



# AIN 2023 FBO Survey: The Americas

REPORT BY CURT EPSTEIN, CHARTS AND DATA BY DAVE LEACH

Business has been good for the FBO industry in the post-Covid period. Private aviation was spurred to record heights by an influx of new users, seeking more controlled travel environments as well as relief from the still-diminished airline schedules.

According to Argus TraqPak data, flight activity last year in North America was more than 5 percent above 2021 levels and 15.5 percent over pre-Covid 2019. Flight hours increased by nearly 11 percent year-over-year and were up 22 percent from 2019.

The large-cabin jet segment saw the largest increase, up 11.4 percent compared with 2021. Yet operators are seeing the cost of flying rise for a variety of reasons.

With that increased usage came higher fuel sales for most FBOs, despite the surge in jet-fuel pricing caused by Russia's invasion of Ukraine in February 2022. The resulting sanctions on Russia led to a tightening of the global oil supply, which saw jet-A prices skyrocket to new levels in the second quarter of the year, reaching nearly \$13 a gallon in some areas. High prices have persisted with the nationwide average at more

than \$11 a gallon, according to Airnav.com.

"We are continuing to see traffic increase...and the gallons pumped are really reflecting this," said David Peacock, general manager of Wilson Air Center's Memphis International Airport location. "The higher fuel prices we are experiencing haven't seemed to have an effect on this."

Among the FBOs AIN spoke with for this year's FBO survey, many indicated they experienced record totals in activity and fuel sales in 2022.

That increase in activity, coupled with a wave of new private aviation users, has also exacerbated the shortage in hangar space being felt by many service providers.

"If you look at every manufacturer, the airplanes that they are making today are substantially larger than they were 20 years ago," explained Scott Cutshall, senior v-p of development and sustainability with California-based Clay Lacy Aviation. "So, there is a need for not only more hangar space but hangars large enough to accommodate what we are referring to as the upgauging that's going on in the industry."

In the post-Covid environment, labor

issues were another factor FBOs had to address. With a tight labor market, aviation service providers competed with other service-oriented industries for staff. This required FBOs to step up their compensation to attract and maintain quality talent.

"Finding staff remains a challenge," said Dana Fales, general manager of Sheltair's facility at Fort Lauderdale International Airport. "To combat this, we have adjusted the way we pay our employees to encourage longevity and growth." The Florida-based company is also offering additional benefits such as longevity bonuses, educational reimbursements, and new employee referral financial incentives.

Against this backdrop, AIN once again asked its readers to rate FBOs they frequented over the year in five categories: line service, passenger amenities, pilot amenities, facilities, and CSRs. To land at the top of the survey ratings, it is not enough for an FBO to excel in just one or two categories; a location must demonstrate all-around consistency. We present to you this year's top 5 percent. International results will appear in the May issue. ■

## 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 INTERNATIONAL	4.78	0.02	Top 5%	HERITAGE AVIATION	KBTV	BURLINGTON INTERNATIONAL	4.63	0.00	Top 20%
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.77	0.02	Top 5%	MILLION AIR	KHPN	WESTCHESTER COUNTY	4.63	0.01	Top 20%
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.77	0.01	Top 5%	MILLION AIR	KADS	ADDISON	4.63	0.00	Top 20%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.73	0.01	Top 5%	MODERN AVIATION	KAPA	CENTENNIAL	4.63	-0.02	Top 20%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.73	0.01	Top 5%	MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.63	-0.01	Top 20%
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.72	0.05	Top 5%	ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.62	-0.01	Top 20%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.72	0.00	Top 5%	DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.62	0.11	Top 20%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.71	-0.01	Top 5%	SHELTAIR	KDAB	DAYTONA BEACH INTERNATIONAL	4.62	0.01	Top 20%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.71	0.01	Top 5%	SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FLD	4.62	0.01	Top 20%
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.71	0.00	Top 5%	SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.62	0.00	Top 20%
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.69	0.04	Top 5%	EMBRAER FBO	SDCO	SOROCABA	4.61	0.00	Top 20%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.69	0.01	Top 5%	MERIDIAN HAYWARD	KHWD	HAYWARD EXECUTIVE	4.61	-0.02	Top 20%
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FLD	4.69	-0.02	Top 5%	MILLION AIR	KHOU	WILLIAM P HOBBY	4.61	0.01	Top 20%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.68	0.01	Top 10%	SHELTAIR	KSAV	SAVANNAH/HILTON HEAD INTERNATIONAL	4.61	0.00	Top 20%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.68	0.01	Top 10%	AERO CHARTER, INC	KSUS	SPIRIT OF ST LOUIS	4.60	0.01	Top 20%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.67	0.00	Top 10%	ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.60	-0.02	Top 20%
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	CHICAGO EXECUTIVE	4.67	0.01	Top 10%	J. A. AIR CENTER	KARR	AURORA MUNICIPAL	4.60	0.00	Top 20%
MERIDIAN TETERBORO	KTEB	TETERBORO	4.67	-0.01	Top 10%	JACKSON JET CENTER	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.60	0.02	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.67	0.02	Top 10%	SHELTAIR	KPIE	ST PETERSBURG-CLEARWATER INTERNATIONAL	4.60	0.03	Top 20%
MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.66	0.04	Top 10%	SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.60	0.04	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.66	-0.01	Top 10%	ALLIANCE AVIATION	KAFW	FORT WORTH ALLIANCE	4.59	0.04	Top 20%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.66	0.00	Top 10%	CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.59	0.02	Top 20%
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.65	0.00	Top 10%	CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNICIPAL	4.59	0.02	Top 20%
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.65	0.03	Top 10%	GLOBAL AVIATION	KHIO	PORTLAND-HILLSBORO	4.59	0.01	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.65	0.00	Top 10%	NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.59	0.00	Top 20%
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.64	0.00	Top 10%	NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.59	0.02	Top 20%
ATLANTIC AVIATION	KOKC	WILL ROGERS WORLD	4.64	N/A	Top 10%	WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.59	-0.01	Top 20%
LUX FBO	CYHU	ST-HUBERT	4.64	0.03	Top 10%						
ATLANTIC AVIATION - STUART JET CENTER	KSUA	WITHAM FIELD	4.64	0.00	Top 10%						

FBOs with same score are listed in alphabetical order

## SOUTHEAST REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTA</b>			
HILL AIRCRAFT	KFTY	4.41	0.04
EPPS AVIATION	KPDK	4.37	0.00
SIGNATURE FLIGHT SUPPORT	KPDK	4.20	0.00
ATLANTIC AVIATION	KPDK	4.17	0.00
SIGNATURE FLIGHT SUPPORT	KFTY	3.95	0.00
<b>BOCA RATON/POMPANO BEACH</b>			
SHELTAIR	KPMP	4.56	-0.01
SIGNATURE FLIGHT SUPPORT	KBCT	4.36	-0.04
ATLANTIC AVIATION	KBCT	4.17	0.02
<b>CHARLESTON</b>			
SIGNATURE FLIGHT SUPPORT	KCHS	4.53	0.00
ATLANTIC AVIATION	KCHS	4.09	-0.08
<b>CHARLOTTE</b>			
WILSON AIR CENTER	KCLT	4.59	-0.01
<b>CHATTANOOGA</b>			
WILSON AIR CENTER	KCHA	4.66	0.00
<b>DAYTONA BEACH</b>			
SHELTAIR	KDAB	4.62	0.01
<b>FORT LAUDERDALE</b>			
BANYAN AIR SERVICE	KFXE	4.73	0.01
SHELTAIR	KFLL	4.71	0.01
NATIONAL JETS	KFLL	4.59	0.00
JETSCAPE	KFLL	4.24	0.00
SIGNATURE FLIGHT SUPPORT	KFLL	4.15	0.00
<b>FORT MYERS/NAPLES</b>			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.68	0.01
NAPLES AVIATION	KAPF	4.26	0.01
PRIVATE SKY AVIATION	KRSW	4.25	-0.04
<b>JACKSONVILLE</b>			
SHELTAIR	KJAX	4.66	-0.01
<b>MEMPHIS</b>			
WILSON AIR CENTER	KMEM	4.73	0.01
SIGNATURE FLIGHT SUPPORT	KMEM	4.04	0.02
<b>MIAMI</b>			
FONTAINEBLEAU AVIATION	KOPF	4.46	0.00
ATLANTIC AVIATION	KOPF	4.40	0.01
SIGNATURE FLIGHT SUPPORT	KMIA	4.24	0.00
SIGNATURE FLIGHT SUPPORT	KOPF	4.15	0.00
<b>NASHVILLE</b>			
ATLANTIC AVIATION	KBNA	4.12	0.02
SIGNATURE FLIGHT SUPPORT	KBNA	4.12	0.01
<b>NORTHWEST FLORIDA</b>			
SHELTAIR	KECP	4.60	0.04
ATLANTIC AVIATION	KDTS	4.44	-0.04
MILLION AIR	KTLH	4.22	0.00

FBOs with same score are listed in alphabetical order

## 4.78 Pentastar Aviation

Oakland County International Airport (KPTK), Pontiac, Michigan



Occupying the top seat in the FBO Survey for the third-year running is Pentastar Aviation. It ranked among the top 10 in all five survey categories this year, the only location to achieve that status. To ensure it continues to exceed the expectations of its clients it recently added the director of customer experience position to its leadership team.

Standing out among the gaggle of service providers at Oakland County International Airport in Michigan, the company traces its existence back nearly 60 years to its roots as the flight department for the Chrysler Corporation. It eventually extended its services to other jet operators, and in 2001 it was purchased by Edsel B. Ford II, the great-grandson of the legendary Henry Ford, to pursue his passion for aviation.

Pentastar, which is open and staffed 24/7, is a full-service FBO offering a broad slate of capabilities from aircraft management and charter to 24-hour maintenance and interior refurbishments. One distinctive feature is its in-house kitchen: Fivestar Gourmet, which supplies catering to aircraft operators as well as meals to FBO customers and airport workers. It has even expanded its catering service to other airports in the area.

The complex includes 155,000 sq ft of hangar space and 10 acres of reinforced ramp space. It has a pair of terminals with the main 5,000-sq-ft building offering passenger lounges, multimedia-equipped conference rooms, and the Fivestar Café.

Unique among FBOs, Pentastar has its own jet bridge, attached to the 10,000-sq-ft, two-story satellite Stargate terminal. It is specially equipped to handle large charter flights such as sports teams, with its own baggage carousel, departure lounge, and workstations.

On one of the few remaining undeveloped parcels of land at KPTK, the company is about to break ground on a new \$11 million expansion that will add a pair of 25,000-sq-ft hangars and 8,000 sq ft of passenger lounge and offices.

Last summer, the Avfuel-branded location achieved Stage 2 registration under the International Standard for Business Aircraft Handling (IS-BAH).

## 4.77 American Aero FTW

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



American Aero FTW's facility was designed from the start to incorporate virtually every feature to improve the customer experience, 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 2017 when its current facility opened. This year, the company scored in the top 10 in four of the five survey categories: passenger amenities (4.73), pilot amenities (4.73), facilities (4.77), and CSRs (4.85).

The 8,600-sq-ft terminal adjacent to the U.S. Customs facility features an array of technologies and amenities such as self-tinting glass windows, white noise speakers embedded in the lobby walls along with sound dampening materials

to provide a tranquil environment, a private lounge for groups of up to 12 people, a fully-soundproofed snooze room complete with a one-ton door, shower facilities, a crew dining room with china service, a well-stocked refreshment bar, 25-seat A/V-equipped conference room, and even a high-speed dishwasher for aircraft service items during quick turns. It offers 80 covered parking spaces to protect customer vehicles from the harsh Texas sun and complimentary high-speed Wi-Fi throughout the terminal and ramp. “Every detail of the customer experience has been considered and our team takes that attentiveness to the next level by delivering the highest standard of customer service,” said general manager Angela Thurmond.

The Signature Select-badged FBO occupies a 34-acre leasehold at FTW, with 255,000 sq ft of hangar space capable of sheltering the latest ultra-long-range business jets. It

expects to break ground soon on an additional 40,000 sq ft of aircraft storage.

From its start in 2012, safety has always been the cornerstone of the company, as it was the world’s first to achieve Stage 1 and Stage 3 IS-BAH registration and was recertified as Stage 3 in 2021. The location is normally open from 6 a.m. until 10 p.m. every day with after-hours callouts available.

## 4.77 Sheltair

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

A top performer in the AIN FBO Survey for its entire nearly two-decade existence, Sheltair Tampa was among the highest scorers this year in the line service (4.81), passenger amenities (4.77), pilot amenities (4.73), and facilities (4.79) categories, making it one of only three FBOs to top score



4.7 or higher in every category.

While most FBOs have warehouses and fuel terminals as their neighbors, that is certainly not the case with Sheltair Tampa. KTPA’s central location means customers are not resigned to vending machines, with an upscale shopping district and fine dining restaurants just across the street from the Avfuel-supplied FBO.

One of the notable features of the IS-BAH Stage 2-registered location, which is adjacent to the U.S. Customs facility, is its iconic 13,000-sq-ft aircraft arrivals

## SOUTHEAST REGION (continues)

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ORLANDO</b>			
SHELTAIR	KORL	4.67	0.02
ATLANTIC AVIATION	KORL	4.50	0.00
ATLANTIC AVIATION	KMCO	4.48	0.00
SIGNATURE FLIGHT SUPPORT	KMCO	4.35	0.01
<b>RALEIGH/DURHAM</b>			
ATLANTIC AVIATION (Formerly TAC Air)	KRDU	4.15	0.00
SIGNATURE FLIGHT SUPPORT	KRDU	3.88	-0.01
<b>SARASOTA</b>			
ATLANTIC AVIATION	KSRQ	4.55	0.00
DOLPHIN AVIATION	KSRQ	3.56	0.00
<b>SAVANNAH</b>			
SHELTAIR	KSAV	4.61	0.00
<b>TAMPA/ST. PETERSBURG</b>			
SHELTAIR	KTPA	4.77	0.01
SHELTAIR	KPIE	4.60	0.03
SHELTAIR	KSPG	4.37	-0.11
SIGNATURE FLIGHT SUPPORT	KTPA	3.94	0.00
<b>WEST PALM BEACH/STUART</b>			
JET AVIATION	KPBI	4.72	0.00
ATLANTIC AVIATION-STUART JET CENTER	KSUA	4.64	0.00
APP JET CENTER	KSUA	4.45	0.00
SIGNATURE FLIGHT SUPPORT	KPBI	4.41	0.01
ATLANTIC AVIATION	KPBI	4.33	-0.02

FBOs with same score are listed in alphabetical order

**RAISBECK ENGINEERING**  
AN ACORN GROWTH COMPANY

# EPIC CARAVAN

Cruise faster or reduce fuel flows—the choice is yours! Introducing Raisbeck’s EPIC Caravan for the Cessna Caravan 208B, featuring a Forward Cargo Pod Fairing and Dual Aft Body Strakes. The new system reduces drag in all flight phases, offering operators the option to add 5+ knots cruise speed at the same power setting or reduce fuel flows, and lower ITTs—thereby reducing engine wear and maintenance as well as making operations more cost-effective and environmentally friendly.

(800) 537-7277 | sales@raisbeck.com | raisbeck.com

## WEST REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ANCHORAGE</b>			
ATLANTIC AVIATION	PANC	4.31	0.00
<b>HONOLULU</b>			
ATLANTIC AVIATION	PHNL	4.49	0.00
SIGNATURE FLIGHT SUPPORT	PHNL	4.24	-0.01
<b>LAS VEGAS</b>			
SIGNATURE FLIGHT SUPPORT	KLAS	4.36	-0.03
ATLANTIC AVIATION	KLAS	4.28	-0.01
HENDERSON EXECUTIVE AIRPORT	KHND	4.16	0.02
<b>LOS ANGELES</b>			
ATLANTIC AVIATION	KLGB	4.56	0.00
MILLION AIR	KBUR	4.50	0.00
ATLANTIC AVIATION	KSNA	4.34	0.00
CLAY LACY AVIATION	KVNY	4.32	0.02
ACI JET (SNA)	KSNA	4.30	0.03
<b>PALM SPRINGS</b>			
DESERT JET CENTER	KTRM	4.62	0.11
ATLANTIC AVIATION	KTRM	4.42	0.00
ATLANTIC AVIATION	KPSP	4.38	0.00
SIGNATURE FLIGHT SUPPORT	KPSP	4.28	0.00
<b>PORTLAND</b>			
GLOBAL AVIATION	KHIO	4.59	0.01
ATLANTIC AVIATION	KPDX	4.47	0.02
<b>SAN DIEGO</b>			
ATLANTIC AVIATION	KCRQ	4.62	-0.01
CARLSBAD JET CENTER	KCRQ	4.41	0.15
SIGNATURE FLIGHT SUPPORT	KSAN	3.88	0.00
<b>SAN FRANCISCO/OAKLAND</b>			
DEL MONTE AVIATION	KMRY	4.65	0.00
MONTEREY JET CENTER	KMRY	4.63	-0.01
MERIDIAN HAYWARD	KHWD	4.61	-0.02
SIGNATURE FLIGHT SUPPORT	KOAK	4.25	0.00
ATLANTIC AVIATION	KSJC	4.19	-0.01
<b>SEATTLE</b>			
MODERN AVIATION	KBFI	4.25	0.01
SIGNATURE FLIGHT SUPPORT	KBFI	4.13	-0.01

FBOs with same score are listed in alphabetical order

canopy that protects passengers from Florida’s alternately intense sunshine or rain. Sheltair is about to embark on a major \$1.4 million renovation of the complex’s 8,300-sq-ft, two-story terminal, one that will completely reconfigure its interior to improve customer service flow.

Its 150,000 sq ft of hangar space—which

can hold aircraft up to a Global 7500—will soon be augmented by the opening of a long-awaited \$20 million expansion that will add more than 77,000 sq ft of aircraft shelter, 32,000 sq ft of office space, and nearly two acres to the ramp. Next year, the FBO is also planning to add another 50,000-sq-ft hangar capable of housing aircraft up to a BBJ.

“Demand for hangar space in the Florida market has seen rapid growth in recent years,” said general manager James Toler. “With our soon-to-be-completed hangar development, we are rising to meet the growing demand for hangar and class A office space.”

### 4.73 Banyan Air Service

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



Banyan Air Service, one of four FBOs at Fort Lauderdale’s dedicated general aviation airport has come a long way from its 1979 founding as a small aircraft maintenance facility. Today it is the world’s largest FBO, occupying more than 120 acres at KFXE and offering aircraft operators virtually every service they might require.

True to its maintenance roots, the facility offers a full Part 145 repair station, avionics shop, engine shop, paint shop, and parts department. Home to a flock of 185 turbine-powered aircraft in addition to hundreds of piston aircraft, Banyan manages 360,000 sq ft of hangar space (over one million sq ft including offices). This includes the Sheltair-built Northside complex across the field, which opened in 2020

and added 160,000 sq ft of hangars and a 9,500-sq-ft satellite terminal.

The 14,000-sq-ft main terminal features an airy two-story, Key West-themed atrium, including a separate TV lounge, waterfall, 800-gallon saltwater aquarium, palm trees, and paddle fans; 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. Also, part of the complex are the world’s largest pilot shop and the Jetway Café, a popular breakfast and lunch destination that is run by a local caterer.

Combined, they all served to give the FBO its top-10 scores in the passenger amenities (4.72) and facilities (4.80) categories.

Due to its location, the IS-BAH Stage 2 facility, which has a staff of 190, serves as a gateway to the Caribbean, offering travel assistance and documentation services for the Bahamas and other island destinations. The company has patiently awaited the institution of Bahamas customs pre-clearance and even has a facility earmarked for its eventual introduction.

The Avfuel-branded FBO is also well known throughout Central and South America as well as with operators in those areas scheduling their maintenance at Banyan to coincide with trips to the U.S. Banyan’s line service staff recently transitioned to 100 percent paperless, which has reduced the communications required between its line staff and CSRs by 80 percent.

### 4.73 Wilson Air Center

Memphis International Airport (KMEM), Memphis, Tennessee

Though Wilson Air Center may be a small FBO chain with just four locations in Tennessee, Texas, and North Carolina, the company, with its ties to the Holiday Inn chain, knows a bit about hospitality, and it shows.

Bearing the name of late patriarch Kemmons Wilson, who also founded the hotel brand, the family-owned company brings

those service flourishes to all of its locations including its flagship Memphis FBO, which earned its highest score this year in the CSR category (4.80).

“We pride ourselves on outstanding customer service and attention to detail,” said general manager David Peacock, adding the company also pioneered the use of a “hotel style” concierge to enhance the service level of the FBO. “The concierge will meet each arriving and departing aircraft to take the stress out of travel for the customer.”

A major feature of the facility is its 26,000-sq-ft aircraft canopy, one of the largest in the world. The company looks to bring every arriving aircraft under



that canopy no matter how large or small. AIN’s readers clearly appreciate that capability, awarding the location a top 10 score in the facilities category (4.75).

The 5,700-sq-ft terminal includes a passenger lounge, business center, conference rooms, pilot lounge with snooze room, and refreshment bar featuring local favorite Blue Bell ice cream year-round. A separate 730-sq-ft VIP handling area with ensuite bathroom is aimed at professional and collegiate sports teams. The location also placed among the leaders

### TOP FBOs BY CATEGORY — AMERICAS

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.91
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.86
ATLANTIC AVIATION—STUART JET CENTER	KSUA	WITHAM FIELD	4.84
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.81
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.81
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.81
MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.80
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.80
GLACIER JET CENTER	KGPI	GLACIER PARK INTERNATIONAL	4.78
NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.78
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.78
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.82
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.77
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FLD	4.76
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.73
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.73
LUX FBO	CYHU	ST-HUBERT	4.73
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.73
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.72
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.72
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.71
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.71
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.78
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.76
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.73
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.73
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.73

FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.72
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.70
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FLD	4.70
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.69
FBO	AIRPORT CODE	AIRPORT	FACILITIES
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.83
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.82
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.80
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.80
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.79
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.78
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.78
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.77
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.76
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.75
FBO	AIRPORT CODE	AIRPORT	CSRS
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FLD	4.91
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.88
ATLANTIC AVIATION	PHNL	HONOLULU INTERNATIONAL	4.87
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.85
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.83
MERIDIAN TETERBORO	KTEB	TETERBORO	4.83
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.81
ATLANTIC AVIATION	KTRM	JACQUELINE COCHRAN REGIONAL	4.80
ATLANTIC AVIATION—STUART JET CENTER	KSUA	WITHAM FIELD	4.80
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.80
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.80

FBOs with same score are listed in alphabetical order

this year in the passenger amenities category (4.73).

The facility, which has 35 NATA Safety 1st trained employees and is open 24/7, occupies nearly 18 acres at KMEM. It offers 108,000 sq ft of heated hangar space, which can accommodate aircraft up to a Bombardier Global 6000, and is home to 26 jets and turboprops.

## 4.72 Henriksen Jet Center

Houston Executive Airport (KTME), Houston, Texas



While most of the FBOs that placed highly in the AIN FBO Survey are located at municipally-operated, publicly-owned airports, Henriksen Jet Center at privately-owned Houston Executive Airport breaks that mold as it is operated by the same company that owns the airport.

The 23,300-sq-ft terminal, which opened in 2013, is staffed 24/7/365. It includes 8,000 sq ft of tenant office space, as well as a two-story lobby with an authentic Ferrari 333SP race car on display, floor-to-ceiling windows overlooking the ramp, 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. Those features served to give the facility the highest overall score (4.78) in the pilot amenities category in this year's survey.

### GREAT LAKES REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>BATTLE CREEK</b>			
DUNCAN AVIATION	KBTL	4.38	0.00
<b>CHICAGO</b>			
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	4.67	0.01
J. A. AIR CENTER	KARR	4.60	0.00
ATLANTIC AVIATION	KPWK	4.54	0.00
B COLEMAN AVIATION	KGYG	4.40	-0.03
SIGNATURE FLIGHT SUPPORT	KPWK	4.40	0.03
<b>CINCINNATI</b>			
SIGNATURE FLIGHT SUPPORT	KLUK	3.93	0.03
<b>CLEVELAND</b>			
ATLANTIC AVIATION	KCLE	3.87	0.00
<b>COLUMBUS</b>			
LANE AVIATION	KCMH	4.21	0.02
SIGNATURE FLIGHT SUPPORT	KCMH	3.92	0.00
<b>DETROIT</b>			
PENTASTAR AVIATION	KPTK	4.78	0.02
<b>INDIANAPOLIS</b>			
MILLION AIR	KIND	4.54	0.00
FIRST WING JET CENTER	KTYG	4.27	0.00
SIGNATURE FLIGHT SUPPORT	KIND	4.27	0.00
<b>LEXINGTON/LOUISVILLE</b>			
SIGNATURE FLIGHT SUPPORT	KLEX	4.48	0.00
ATLANTIC AVIATION	KSDF	4.21	0.02
<b>MILWAUKEE</b>			
SIGNATURE FLIGHT SUPPORT	KMKE	4.36	0.00

FBOs with same score are listed in alphabetical order

A benefit of being the only service provider on the field, the FBO has free reign over more than 10.5 acres of ramp. "We have recently put in practice a customer service ramp agent, who is able to offer a friendly face while greeting our customers, and who can provide quick and efficient service while communicating with our line service team," said Andrew Perry, executive director of the company's airports in Houston and Austin.

The FBO offers nearly 180,000 sq ft of hangar space including a 23,000-sq-ft hangar with 3,000 sq ft of office space that opened last year. Home to 65 business jets and turboprops, the facility can accommodate the latest offerings from Gulfstream and Bombardier. It also has, at 33,000 sq

### MIDWEST REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DES MOINES</b>			
MODERN AVIATION	KDSM	4.44	0.02
<b>FARGO</b>			
FARGO JET CENTER	KFAR	4.68	0.01
<b>KANSAS CITY</b>			
ATLANTIC AVIATION	KMKC	4.64	0.00
SIGNATURE FLIGHT SUPPORT	KMKC	3.92	0.01
<b>LINCOLN</b>			
ATLANTIC AVIATION	KLNK	4.49	-0.02
DUNCAN AVIATION	KLNK	4.26	0.00
<b>MINNEAPOLIS/ST. PAUL</b>			
SIGNATURE FLIGHT SUPPORT	KSTP	4.62	0.01
SIGNATURE FLIGHT SUPPORT	KMSP	4.49	0.01
ST PAUL FLIGHT CENTER	KSTP	4.35	0.00
PREMIER JET CENTER	KFCM	4.31	0.02
ELLIOTT AVIATION	KFCM	4.12	0.00
<b>OMAHA</b>			
REVV AVIATION	KCBF	4.30	-0.04
ATLANTIC AVIATION (Formerly TAC Air)	KOMA	4.25	0.02
<b>ST LOUIS</b>			
AERO CHARTER	KSUS	4.60	0.01
MILLION AIR	KSUS	4.48	-0.01
SIGNATURE FLIGHT SUPPORT	KSUS	4.39	0.00
SIGNATURE FLIGHT SUPPORT	KSTL	3.80	0.00
<b>WICHITA</b>			
YINGLING AVIATION	KICT	4.41	0.01
SIGNATURE FLIGHT SUPPORT	KICT	4.31	0.00

FBOs with same score are listed in alphabetical order

ft, what is believed to be the world's largest aircraft canopy, sheltering three-quarters of an acre, with a center height of 53 feet. This contributed to the location's high score in the facilities category (4.80), the third-highest score overall.

## 4.72 Jet Aviation

Palm Beach International Airport (KPBI), West Palm Beach, Florida

As a global FBO operator with more than 30 locations including eight in the U.S., Jet Aviation is well known to the business aviation industry, and its lone Florida facility at Palm Beach International Airport has continually impressed AIN's readership with

## SOUTH REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>AUSTIN/SAN ANTONIO</b>			
HENRIKSEN JET CENTER	KEDC	4.71	-0.01
MILLION AIR	KSAT	4.55	-0.02
ATLANTIC AVIATION	KAUS	4.31	0.00
SIGNATURE FLIGHT SUPPORT-NORTH TERMINAL	KSAT	4.30	0.03
SIGNATURE FLIGHT SUPPORT	KAUS	4.15	0.00
<b>DALLAS/FORT WORTH</b>			
AMERICAN AERO	KFTW	4.77	0.02
BUSINESS JET CENTER	KDAL	4.69	0.01
MCKINNEY AIR CENTER	KTKI	4.66	0.04
TEXAS JET	KFTW	4.65	0.00
MILLION AIR	KADS	4.63	0.00
ALLIANCE AVIATION	KAFW	4.59	0.04
<b>HOUSTON</b>			
HENRIKSEN JET CENTER	KTME	4.72	0.05
GLOBAL SELECT	KSGR	4.67	0.00
MILLION AIR	KHOU	4.61	0.01
JET AVIATION HOUSTON	KHOU	4.43	0.00
ATLANTIC AVIATION	KHOU	4.38	0.03
<b>LITTLE ROCK</b>			
SIGNATURE FLIGHT SUPPORT	KLIT	4.11	0.00
<b>NEW ORLEANS</b>			
FLIGHTLINE FIRST	KNEW	4.38	0.00
ATLANTIC AVIATION	KMSY	4.23	0.00
SIGNATURE FLIGHT SUPPORT	KNEW	4.21	0.00
<b>OKLAHOMA CITY</b>			
ATLANTIC AVIATION	KOKC	4.64	N/A

FBOs with same score are listed in alphabetical order

its highest score tally this year being a 4.79 in the CSR category.

According to general manager Nuno Da Silva, his 53-person staff with an average tenure of 20 years is crucial to the Air Elite FBO Network location's success. "The critical differentiating factors that set us apart from our competition are primarily our people and their longevity at Jet Aviation Palm Beach," he told *AIN*. "This degree of experience enables us to provide a safety-driven environment, and by familiarizing ourselves with our client's needs and preferences, we are able to create a memorable experience every time they visit us." The main 18,000-sq-ft, two-story



terminal, which is staffed 24/7, has served since the company began operations there in 1985 and has been renovated several times. The building includes an executive lounge, conference room, business center, pilot lounge with snooze room and showers, flight planning area, and refreshment bar offering treats such as freshly-squeezed lemonade, warm cookies, tropical flavored slushies, and local favorite Rich's ice cream.

It rated among the top facilities in the pilot amenities category (4.69) in this year's survey. The facility also shares the recently opened satellite FBO on the northwest side of the field with fellow General Dynamics subsidiary Gulfstream.

Like all of the Jet Aviation locations, the KPBI facility has achieved Stage 2 registration under IS-BAH.

The 25-acre complex has more than half a million square feet of ramp space and 200,000 sq ft of hangars, which can handle anything up to a BBJ-class aircraft. It is home to 62 jets and turboprops.

### 4.71 Henriksen Jet Center

#### Austin Executive Airport (KEDC), Austin, Texas

For the sixth consecutive year, Henriksen Jet Center, the FBO at privately-owned Austin Executive Airport, has placed in the top 5 percent of all FBOs, according to *AIN*'s readers. More remarkably, the facility has also earned the top score of all FBOs in the passenger amenities category during that same span, and this year tallied the second highest in the facilities category

(4.82). Like its sister at Houston Executive Airport, both locations are Paragon Aviation Group members, and as in Houston, the company owns both the airport and the FBO.

The 22,500-sq-ft terminal at KEDC features an airy two-story, glass-sheathed lobby, with a Rolls-Royce/Snecma Olympus 593 engine from the former Concorde jetliner on display as a focal point along with a fully-restored 1914 Indian motorcycle in a glass case. Among the amenities are a pilot lounge with quiet rooms equipped with the latest in massage chairs, shower facilities, a luxurious theater room with stadium seating, a 12-seat A/V-equipped conference room, and a 15,000-sq-ft aircraft arrivals canopy, which can accommodate a BBJ-class aircraft. That shelter can lower the temperature by more than 30 degrees versus the exposed ramp baked by Texas's blazing sun.



The Phillips 66-branded location, which is staffed 24/7 every day, has 175,000 sq ft of hangar space to house its 62 based jets and turboprops, including the 28,000-sq-ft community hangar with 3,000 sq ft of office and shop space completed last year. Given that hangar is already full, the company has already poured the foundation for the next similar-sized one.

"2022 was our best year in fuel sales and operations since we opened in 2011," said airport executive director Andrew Perry. "The Austin area is one of the fastest growing areas in the U.S., and our base tenant count and our transient traffic has increased over the last two years."



## 4.71 Sheltair

Fort Lauderdale/Hollywood International Airport (KFLA),  
Fort Lauderdale, Florida



Sheltair's flagship facility at Fort Lauderdale/Hollywood International Airport is the Florida-based chain's second location to reach the top 5 percent in this year's AIN FBO Survey. With the largest leasehold of the four service providers at KFLA, the facility, which opened in 1988, operates 21 hangars with nearly 320,000 sq ft of aircraft storage space. It is home to 36 jets, nine turboprops, and eight helicopters.

The IS-BAH Stage 2-registered FBO, which has a staff of 65 and is operational 24/7, earned its highest survey score this year in the CSR category (4.76) and placed among the top finishers in pilot amenities (4.70).

Like its Tampa sibling, the KFLA facility, which occupies more than 50 acres, is set to undergo a multi-million-dollar renovation program including improved landscaping, reconfiguration of its parking lot, and new signage. Next year in a second phase, its three-story, 68,000-sq-ft terminal—which is open 24/7—will undergo reconstruction with the expansion of its porte cochere to accommodate more vehicles and reconfiguration of the lobby to improve customer service flow.

Amenities include a pilot lounge, snooze rooms, and flight planning area; the onsite Jet Runway Express deli/café; duty-free gift shop; private charter lounge; three conference rooms; refreshment bar; fitness center with sauna, showers, and locker room; concierge; courtesy shuttle; and crew cars.

As the CAA-preferred FBO on the field, the Avfuel-branded FBO is an official gateway to the Bahamas, offering pre-clearance services, along with a 24-hour U.S. Customs service facility adjacent to its terminal. The location is also an authorized departure point for flights into Washington Reagan National Airport under the TSA's DASSP program.

As part of a company-wide initiative, the location also welcomes and supports flights for animal rescue charities including Turtles Fly Too and Pilots N Paws.

## 4.71 Sheltair

Rocky Mountain Metropolitan Airport (KBJC), Denver, Colorado



Rounding out Sheltair's trio of locations making the top 5 percent in this year's AIN FBO Survey is its facility at Denver Rocky Mountain Metropolitan Airport, the chain's first location away from the East Coast of the U.S. with its \$20 million permanent complex opening in mid-2020 during the height of the Covid pandemic.

The 27-acre leasehold includes a 10,400-sq-ft terminal with a land-side porte cochere for passenger drop off and pick up, and a 162-foot wide, 32-foot-tall aircraft arrivals canopy that can handle anything up to a Bombardier Global 7500. The lobby interior features pine, stone, and exposed raw steel as well as a radiant-heat floor for customer comfort. Amenities include two A/V-equipped conference rooms, passenger and pilot lounges with fireplaces, snooze rooms, concierge, crew cars, and onsite car rental.

## NORTHEAST REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBANY</b>			
MILLION AIR	KALB	4.50	0.02
<b>BALTIMORE</b>			
SIGNATURE FLIGHT SUPPORT	KBWI	4.10	0.00
<b>BOSTON</b>			
JET AVIATION	KBED	4.27	0.01
ATLANTIC AVIATION	KBED	4.27	-0.04
SIGNATURE FLIGHT SUPPORT	KBED	3.96	-0.05
SIGNATURE FLIGHT SUPPORT	KBOS	3.59	0.01
<b>BURLINGTON</b>			
HERITAGE AVIATION	KBTW	4.63	0.00
<b>HARTFORD</b>			
SIGNATURE FLIGHT SUPPORT	KBDL	4.34	0.03
ATLANTIC AVIATION (Formerly TAC Air)	KBDL	4.07	0.00
<b>LONG ISLAND</b>			
MODERN AVIATION	KISP	4.52	-0.03
MODERN AVIATION	KFRG	4.43	0.01
MODERN AVIATION	KFOK	4.43	0.01
ATLANTIC AVIATION	KFRG	4.21	-0.04
<b>MAINE</b>			
NORTHEAST AIR	KPWM	4.59	0.02
BANGOR AVIATION SERVICES	KBGR	3.93	0.00
<b>NEW YORK CITY</b>			
MERIDIAN TETERBORO	KTEB	4.67	-0.01
MILLION AIR	KHPN	4.63	0.01
JET AVIATION	KTEB	4.46	0.00
SIGNATURE FLIGHT SUPPORT—SOUTH TERMINAL	KTEB	4.36	0.00
SIGNATURE FLIGHT SUPPORT	KMMU	4.25	0.00
<b>PHILADELPHIA</b>			
ATLANTIC AVIATION	KPHL	4.03	0.01
ATLANTIC AVIATION	KPNE	3.59	0.00
<b>PITTSBURGH</b>			
ATLANTIC AVIATION	KPIT	4.55	0.00
<b>WASHINGTON D.C.</b>			
SIGNATURE FLIGHT SUPPORT	KDCA	4.43	0.00
APP JET CENTER	KHEF	4.29	0.00
JET AVIATION	KIAD	4.26	0.00
SIGNATURE FLIGHT SUPPORT	KIAD	4.23	0.00

FBOs with same score are listed in alphabetical order

The IS-BAH Stage 2-registered complex, open from 6 a.m. until 10 p.m. with after-hours callout available, added 29,000 sq ft of hangar space last year along with 6,200 sq ft of offices and nearly 50,000 sq ft of ramp space, bringing the site to 12 acres of apron.

Currently under construction are an additional three hangars, each with a pair

## ROCKY MOUNTAIN REGION

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBUQUERQUE</b>			
CUTTER AVIATION	KABQ	4.51	0.01
<b>BOISE</b>			
WESTERN AIRCRAFT	KBOI	4.69	-0.02
JACKSON JET CENTER	KBOI	4.35	-0.02
<b>BOZEMAN</b>			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.51	-0.01
JET AVIATION	KBZN	4.28	0.02
<b>COLORADO MOUNTAINS</b>			
ATLANTIC AVIATION	KMTJ	4.60	-0.02
VAIL VALLEY JET CENTER	KEGE	4.58	0.00
ATLANTIC AVIATION	KRIL	4.30	0.05
TELLURIDE REGIONAL AIRPORT	KTEX	4.21	0.03
ATLANTIC AVIATION	KASE	4.12	0.02
<b>COLORADO SPRINGS</b>			
CUTTER AVIATION	KCOS	4.59	0.02
COLORADO JETCENTER	KCOS	3.98	0.02
<b>DENVER</b>			
SHELTAIR	KBJC	4.71	0.00
MODERN AVIATION	KAPA	4.63	-0.02
DENVER JETCENTER	KAPA	4.50	0.01
SIGNATURE FLIGHT SUPPORT	KDEN	4.42	0.00
SIGNATURE FLIGHT SUPPORT SOUTH	KAPA	4.20	0.00
<b>GLACIER</b>			
GLACIER JET CENTER	KGPI	4.51	0.00
<b>GRAND JUNCTION</b>			
WEST STAR AVIATION	KGJT	4.46	0.00
<b>JACKSON HOLE</b>			
JACKSON HOLE AVIATION	KJAC	3.66	0.00
<b>PHOENIX/SCOTTSDALE</b>			
JACKSON JET CENTER	KPHX	4.60	0.02
CUTTER AVIATION	KPHX	4.59	0.02
SIGNATURE FLIGHT SUPPORT	KSDL	4.58	0.00
ATLANTIC AVIATION	KSDL	4.40	0.00
CUTTER AVIATION	KDVT	4.35	0.00
<b>PUEBLO</b>			
FLOWER AVIATION	KPUB	4.43	0.01
<b>SALT LAKE CITY</b>			
SIGNATURE FLIGHT SUPPORT	KSLC	4.45	-0.01
ATLANTIC AVIATION	KSLC	4.33	0.11
<b>SANTA FE</b>			
JET CENTER AT SANTA FE	KSAF	4.65	0.03
SIGNATURE FLIGHT SUPPORT	KSAF	3.82	0.00
<b>SUN VALLEY</b>			
ATLANTIC AVIATION	KSUN	4.47	-0.01
<b>TUCSON</b>			
ATLANTIC AVIATION	KTUS	4.38	0.02
MILLION AIR	KTUS	4.25	N/A

FBOs with same score are listed in alphabetical order

of dedicated offices, restrooms, and a private garage with streetside as well as hangar access. They will add an additional 52,000 sq ft of heated hangar space and 3,700 sq ft of office space, and when complete they will bring the location to more than 113,000 sq ft of aircraft storage.

To mitigate the winter conditions the region is known for, each hangar threshold as well as the concrete walkways throughout the facility are equipped with an ice-melting system.

The location received its highest score this year in the line service category (4.75) and it also expanded its Avfuel-branded fuel farm with the addition of another 20,000-gallon tank that brings its capacity to 55,000 gallons of jet-A.

### 4.69 Aero-One Aviation

Dothan Regional Airport  
(KDHN), Dothan, Alabama



Aero-One Aviation, which was founded in 2010 and is the sole service provider at Dothan Regional Airport in Alabama, made its first appearance this year as a top 5 percent FBO in AIN's annual survey. The family-owned business is a member of the World Fuel Service-sponsored Air Elite Network.

It earned its highest score this year in the line service category (4.76) due in part to its quick turn expertise and its staff which has extra incentive to provide top-notch service, according to company owner and president Chris Dupree. "Our employees participate in the success of our business through our profit-sharing program, so they think all day, every

day like owners of the business," he told AIN.

The location services the 30 jets and turboprops based on the field in addition to transient general aviation and military aircraft. Dupree noted the airport recently hosted an Air National Guard disaster training exercise that attracted dozens of C-17s and F-16s and kept the FBO's 21 NATA-Safety 1st-trained employees on their toes for days.

The facility has more than 100,000 sq ft of hangar space, capable of sheltering aircraft up to a Citation Longitude.

Age is but a number for the facility's 1965-vintage, 5,000-sq-ft terminal, which earned the company one of the top overall scores for passenger amenities (4.71) this year. It offers two seating areas, refreshments and snacks, the Prop & Rotor Café, a conference room, office space, and a recently renovated pilot lounge.

While the company has worked diligently to keep it updated, Dupree explained that he is currently working with the airport to determine whether there is yet another renovation in the facility's future or if it will finally be demolished and replaced with a new terminal. A decision is expected by the end of this year.

### 4.69 Business Jet Center

Dallas Love Field (KDAL), Dallas, Texas

When it comes to top-tier service providers, the Lone Star State has the bar raised high, and included among them is Business Jet Center (BJC), the highest-rated FBO among the four service providers at Dallas Love Field. In operation since 1997, the family-owned facility placed among the top scorers this year in the passenger amenities category with its score of 4.73. The FBO seems to offer things in triplicate in its unique 33,000-sq-ft, three-story atrium terminal: three crew lounges, three snooze rooms, three conference rooms, and three Mercedes-Benz crew cars. Other amenities include private crew showers, game room with golf simulator, foosball, and pinball, a large meeting room, and a well-stocked

refreshment area. Canine passengers are welcomed as well with treats and their own fire hydrant relief area.

Having opened its 16th hangar—a new 49,000-sq-ft structure—late last year, the 53-acre complex has nearly 400,000 sq ft of hangar and office space, yet even that is not enough, as chief properties officer Jason Pons explained to **AIN**. The company has plans to build another five hangars of a similar size able to accommodate the latest ultra-long-range business jets along with the accompanying ramp.

A full-service FBO, BJC provides aircraft charter, management, maintenance, sales, and acquisitions along with its business aircraft ground handling. The Phillips-66-branded location just purchased six new jet-A refuelers and an avgas truck to ensure it maintains a safe and current fleet, according to managing partner Mike Wright.

Open 24/7, the FBO part of the facility has a staff of more than 80 (out of 150 total company employees). “Every person on our team believes and is invested in our four values: family spirit, humble heart, trusted service, and vibrant experience,”



said chief experience officer Cat Wren. “We take the time to learn what you need and want out of your FBO experience and will do our very best to make sure you receive that every time you come see us!”

## 4.69 Western Aircraft

Boise Air Terminal/Gowen Field (KBOI), Boise, Idaho

Idaho may be a bit off the beaten trail for some, but that hasn’t stopped the customers of Western Aircraft, one of three service providers at Boise Air Terminal/Gowen Field from placing it in the top 5 percent of all facilities in the **AIN** FBO Survey for the third consecutive year.

The Greenwich AeroGroup member, which celebrates its 65th anniversary this year, once again earned top-tier scores in the passenger (4.76) and pilot amenities (4.73) categories, finishing third overall in the former. “Western Aviation is unrivaled in terms of facilities,” FBO manager Dan Milender told **AIN**, adding, “our exceptional service-oriented approach, as well as our ambition to be the safest, most progressive business aviation provider distinguishes us from our competitors.”

The 5,000-sq-ft terminal features a pilot lounge with a pair of snooze rooms and shower facilities, eight-seat A/V-equipped conference room, flight planning area, passenger lounge with refreshment bar, courtesy cars and shuttles, plane-side vehicle



### ABOVE & BEYOND

PERSON	FBO	AIRPORT CODE
Marc Joseph	SHELTAIR KPMP	KPMP
Estrella Flores	CARLSBAD JET CENTER	KCRQ
Amanda Brown	HILL AIRCRAFT	KFTY
Marina Sobas	ATLANTIC AVIATION—STUART JET CENTER	KSUA
Pablo Garcias	BANYAN AIR SERVICE	KFXE
Johanna Echeto	SHELTAIR KORL	KORL
Lizeth Cervantes	HENRIKSEN JET CENTER	KEDC
Krissy Ross	PENTASTAR AVIATION	KPTK
Lauren Rones-Payne	MILLION AIR—HPN	KHPN
Cathy Frank	NAPLES AVIATION	KAPF
Ysabella Tetley	HENRIKSEN JET CENTER	KTME
Stephanie Annunziata	MODERN AVIATION	KFRG
Betsy Wines	MERIDIAN TETERBORO	KTEB
Rick Vigue	NORTHEAST AIR	KPWM
Dayna Reynolds	MILLION AIR—DALLAS	KADS
Jessica Blakeman	SHELTAIR KOCF	KOCF
Brittany Lacy	AERO CHARTER, INC	KSUS
Ashley Harris	AMERICAN AERO	KFTW
Holly Hopkins	TEXAS JET	KFTW
Kawai Lopez	MONTEREY JET CENTER	KMRY
Katie Senior	GLOBAL SELECT	KSGR
Jeanette Rivera	CLAY LACY AVIATION	KVNY
Kevin Cayer	FONTAINEBLEAU AVIATION	KOPF

PERSON	FBO	AIRPORT CODE
Nancy Rios	SIGNATURE FLIGHT SUPPORT	KSDL
Denise Ortiz	SHELTAIR	KLAL
Cat Wren	BUSINESS JET CENTER	KDAL
Ciara Read	SHELTAIR KFLL	KFLL
Dawndi Ulmer	FARGO JET CENTER	KFAR
Laura Foscolo	MODERN AVIATION	KFOK
Gene McDonough	MILLION AIR—RIC	KRIC
Shinelle Haag	ATLANTIC AVIATION	KSRQ
Christina Sanders	SHELTAIR KJAX	KJAX
Gavin Dyer	WILSON AIR CENTER CLT	KCLT
Sebastian Rose	SHELTAIR KDAB	KDAB
Hannah Branda	SHELTAIR KTPA	KTPA
Richard Campbell	CUTTER AVIATION	KPHX
Claudia Tascon	SIGNATURE FLIGHT SUPPORT—SOUTH TERMINAL	KTEB
Brooke Kirklen	B COLEMAN AVIATION	KGYG
Rosemary Gomez	SUN VALLEY AVIATION	KHRL
Melina Verdugo	DESERT JET CENTER	KTRM
Carlos Rodriguez	MERIDIAN HAYWARD	KHWD
Mark Jackson	ATLANTIC AVIATION	KANE
Ashley Rainer	SHELTAIR KBJC	KBJC
Kiah Ziegler	CHANTILLY AIR JET CENTER	KHEF
Jamie Munoz	GALAXY FBO	KADS

valet, and concierge. It is staffed from 6 a.m. until 9 p.m. with after-hours callout available. Milender noted the company will be switching to X-1 FBO management software this year.

With 14 based turbine-powered aircraft, the facility has seven heated hangars ranging in size from 50,000 sq ft capable of sheltering five Gulfstream G650s at once, to the smallest at 7,884 sq ft, as well as nearly seven acres of ramp space. It also offers a dedicated mobile AOG response team from its Class 1, 2, 3, and 4 FAA repair station—the highest classification—meaning it can work on any production aircraft. The location also offers avionics and interiors refurbishment. In addition, Western is an authorized Piper and Pilatus aircraft dealer.

Each July, the location sees a boost in business aviation traffic courtesy of the Allen & Company Sun Valley Conference, a week-long media finance event that has taken place since 1983 and attracts major political figures and corporate executives.

## CARIBBEAN

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>PROVIDENCIALES</b>			
PROVO AIR CENTER	MBPV	4.48	0.03
<b>NASSAU</b>			
ODYSSEY AVIATION	MYNN	4.36	0.00
JET NASSAU	MYNN	4.07	0.01
<b>ST MAARTEN</b>			
EXECUJET	TNCM	3.68	0.00

FBOs with same score are listed in alphabetical order

## CANADA

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CALGARY</b>			
SKYSERVICE	CYYC	4.49	0.00
<b>MONTREAL</b>			
LUX FBO	CYHU	4.64	0.03
SIGNATURE FLIGHT SUPPORT	CYUL	4.52	0.01
SKYSERVICE	CYUL	4.41	0.00
<b>TORONTO</b>			
SKYSERVICE	CYYZ	4.62	0.00
SIGNATURE FLIGHT SUPPORT	CYYZ	3.50	0.00

## BRAZIL

FBO	AIRPORT CODE	OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>SÃO PAULO</b>			
EMBRAER FBO	SDCO	4.61	0.00
WORLD-WAY AVIATION	SDCO	4.53	0.00
LIDER AVIACAO	SBSP	3.77	0.00

## FBO SURVEY RULES AND METHODOLOGY

This report on AIN's FBO survey covers fixed base operations in the Americas.

### History

AIN has been conducting surveys since 1981, asking about the service that FBOs provide their customers and reporting the results from these annual 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 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 and from this list they can easily change or affirm a prior rating and 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 May 1, 2022, until Feb. 3, 2023, 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. 1, 2022 through Feb. 3, 2023.

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 rat-

ings 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 will show an FBO's increase or decrease versus that FBO's cumulative rating from one year ago.