hangar space and 20,000 sq ft of office and meeting space,” said CEO and chairman Marshall Myles. Construction on the \$60 million project on the south side of the airport is set to begin this spring with an anticipated completion date in February 2019.

## 4.68 American Aero

### Fort Worth Meacham International Airport (FTW), Fort Worth, Texas

American Aero moved into its new permanent \$50 million facility at Fort Worth International/Meacham Field just last year, and the location cracked the top five percent of North American service providers among AIN readers in this year’s survey. The terminal, which occupies 8,600 sq ft in the city’s 75,000-sq-ft aviation department complex, was designed from the ground up by pilots and industry veterans, so it is little surprise that it garnered the second highest score (4.76) in the pilot amenities category this year.

“We got a lot of feedback from our customer base, including both crewmembers and passengers, on what they like to see in an FBO, what they don’t like to see in an FBO, and really took that to heart and incorporated that into our design,” noted Riggs Brown, the facility’s general manager. That input, led to a terminal more reminiscent of a luxury hotel than an airport structure. The pilots’ lounge features a galley/dining area with china and glassware



service, and a refrigerator stocked with beverages, a sound-proofed snooze room, a rest room with shower, an entertainment room, and a flight planning area. A monitor tied to security cameras allows the pilots to observe their aircraft as well as be alerted when their passengers arrive at the landside porte cochere. In the service galley area, there is a 90-second dishwasher, ideal for quick turns. The facility offers Volvo SUVs as crew cars

The terminal is sheathed in photochromic glass, which shields the interior from the harsh Texas sun, and also keeps the building cooler, reducing utility costs by 20 percent. For aesthetic purposes, the interior was furnished with sound-dampening materials and has white-noise speakers embedded in the walls. It has a refreshment bar, a 25-seat A/V-equipped conference room, and three lounges offering increasing levels of privacy, as well as 80 covered parking spaces. In terms of training the company uses Ritz Carlton, NATA, and Avfuel programs. Several staff members are emergency medical responders in case of any illness or accidents.

The FBO offers 11 acres of ramp and nearly 300,000 sq ft of hangar space that can accommodate aircraft up to a 737-200. A dedicated U.S. Customs facility will be operational in the building by the end of summer.

The company says it is driven by its dedication to safety, as demonstrated by its commitment to IS-BAH. In 2015 it was the first FBO in the Western Hemisphere to achieve Stage I registration in the voluntary set of industry best practices, and last year became one of the first in the world to earn Stage II accreditation. It is now working toward its Stage III audit. “The genesis of the design of our FBO started with safety, and it started with service,” said company vice president Robert Agostino. “We didn’t view those two points as being mutually exclusive.”

## 4.68 Atlantic Aviation

**Charles B. Wheeler Downtown Airport (MKC), Kansas City, Missouri**

When the location now known as Atlantic Aviation Kansas City opened in 2010, as independent Hangar 10, the facility instantly raised the bar for FBO service at Charles B. Wheeler Downtown Airport. Purchased by Atlantic three years later, the facility has continued to rank among the top FBOs in North America, according to **AIN**’s readers. The location’s 26,000-sq-ft, two-story





terminal earned scores of 4.7 or higher in the categories of facilities and pilot and passenger amenities. The modern building features three conference rooms and a centrally located fitness center, rather than one typically situated in an unused office. Offering showers and locker rooms, it sees regular use by the location's transient and based customers as well as its employees. Through a partnership with the city's art council project, the spacious terminal is continually redecorated with work from local artists.

In the pilots' lounge there are three snooze rooms, each with a bed, television and private bathroom, sponsored by local hotels. Kyle Eisener, the location's general manager, noted that the ultimate goal of his team is to ensure that every detail is handled with precision, down to the recommendation of dining choices. "Kansas City is known for barbeque and so we frequently send crews to some of our favorite local restaurants," he said. "A few have been known to take BBQ home with them."

Over the past year, the location, which is open 24/7, completed the fourth and final phase of its master plan, adding a fourth hangar and bringing it to more than 60,000 sq ft

## Top Rated FBOs in the Americas by Region NORTHEAST



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBANY</b>			
MILLION AIR	KALB	4.53	0.00
<b>BALTIMORE</b>			
SIGNATURE FLIGHT SUPPORT	KBWI	4.08	-0.01
<b>BOSTON</b>			
JET AVIATION	KBED	4.24	0.02
SIGNATURE FLIGHT SUPPORT	KBED	3.97	0.05
SIGNATURE FLIGHT SUPPORT	KBOS	3.66	-0.03
<b>BURLINGTON</b>			
HERITAGE AVIATION	KBTV	4.60	0.04
<b>LONG ISLAND</b>			
SHELTAIR	KISP	4.62	-0.02
SHELTAIR	KFRG	4.44	0.01
SHELTAIR	KFOK	4.41	0.04
ATLANTIC AVIATION	KFRG	4.31	0.00
<b>MAINE</b>			
NORTHEAST AIR	KPWM	4.27	0.07
BANGOR AVIATION SERVICES	KBGR	3.89	0.00
<b>NEW YORK CITY</b>			
MERIDIAN TETERBORO	KTEB	4.67	0.02
JET AVIATION	KTEB	4.45	-0.01
SIGNATURE FLIGHT SUPPORT SOUTH TERMINAL	KTEB	4.38	0.00
SIGNATURE FLIGHT SUPPORT WEST	KHPN	4.35	-0.04
MILLION AIR	KHPN	4.30	-0.04
<b>PHILADELPHIA</b>			
ATLANTIC AVIATION	KPHL	3.98	-0.03
<b>PITTSBURGH</b>			
ATLANTIC AVIATION	KPIT	4.64	0.03
<b>WASHINGTON, D.C.</b>			
SIGNATURE FLIGHT SUPPORT	KDCA	4.44	N/A
APP JET CENTER	KHEF	4.42	-0.03
SIGNATURE FLIGHT SUPPORT	KIAD	4.31	0.00
JET AVIATION	KIAD	4.29	0.00



of aircraft storage space. “As part of this construction project we were able to build a U.S. Customs facility, which greatly expands the capability of the airport,” explained Eiserer, adding that before the addition, Customs would clear only U.S. citizens. “With this new facility and equipment, U.S. Customs has the capability of clearing virtually any aircraft. To date we have seen an uptick in international traffic and we expect this to continue.” The facility also has a smaller, private terminal attached to one of its hangars for the exclusive use of its based customers.

## **4.68** Business Jet Center

Dallas Love Field (DAL), Dallas, Texas

The Lone Star state is well represented with top-tier FBOs in this year’s **AIN** survey, and among them is the family-owned Business Jet Center at Dallas Love Field, which has experienced three consecutive, record breaking years in terms of fuel sales. Its 33,000-sq-ft, three-story terminal earned the location its highest score (4.72) in the facilities category. “We believe appearance is very important,” said Cat Clay, the location’s manager of FBO sales and marketing. “From a clean and spacious lobby to a red carpet welcome on the tarmac, we pay much attention to the details.”



It has a triangular arrival/departure canopy that can shelter aircraft up to a Global, three crew lounges; a trio of snooze rooms, each with a full-size private restroom and shower; a gameroom equipped with a foosball table, pinball machine, and golf simulators among its other diversions; three Mercedes-Benz crew cars; and a refreshment bar offering a wide variety of snacks, including cookies, granola bars, fruit, beverages, slushies, and ice cream. Pets are catered to as well, with treats and a grass area.

One of four FBOs on the field, the location is home to 60 turbine-powered aircraft and currently has 250,000 sq ft of hangar space that can shelter the latest big bizjets. But that isn't enough, according to co-owner Michael Wright. "Growth in the number of based tenants and transient customers has created the need for more hangar space," he explained. "To accommodate this growth, we plan to break ground this spring on a new 48,000-square-foot hangar." The company also recently added a Mototok Twin 7500 tug to its fleet of ground service equipment to ease aircraft positioning.

The facility is open 24/7 and its staff of 65 employees embraces the slogan "big or small, we love you all" when it comes to its customers' aircraft. "A customer is a valued customer no matter what they fly," said Jason Pons, the company's manager of FBO operations. "Aircraft size counts only when considering what fits where."

When hiring staff, the company makes it clear what qualities it is looking for when it comes to personality. “You can teach just about anyone to perform certain duties that go along with working at an FBO,” said Clay, “but you cannot teach someone to care.”

## 4.68 Global Select

### Sugar Land Regional Airport (SGR), Sugar Land, Texas

Offering a strong counterpoint to the notion that a highly rated, well-run FBO has to be privately owned is Global Select, the municipally owned location at Houston-area Sugar Land Regional Airport. The facility earned the top overall scores in two of the five categories in this year’s survey. For pilot amenities (4.77) the facility offers a private, code-locked, pilots’ lounge with a theater room with stadium seating and a wall-sized television screen, a quiet area for reading or completing paperwork, relaxation rooms with massage chairs, a kitchen, dining area, and fully stocked shower facility. The FBO recently redid each of its three snooze rooms with a television and a large recliner with blankets and pillows.

“Our pilot facility is the best you are going to see,” said Phillip Savko, the dedicated GA airport’s director of aviation, adding that the pilot/crew area occupies one-quarter of the 20,000-sq-ft terminal, which also houses the airport’s administration offices. In addition to



the four crew cars, a recently introduced, on-demand shuttle service using a specially customized van will take crew and passengers to local hotels and attractions.

Valet parking is also provided for customers, along with golf cart service to take them to and from their aircraft.

The FBO also earned top score (4.86) for its 10-year-old facility, which is kept in a like-new condition through constant upkeep and upgrades. Projects this past year included renovations of the bathrooms and catering area, new paint and carpeting in the in-house café, upgraded audio/visual technology in the conference room, and on the outside, a new patio area with fans, as well as Wi-Fi service on the ramp. The airport's master plan calls for a new three-level customer parking garage, as well as improvements to the rental car area.

The FBO, which offers onsite U.S. Customs service, is home to 34 jets and 18 turboprops ranging from a Global Express to a TBM 850, sheltered in more than 100,000 sq ft of hangar space. Last year the Shell-branded location saw 83,000 operations and pumped 3.1 million gallons of fuel, a 9 percent increase over the previous year.

**Top Rated FBOs in the Americas by Region**

**GREAT LAKES**



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CHICAGO</b>			
J. A. AIR CENTER	KARR	4.68	0.00
ATLANTIC AVIATION	KPWK	4.49	-0.02
SIGNATURE FLIGHT SUPPORT	KPWK	4.40	-0.01
ATLANTIC AVIATION	KMDW	4.36	0.01
DUPAGE FLIGHT CENTER	KDPA	4.33	-0.01
<b>CINCINNATI</b>			
SIGNATURE FLIGHT SUPPORT	KLUK	3.99	0.01
<b>CLEVELAND</b>			
ATLANTIC AVIATION	KCLE	4.05	0.00
<b>COLUMBUS</b>			
LANE AVIATION	KCMH	4.35	-0.08
<b>DETROIT</b>			
PENTASTAR AVIATION	KPTK	4.71	0.00
<b>INDIANAPOLIS</b>			
MILLION AIR	KIND	4.63	-0.02
SIGNATURE FLIGHT SUPPORT	KIND	4.27	N/A
<b>LEXINGTON/LOUISVILLE</b>			
TAC AIR	KLEX	4.40	0.02
ATLANTIC AVIATION	KSDF	4.17	0.00
<b>MILWAUKEE</b>			
SIGNATURE FLIGHT SUPPORT	KMKE	4.21	0.00

**CARIBBEAN**

FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
PROVO AIR CENTER	MBPV	4.49	-0.05
ODYSSEY AVIATION	MYNN	4.44	0.02
JET AVIATION	MYNN	4.15	-0.03
TLC AVIATION	TNCM	3.70	0.00

Savko noted that for many of his airport’s customers, time is money, and that is one of the drivers of their use of private aircraft. The facility’s location on the west side of Houston makes it “easier for customers to access the Houston area and then to get out of here when they depart,” he told **AIN**. “Also, the roads around our airport have been upgraded in such a manner that it’s so easy to get anywhere that they need to get to.” During Hurricane Harvey last fall, the FBO played host to 20 military helicopters, which arrived during the storm, to begin search-and-rescue missions. Less than a week later, it reopened to business aviation traffic.

**4.68 J.A. Air Center**  
Aurora Municipal Airport (ARR),  
Sugar Grove, Illinois

While the Chicagoland area has many options when it comes to airports and FBOs, the one that consistently rises to the top in **AIN**’s annual survey is J.A. Air Center at Aurora Municipal Airport. While the company known initially as Joliet Avionics traces its existence back more than half a century, its move to Aurora corresponded with the debut of its new FBO a decade ago.

**Top Rated FBOs in the Americas by Region**  
**MIDWEST**



FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DES MOINES</b>			
ELLIOTT AVIATION	KDSM	4.52	-0.01
<b>FARGO</b>			
FARGO JET CENTER	KFAR	4.69	-0.03
<b>KANSAS CITY</b>			
ATLANTIC AVIATION	KMKC	4.68	0.00
<b>MINNEAPOLIS/ST. PAUL</b>			
SIGNATURE FLIGHT SUPPORT	KSTP	4.64	0.00
SIGNATURE FLIGHT SUPPORT	KMSP	4.58	-0.02
PREMIER JET CENTER	KFCM	4.57	-0.04
ST PAUL FLIGHT CENTER	KSTP	4.36	N/A
SIGNATURE FLIGHT SUPPORT	KRST	4.20	-0.01
<b>OMAHA</b>			
TAC AIR	KOMA	4.40	-0.06
<b>ST LOUIS</b>			
MILLION AIR	KSUS	4.47	0.02
SIGNATURE FLIGHT SUPPORT	KSTL	3.89	0.00

**BRAZIL**

FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>SÃO PAULO</b>			
WORLD-WAY AVIATION	SDCO	4.62	0.02
EMBRAER FBO	SDCO	4.55	0.15
LIDER AVIACÃO	SBSP	3.82	0.07



“Our commitment to the industry has stayed the same since we’ve opened,” explained general manager Randy Fank. “All aircraft, whether single piston or heavy jet, are equal customers and deserve to be treated the same with a great attitude and a gracious smile.”

The location, one of two service providers at the airport, is open from 6 a.m. until 10 p.m. Its facilities once again earned the location’s highest rating (4.73), and guests entering the 11,000-sq-ft terminal are immediately drawn to various restored vintage cars on display, furnished through the FBO’s partnership with Rich Harvest Farms, an exclusive local golf course with its own car museum. Newly added in the lobby this year is a player piano, to provide soft background music for passengers awaiting their flights.

A 15,000-sq-ft canopy shelters loading and deplaning customers from the sometimes harsh Lake Michigan weather. Valet service whisks customer cars away to indoor parking.

Flight crew are well cared for as well, with a pilots’ lounge featuring a newly added pool table, snooze rooms, and a gym with showers. A new Audi A8 has also joined its fleet of crew cars.

With 100,000 sq ft of heated hangar space, the FBO is home to 30 aircraft including a Boeing 737. A one-stop shop for virtually all aviation needs, J.A. offers aircraft charter and management, interiors, maintenance, detailing, sales, and harking back to its founding, one of the largest avionics shops in the U.S. Given the looming ADS-B equipment mandate, the facility is seeing an increase in activity with customers booked months out.

Fank added that his employees never stop looking for ways to keep the customers satisfied. When one frequent customer mentioned that they were planning a trip to Hawaii for a week, the FBO's CSR manager offered to watch their dog for them.

This spring, the CAA-preferred location will join the World Fuel-sponsored Air Elite Network, which has strict standards for its members in the quality of facilities and service. "We look forward to taking our customer service to an even higher level with the Ritz Carlton training that our CSRs will be going through," said Fank. ■

**Top Rated FBOs in Americas by Region**  
**CANADA**

FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CALGARY</b>			
SKYSERVICE	CYYC	4.43	-0.02
<b>MONTREAL</b>			
SIGNATURE FLIGHT SUPPORT	CYUL	4.60	0.02
SKYSERVICE	CYUL	4.43	0.00
<b>TORONTO</b>			
SKYSERVICE	CYYZ	4.69	-0.01
SIGNATURE FLIGHT SUPPORT	CYYZ	3.64	0.03

## 4.67 Meridian

Teterboro Airport (TEB), Teterboro, New Jersey

Meridian Teterboro earned its highest single category score in this year's survey (4.81) for its CSRs. The facility has a total hangar space of 102,000 sq ft that can accommodate a Gulfstream G650. The terminal and office space equal 51,500 sq ft and the facility offers amenities such as a private movie theater, pool table, sleep rooms, and a gym with locker rooms and private showers. There are also quiet rest areas, work stations, and flight-planning facilities. The FBO offers rental car and limousine services. Meridian Teterboro currently has 18 turbine aircraft based.



## 4.67 Wilson Air Center

Memphis International Airport (MEM), Memphis, Tennessee

Wilson Air Center offers 108,060 sq ft of hangar space and can accommodate a Boeing 767 on its ramp. The 21-year-old terminal is 5,700 sq ft and is staffed by 30 employees. Wilson Air Center's amenities include a pilot lounge, snooze room, remote quiet room, lobby, and office space. The FBO offers services such as aircraft fueling with Shell Aviation products, on-site rental cars, military freight, and airline handling. With three turbine aircraft based at the facility, Wilson Air Center is open 24/7.



## 4.66 Banyan Air Service

Fort Lauderdale Executive Airport (FXE), Fort Lauderdale, Florida

This past August, Banyan Air Service celebrated its 38th anniversary at Fort Lauderdale Executive Airport in South Florida. With more than 1 million sq ft of hangar and office space in the complex, the FBO can accommodate aircraft as large as a Gulfstream G650. Banyan has a 14,525-sq-ft terminal, built in 2007 and has amenities such as a cascading waterfall and 800-gallon saltwater aquarium along with a customer lobby, executive business center, conference rooms, flight-planning center, sleep bunk room, private shower, pilots' lounges, and more. Banyan Air Service Fort Lauderdale currently has 130 turbine aircraft based at the FBO and employs approximately 180.





## 4.66 Base Operations

Page Field (FMY), Fort Meyers, Florida

Base Operations Page Field, which operates from 7 a.m. to 11 p.m. every day, has a total of 50,000 sq ft of hangar space across three bulk hangars. The FBO is planning a new 24,000-sq-ft bulk hangar with attached office space, which is expected to be completed by early 2019. The existing hangar facilities can accommodate a Falcon 2000, and the airport's 6,406-foot runway can handle most long-range business jets. The 23,000-sq-ft terminal, which was completed in 2011, features a crew lounge, meeting rooms, weather/planning room, gift shop, and more. Base Operations Page Field has more than 40 based turbine aircraft and 35 full-time employees, including airfield and facility maintenance.



## 4.66 Ross Aviation

Long Beach Airport/Daugherty Field (LGB), Long Beach, California

Ross Aviation at Long Beach/Daugherty Field features a passenger lobby, pilots' lounge, showers, gift shop, conference rooms, as well as complimentary shuttle vans and limousine and taxi. The FBO offers a 14,000-sq-ft terminal and 172,000 sq ft of hangar space that can accommodate a Boeing 767. Currently, there are 35 turbine aircraft based at Ross Aviation at Long Beach/Daugherty Field and 25 employees available on site.



## 4.65 Alliance Aviation

Fort Worth Alliance Airport (AFW), Fort Worth, Texas

Alliance Aviation in Fort Worth offers four community hangars that equal 106,000 sq ft. The FBO can accommodate aircraft as large as the Boeing 777-300 and 747-400. Its 15,000 sq ft terminal features a pilots' lounge, 14 seat A/V-equipped conference room, briefing area, snack room, shower, charging station, fitness center, and weather and flight-planning facilities, and more. With approximately 74 based aircraft and 28 staff members, the FBO offers services such as onsite customs and aircraft cleaning and lavatory services.



## 4.65 Million Air

Addison Airport (ADS), Dallas, Texas

Million Air Dallas Addison has 190,000 sq ft of hangar space that can accommodate a G650. The 18,000-sq-ft terminal, which was built in 1984, features a flight-planning center, flight briefing terminals, fitness center, showers, lounges, crew rest area, a snooze room, and new Tesla chargers. In

addition to its approval as a Ronald Reagan Washington National Airport Gateway facility, Million Air Dallas Addison offers services such as U.S. Customs, onsite car rentals, and Avtrip reward card points granted at two points a gallon. The FBO has 50 based turbine aircraft and 50 employees.



## 4.64 Atlantic Aviation

Pittsburgh International Airport (PIT), Pittsburgh, Pennsylvania

Long a presence at Pittsburgh International, Atlantic Aviation's FBO earned a score of 4.85 for its customer service representatives in this year's survey, putting it in the top five in the category. The location, which is open 24/7, has

a 10,000-sq-ft terminal with two conference rooms, pilots' lounge and snooze room, shower facility, business center, gym, refreshment bar, in-house U.S. Customs, crew cars and onsite car rental. Home to a dozen turbine-powered airplanes, it offers 70,000 sq ft of heated hangar space that can shelter jets up to a Global Express.



## 4.64 Rectrix

Sarasota-Bradenton International Airport (SRQ), Sarasota/Bradenton, Florida

The facility has 180,000 sq ft of hangar space and passenger facilities. The largest aircraft that can be accommodated are Gulfstream's GIV and GV. The 9,000-sq-ft terminal is nine years old, with amenities including a passenger and crew lounge,

conference rooms, flight-planning room, weather briefing area, and snooze room. With 16 employees who oversee 18 based turbine aircraft, the FBO offers services such as aircraft maintenance, rental cars, a Tesla charging station, domestic and international handling, overnight hangar service, and more.



## **4.64 Signature Flight Support**

St. Paul Downtown Airport/Holman Field (STP), St. Paul, Minnesota

Signature STP is known for its customer service, and the location earned the highest individual category score this year (4.87) for its CSRs, the same score it earned in last year's survey. The 32-acre, decade-old facility is open 24/7 and has a 12,000-sq-ft terminal, with a pair of A/V-equipped conference rooms, business center, kitchen, crew lounge with snooze room, locker room with shower facility, dishwashing service, rampside vehicle access, crew cars and courtesy shuttle. It offers 190,000 sq ft of heated hangar space and half a million sq ft ramp. A Signature TechnicAir service center is part of the complex.



## **4.64 Signature Flight Support**

Scottsdale Airport (SDL), Scottsdale, Arizona

Signature Flight Support Scottsdale offers six hangars that encompass 145,000 sq ft of space. The largest aircraft the FBO can accommodate is a G650. The terminal, which was built in 2003, is 13,000 sq ft.

Amenities include a crew room, conference room, kitchen, passenger lounge, showers, and snooze room. The FBO currently has 20 turbine aircraft based at its facility.



## Top-rated FBOs in Europe, the Middle East, Africa and Asia Pacific

	FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>TOP 20 %</b>	TAG FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.69	-0.01
	UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.54	-0.01
	TAG AVIATION	LSGG	GENEVA INTERNATIONAL	4.49	0.03
	XJET	EGSS	LONDON STANSTED	4.49	-0.05
	GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.48	N/A
	MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.47	-0.05
	ECCELSA AVIATION	LIEO	OLBIA COSTA SMERALDA	4.42	-0.05
	KLM JET CENTER	EHAM	AMSTERDAM SCHIPHOL	4.40	-0.05
	EXECUJET EUROPE	LSZH	ZURICH	4.37	0.05
	JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.35	-0.01
	HAWKER PACIFIC	YSSY	SYDNEY KINGSFORD SMITH	4.34	0.05
	SIGNATURE FLIGHT SUPPORT	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.32	-0.04
	HARRODS AVIATION	EGGW	LONDON LUTON	4.30	-0.02
	EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.27	0.01
	DASSAULT FALCON SERVICE	LFPB	PARIS LE BOURGET	4.19	-0.05
	SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	PARIS LE BOURGET	4.19	-0.04
	SKY VALET CANNES	LFMD	CANNES-MANDELIEU	4.16	N/A
	EXECUJET BRUSSELS	EBBR	BRUSSELS NATIONAL	4.15	-0.02
	SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.14	0.00
	UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.14	-0.02
	HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.11	0.01
	JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.09	0.02
	SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.05	-0.04
	SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	LONDON LUTON	4.00	-0.02
	JET AVIATION	LSZH	ZURICH	3.95	0.07
	JETEX	LFPB	PARIS LE BOURGET	3.94	-0.01
	VIENNA AIRCRAFT HANDLING	LOWW	VIENNA INTERNATIONAL	3.92	0.00
	AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.85	-0.06
	VIPPORT VNUKOVO-3	UUWW	MOSCOW/VNUKOVO	3.30	-0.01
	MILLION AIR / CJET	ZBAA	BEIJING/CAPITAL	3.26	-0.04

FBOs with same overall average are listed in alphabetical order

## 4.69 TAG Farnborough

### Farnborough Airport (EGLF), UK

TAG Farnborough extends its decade-plus run as the top-ranked FBO outside of North America as chosen by AIN's readers in this year's survey. The only service provider at the privately operated, business aviation-only London-area airport, the airport-owned facility once again proved it can stand toe-to-toe with even the best North American locations, ranking in the top 5 percent worldwide. It had the second highest score overall in three categories: passenger amenities, pilot amenities, and facilities. "Our key philosophy is to offer a five-star service and sophistication with no compromises, exactly as customers and crew would expect from



Europe’s leading business aviation airport,” said Brandon O’Reilly, TAG Farnborough’s CEO.

The airport, 35 miles from the capital and the site of the first powered flight in the UK, ranked 2017 as its busiest year in a decade, with a 7.4 percent increase in movements year-over-year. The location started off 2018 with a surge as well, posting a record 20 percent rise in movements for the first two months, and it expects that momentum to continue.

The facility, which handles approximately 25,000 flights a year, is home to 40 private jets, and offers 260,000 sq ft of heated hangar space, which can accommodate aircraft up to an ACJ320. It is open from 7 a.m. until 10 p.m. on weekdays, and 8 a.m. to 8 p. m. on weekends.

Its 52,000-sq-ft terminal features a new quiet lounge in the crew area, a bed-equipped snooze room, zero-gravity ergonomic chair, and, spurred by customer feedback, an exclusive crew gym and dedicated shower facilities in both the gym and the adjacent main terminal.

To support higher-passenger-volume flights, a stylish new passenger lounge overlooking the runway on the top floor of the three-story terminal was created and can accommodate groups of up to 80 people. A fast-track entrance to the airport for passengers and crew was recently added, and direct car access to the ramp is permitted. Customs and immigration service is located in the terminal, as is a café operated by in-flight caterer Absolute Taste.



## **4.54 Universal Aviation**

**London Stansted Airport (EGSS), UK**

The UK's capital region is well served with private aviation service providers, and another standout among them is Universal Aviation's facility at London Stansted, which just saw its business grow by 20 percent, year-over-year, following 40 percent growth during the previous year. In operation there for nearly three and a half decades, the facility's two-story, 11,000-sq-ft terminal was modernized in 2012, and the operations room and kitchen were recently refreshed. Among its amenities are VIP arrival and departure lounges; conference rooms; shower facilities; crew lounge with business center; concierge service; full baggage handling and ramp transfers; as well as a dedicated security screening area and UK customs and immigration clearance in-house. But according to Sean Raftery, Universal's managing director for the UK and Ireland, the facility has another unique benefit.

"We're not just a ground-handling office," he told AIN. "Our facility also houses our European Operations Centre, which is our regional flight-planning and trip-support office, supporting Europe-based operators. Being part of a global company means that wide resources are at

our disposal and we can proactively monitor new and changing regulations...to better guide and support our customers.”

The location, which is open from 7 a.m. until 10 p.m. with after-hours callout available, is also a certified, registered, and approved UK air passenger duties administration center. It achieved Stage I IS-BAH registration last year, and while it has 40,000 sq ft of private ramp and its own equipment to handle any aircraft up to and including widebody jetliners, it does not possess a hangar of its own. Aircraft shelter is available through the facility’s partners on the airport.

Its staff of 60 has an average tenure of 10 years at the location. “Every team member here is an important player and they understand their valuable role in supporting the customer mission,” said Raftery.

## 4.49 TAG Aviation

### Geneva International Airport (LSGG), Geneva, Switzerland

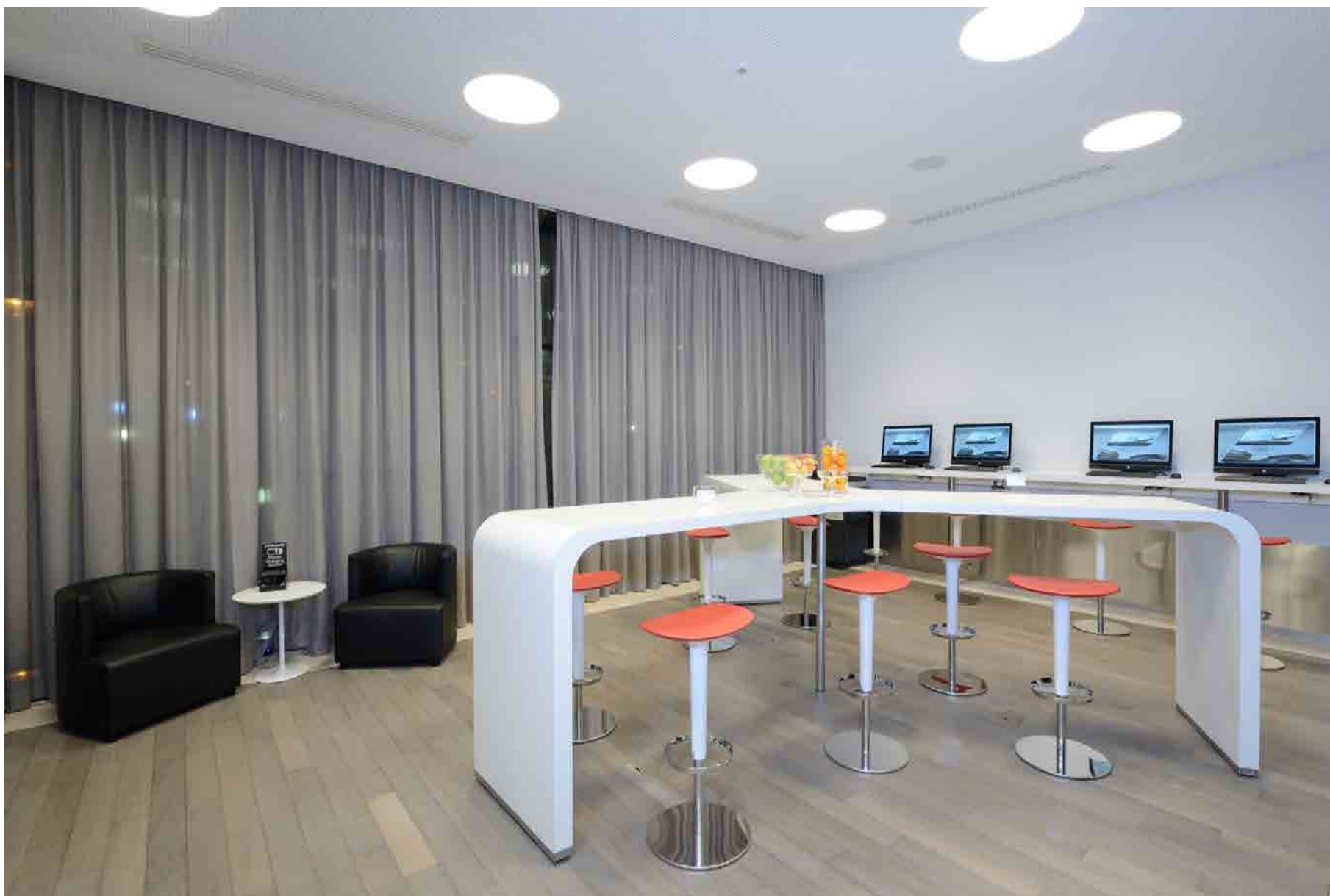
Last year, the TAG Aviation facility at Geneva’s international airport assisted nearly 17,000 movements and 36,000 passengers, which accounts for nearly 49 percent of the business aviation market share at the airport, according to Erturk

## Top Rated FBOs in the Rest of the World by Region

### EUROPE



FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>GENEVA</b>			
TAG AVIATION	LSGG	4.49	0.03
JET AVIATION	LSGG	4.35	-0.01
<b>LONDON</b>			
TAG FARNBOROUGH AIRPORT	EGLF	4.69	-0.01
UNIVERSAL AVIATION	EGSS	4.54	-0.01
XJET	EGSS	4.49	-0.05
HARRODS AVIATION	EGGW	4.30	-0.02
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	4.00	-0.02
<b>PARIS</b>			
DASSAULT FALCON SERVICES	LFPB	4.19	-0.05
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	4.14	0.00
UNIVERSAL AVIATION	LFPB	4.14	-0.02
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	4.19	-0.04
JETEX	LFPB	3.94	-0.01
<b>SOUTHERN FRANCE</b>			
SIGNATURE FLIGHT SUPPORT	LFMN	4.32	-0.04
SKY VALET CANNES	LFMD	4.16	N/A
SWISSPORT EXECUTIVE	LFMN	4.05	-0.04
AVIAPARTNER EXECUTIVE	LFMN	3.85	-0.06
<b>STOCKHOLM</b>			
GRAFAIR JET CENTER	ESSB	4.48	N/A
<b>ZURICH</b>			
EXECUJET EUROPE	LSZH	4.37	0.05
JET AVIATION	LSZH	3.95	0.07



Yildiz, the FBO's handling manager. He noted that the number of movements increased by 5 percent in 2017 compared with the previous year. The 7,000-sq-ft (650-sq-m) recently renovated facility in the airport's general aviation terminal includes three passenger lounges, a trio of crew rooms (lounge, relaxing room, snooze room), a private shower, kitchen, and conference room, and valet parking as well as onsite Swiss and French immigration and customs service.

“Facilities are very important, but you can't disassociate them from people's attitude and their manners,” Yildiz told **AIN**. He noted that going “above and beyond” is just part of the company's service culture, and described a recent situation when a customer departing for a weekend in London was disappointed when her bottle of balsamic vinegar was broken at the security check. As the staff knew the flight was headed to TAG Farnborough, they called their colleagues there and when it landed, she was presented with a replacement bottle. “We never forget that our guests deserve the best,” explained Yildiz, “and we never forget that the competition is just a meter away from our door, one meter to the right, or one meter to the left.”

The facility is open for private aviation operations from 6 a.m. until 10 p.m.



As TAG's main European hub, Geneva also incorporates a major MRO facility, offering full maintenance capabilities. Its 64,600-sq-ft (6,000-sq-m) hangar can accommodate up to 14 aircraft, and services include painting, cabin systems installation, cabin refurbishment, and avionics upgrades.

## 4.49 XJet

### London Stansted Airport (EGSS), UK

Taking cues from its stylish elder sibling in Denver, Colorado, XJet has received a positive reception for its \$50 million expansion to the UK, a process that began in 2016. That's when it unveiled the renovation of its Diamond Hangar, one of five FBOs at London Stansted Airport. Geared to handle VIPs and heads of state, the 25,000-sq-ft terminal offers two private lounges, each of which can handle up to 25 people, with en suite showers and bathrooms, an A/V-equipped 18-seat conference room, a prayer room, an aviation-themed pilots' lounge and quiet room with furniture crafted from aircraft parts, a bar and espresso counter in the large lobby area, onsite car rental, and office suites.

The location also has its own private customs and immigration screening area. The FBO's crown jewel is its 90,000-sq-ft climate-controlled hangar, one of the largest in Europe, which



allows it to shelter commercial-size aircraft up to a 747. “We’re dealing with much larger aircraft,” noted company founder and CEO Josh Stewart, adding the facility can handle any size jet used by visiting dignitaries. “We have all our own equipment to move them: tugs, stairs, and baggage loaders. All equipment is provided by XJet. We don’t want [to have to rely on] any third party.”

Stewart noted that while the UK capital area is a very competitive market, Stansted has tremendous growth potential. “Most other London airports are at capacity or restricted by movements [limits] or night curfews. At Stansted that is not the case,” he told **AIN**. “We can operate 24/7, with limited slot restrictions. The airport’s [at] only about 65 percent capacity, so there’s room for growth.”

For training its staff, the location uses a program where new hires must successfully complete a 90-day evaluation period before they are given their “XJet wings.” “We use a lot of what we learned in United States to help roll out our London facility,” said Stewart, adding that UK staff members are often sent to the flagship Denver location for cross-training.

## **4.48 Grafair Jet Center**

### **Stockholm Bromma Airport (ESBS), Stockholm, Sweden**

Established in 2004 by Swedish businessman Bengt Grafstrom, who has had extensive business aviation interests in Florida, the company operates the only full-service FBO at Stockholm’s Bromma Airport, just five miles from the city and the first in Europe to receive a paved runway. It was Grafstrom’s desire to establish a U.S.-style FBO in Sweden, along with his Florida influence, that led to the incongruous use of palm trees in the company logo, and as decorative elements in the terminal.

The 5,400-sq-ft (500-sq-m) private terminal features a comfortable passenger lounge that overlooks the ramp and offers direct access to the tarmac; a small meeting room; a larger 14-seat, A/V-equipped conference room; a business center; a pilots’ lounge with massage chairs; a pair of electric crew cars; and possibly the facility’s most popular amenity, a freezer stocked with a wide variety of ice cream treats. Direct plane-to-car transfer is also permitted. “I used to say that this is as close as you can get to an old-fashioned American FBO, but in Sweden,” said company CEO and FBO manager Johan Emmoth, who is also a pilot. Also unusual for a Scandinavian FBO is having a parrot for a mascot, but Emmoth’s pet has been living in the FBO’s lobby since it opened, and enjoys the attention it receives from staff and customers. The company also offers aircraft management for a fleet of seven business jets and turboprops and in-house maintenance service

In 2007, the company doubled its heated hangar space to 15,000 sq ft (1,400 sq m), and Grafair is poised to nearly double its aircraft storage capacity again, when it opens the largest

hangar on the airport this summer. The 26,000-sq-ft (2,400-sq-m), \$4.6 million (€3.7 million) building will feature heated floors and a basement to store infrequently used equipment, accessible by a large cargo elevator, which frees up valuable floor space above. It will also offer a built-in subterranean wine cellar to house the in-house caterer's collection. The secluded FBO has its own ramp, and is normally open from 6 a.m. until 10:30 p.m. on weekdays, with shorter hours on the weekend corresponding with Bromma's operating hours. Outside those times, traffic can operate into the capital's Stockholm Arlanda Airport, where Grafair has had a handling business since 2014, and just this November opened a smaller, full-service FBO with its own ramp.

**Top Rated FBOs in the Rest of the World by Region**  
**ASIA PACIFIC**



FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>BANGKOK</b>			
MJETS FBO	VTBD	4.47	-0.05
<b>SYDNEY</b>			
HAWKER PACIFIC	YSSY	4.34	0.05
<b>BEIJING</b>			
MILLION AIR / CJET	ZBAA	3.26	-0.04
<b>HONG KONG</b>			
HONG KONG BUSINESS AVIATION CENTER	VHHH	4.11	0.01



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## 4.47 MJets FBO

**Don Mueang International Airport (VTBD), Bangkok, Thailand**

The highest-scoring Asian FBO in this year's survey and the only location in Asia to land in the top 20 percent of locations worldwide is MJets, at Thailand's Don Mueang International Airport, which experienced an 8 percent increase in private jet traffic last year.

MJets opened a new 26,000-sq-ft (2,400-sq-m) two-story terminal in August 2016. It features a 3,400-sq-ft passenger lounge; including private meeting rooms and a separate area for private accommodations; catering; and on-site visa, customs, immigration, and security service. It also

### Top Rated FBOs in the Rest of the World by Region MIDDLE EAST



FBO	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DUBAI</b>			
EXEJUJET MIDDLE EAST	OMDB	4.27	0.01
JET AVIATION	OMDB	4.09	0.02



has a shower-equipped crew lounge and rest area, which nearly tripled the size of the crew area in the previous facility, along with four conference/training rooms, the largest of which can accommodate 60 people.

The \$8.6 million project also added 52,000 sq ft of hangar space that can accommodate an ACJ or BBJ, taking total indoor storage at the facility to 86,000 sq ft (8,000 sq m). The full-service location, which also operates an FAA Part 145 and Cessna-authorized repair station, along with an aircraft charter/management division, is the first in Southeast Asia to earn Stage 2 accreditation under IBAC’s IS-BAH and IS-BAO programs. In addition to that demonstrated dedication to safety, MJets, which is open 24/7 and has a staff of 170, operates on the simple philosophy of “service beyond expectation.”

In addition to its FBO at VTBD, the company has also expanded its ground-handling services into Cambodia, Myanmar, Laos, and India. It has plans to develop an FBO in Vietnam as well. ■

**AIN** asked survey respondents to identify specific FBO employees or teams who routinely go above and beyond when it comes to customer service. Below we have highlighted 25 individuals who were repeatedly recognized in this year’s responses.

PERSON	FBO	AIRPORT CODE
ANGELA THURMOND	AMERICAN AERO	KFTW
BETSY WINES	MERIDIAN TETERBORO	KTEB
BEVERLY PATTON	SHELTAIR	KFLL
BRIAN BOURBEAU	PREMIER JET CENTER	KFCM
BRIDGETTE NICHOLS	HILL AIRCRAFT	KFTY
CARLA BOUCHER	SIGNATURE FLIGHT SUPPORT	CYUL
CHARLY MCLANE	HENRIKSEN JET CENTER	KTME
CHRIS HOLDEN	GLACIER JET CENTER	KGPI
CINDY HAYDEN	MILLION AIR	KSUS
HOLLY HOPKINS	TEXAS JET	KFTW
HOLLY YORK	ATLANTIC AVIATION - WEST	KBHM
JASON HAYWARD	UNIVERSAL AVIATION	EGSS
JESSICA ROWDAN	CUTTER AVIATION	KABQ
JIMMY THATE	SIGNATURE FLIGHT SUPPORT	KPBI
KAWAI LOPEZ	MONTEREY JET CENTER	KMRY
KITTY LEE	HONG KONG BUSINESS AVIATION CENTER	VHHH
MARK GOODWIN	NORTHEAST AIR	KPWM
MELISSA THOMPSON	MILLION AIR	KADS
PABLO GARCIA	BANYAN AIR SERVICE	KFXE
PATRICIA JUNGE	SHELTAIR	KISP
REBECCA RERES	SHELTAIR	KTPA
SETH MAGER	ATLANTIC AVIATION	KPBI
SHALENE ENGLAND	J. A. AIR CENTER	KARR
SUSAN PANOS	JET AVIATION	KTEB
TARA CREEL-CESENA	CUTTER AVIATION	KDVT

## Highest Scores in Each Category Worldwide

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE	PASSENGER AMENITIES	PILOT AMENITIES	FACILITIES	CSRs	OVERALL AVERAGE
APP JET CENTER	KHEF	MANASSAS REGIONAL/ HARRY P. DAVIS FIELD	4.85	4.20	4.13	4.25	4.79	4.42
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.82	4.07	4.25	3.98	4.74	4.34
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.77	4.66	4.65	4.69	4.71	4.69
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.76	4.67	4.70	4.72	4.80	4.72
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76	4.73	4.72	4.75	4.73	4.74

HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.64	4.78	4.67	4.78	4.52	4.69
TAG FARNBOROUGH	EGLF	FARNBOROUGH	4.50	4.74	4.77	4.85	4.56	4.69
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.50	4.73	4.77	4.86	4.51	4.68
RECTRIX	KSRQ	SARASOTA/BRADENTON INTERNATIONAL	4.43	4.73	4.60	4.74	4.71	4.64
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76	4.73	4.72	4.75	4.73	4.74

GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.50	4.73	4.77	4.86	4.51	4.68
TAG FARNBOROUGH	EGLF	FARNBOROUGH	4.50	4.74	4.77	4.85	4.56	4.69
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.63	4.65	4.76	4.63	4.75	4.68
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76	4.73	4.72	4.75	4.73	4.74
MERIDIAN TETERBORO	KTEB	TETERBORO	4.61	4.54	4.71	4.71	4.81	4.67

GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.50	4.73	4.77	4.86	4.51	4.68
TAG FARNBOROUGH	EGLF	FARNBOROUGH	4.50	4.74	4.77	4.85	4.56	4.69
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.57	4.70	4.57	4.83	4.66	4.66
LYNX FBO DESTIN (formerly Destin Jet)	KDTS	DESTIN EXECUTIVE	4.68	4.64	4.70	4.78	4.68	4.70
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.64	4.78	4.67	4.78	4.52	4.69

SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.71	4.55	4.61	4.52	4.87	4.64
ATLANTIC AVIATION	KPIT	PITTSBURGH INTERNATIONAL	4.64	4.61	4.54	4.59	4.85	4.64
ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.70	4.66	4.63	4.72	4.84	4.70
AIR SERVICE HAWAII	PHNL	HONOLULU INTERNATIONAL	4.70	4.27	4.27	4.16	4.83	4.42
EPDS AVIATION	KPDK	DEKALB-PEACHTREE	4.63	4.17	4.24	4.18	4.82	4.38
WILSON AIR CENTER CLT	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.74	4.53	4.53	4.53	4.82	4.62

FBOs with same overall average are listed in alphabetical order

## FBO Chains: Top Rated Facilities by Overall Average

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTIC</b>				
ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.70	-0.02
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.68	0.00
ATLANTIC AVIATION	KPIT	PITTSBURGH INTERNATIONAL	4.64	0.03
ATLANTIC AVIATION	KSUN	FRIEDMAN MEMORIAL	4.50	-0.02
ATLANTIC AVIATION	KPWK	CHICAGO EXECUTIVE	4.49	-0.02
<b>CUTTER AVIATION</b>				
CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.56	0.06
CUTTER AVIATION	KABQ	ALBUQUERQUE INTERNATIONAL SUNPORT	4.25	0.07
CUTTER AVIATION	KELP	EL PASO INTERNATIONAL	3.99	0.00
<b>JET AVIATION</b>				
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.72	-0.02
JET AVIATION	KHOU	WILLIAM P HOBBY	4.50	0.02
JET AVIATION	KTEB	TETERBORO	4.45	-0.01
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.35	-0.01
JET AVIATION	KIAD	WASHINGTON DULLES INTERNATIONAL	4.29	0.00
<b>MILLION AIR</b>				
MILLION AIR	KADS	ADDISON	4.65	0.00
MILLION AIR	KIND	INDIANAPOLIS INTERNATIONAL	4.63	-0.02
MILLION AIR	KSAT	SAN ANTONIO INTERNATIONAL	4.57	0.03
MILLION AIR	KALB	ALBANY INTERNATIONAL	4.53	0.00
MILLION AIR	KHOU	WILLIAM P HOBBY	4.49	-0.01
<b>ROSS AVIATION</b>				
ROSS AVIATION	KLGB	LONG BEACH /DAUGHERTY FIELD	4.66	-0.04
ROSS AVIATION	PANC	TED STEVENS ANCHORAGE INTERNATIONAL	4.34	0.00
ROSS AVIATION	KSDL	SCOTTSDALE	4.32	-0.01
ROSS AVIATION	KTRM	JACQUELINE COCHRAN REGIONAL	4.26	0.00
ROSS AVIATION	KHPN	WESTCHESTER COUNTY	4.27	-0.02
<b>SHELTAIR</b>				
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.74	-0.01
SHELTAIR	KISP	LONG ISLAND MAC ARTHUR	4.62	-0.02
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.59	0.00
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.56	0.02
SHELTAIR	KPIE	ST PETERSBURG-CLEARWATER INTERNATIONAL	4.56	0.02
<b>SIGNATURE FLIGHT SUPPORT</b>				
SIGNATURE FLIGHT SUPPORT	KSDL	SCOTTSDALE	4.64	-0.03
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.64	0.00
SIGNATURE FLIGHT SUPPORT	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.60	0.02
SIGNATURE FLIGHT SUPPORT	KMSP	MINNEAPOLIS-ST PAUL INTERNATIONAL/WOLD-CHAMBERLAIN	4.58	-0.02
SIGNATURE FLIGHT SUPPORT	KCHS	CHARLESTON AFB/INTERNATIONAL	4.53	-0.03
<b>SKYSERVICE</b>				
SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.69	-0.01
SKYSERVICE	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.43	0.00
SKYSERVICE	CYYC	CALGARY INTERNATIONAL	4.43	-0.02
<b>TAC AIR</b>				
TAC AIR	KSLC	SALT LAKE CITY INTERNATIONAL	4.46	-0.03
TAC AIR	KLEX	BLUE GRASS	4.40	0.02
TAC AIR	KOMA	EPPLEY AIRFIELD	4.40	-0.06
TAC AIR	KRDU	RALEIGH-DURHAM INTERNATIONAL	4.34	0.00
TAC AIR	KAPA	CENTENNIAL	4.20	0.01
<b>WILSON AIR CENTER</b>				
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.67	0.01
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.62	0.03
WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.62	-0.01
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.34	-0.01

<b>AIN'S FBO SURVEY BY THE NUMBERS</b>	<b>LAST 12 MONTHS</b>
Number of FBO evaluations provided by all respondents	5,246
Number of respondents who evaluated at least one FBO	1,808
Number of FBOs evaluated by at least one respondent	863
Number of FBOs that received the requisite number of evaluations (30) to be eligible to have an overall average displayed.*	261
Number of countries having FBOs that were evaluated*	98

\* Cumulative statistics