



THE BEST FBOs

THE CITY-OPERATED FBO IN SUGAR LAND, TEXAS, RANKED FIFTH IN *A/N*'S SURVEY.

an exclusive survey shows where you'll find great ground support by Matt Thurber

WHEN YOU TELL YOUR CHARTER PROVIDER, fractional rep or chief pilot that you want to fly to Miami, don't be surprised if you land at Miami International Airport. After all, that's where you said you wanted to go. But don't let the high price of fuel at MIA surprise you, either; you'll pay a huge premium for fuel and services at any of the nation's major metropolitan airports because their overheads are high.

There are alternatives, however, and the results of the annual survey of FBOs by our sister publication, *Aviation International News*, can help you find excellent service providers at airports that you might want to consider using.

Miami is a good example, with two excellent airports—Opa-locka and Kendall-Tamiami—not far from downtown. In the survey, *A/N* readers rated FalconTrust Air at Kendall the fourth best FBO. This facility keeps passengers happy with an elegant, wood-paneled library; a fully stocked bar and cigar humidor; and balconies where you can enjoy a clear view of the action on the runway. Jet fuel at FalconTrust costs about \$1.50 per gallon less than at the big FBO at MIA.

Perennial favorite Wilson Air Center, in Memphis, tops the *A/N* list this year again, with a 9.03 rating on a scale of one to 10. Michigan's Pentastar Aviation/Million Air Pontiac moved into second place from third last year, displacing Long Beach, Calif.'s well-regarded AirFlite, which moved down to number three.

Fort Worth's Texas Jet, number 13 on the list, is new to the Top 40, indicating that more Fort Worth business jet travelers are opting to fly to Meacham Field instead of traffic-choked DFW.

The City of Sugar Land, also in Texas, took the fifth spot in the Top 40, up from eighth last year and proving once again that a government-run FBO can wow its patrons. No other government-owned and -run FBO made it onto this year's list. Sugar Land was also the only government-owned FBO on last year's Top 40.

Two FBOs that made strong showings this year—Banyan Air Service in Fort Lauderdale and Premier Jet in Carlsbad, Calif.—joined the Top 40 in a tie for seventh place (along with Million Air Dallas). Both FBOs built elaborate and attractive facilities recently and are likely enjoying the results of those efforts.

The *A/N* survey annually asks FBO users to rate the facilities that they frequent on a one-to-10 scale in four key categories: line service; passenger amenities; pilot amenities; and facilities. The survey covers North, South and Central America, plus U.S. territories and the Caribbean. At least 40 ratings are required for a U.S. FBO to be listed in the final results. Non-U.S. FBOs must receive at least 25 ratings. For the 2008 survey, *A/N* invited 14,781 subscribers to participate and received a response rate of 13.3 percent. ■

Matt Thurber welcomes comments and suggestions at: mthurber@bjtonline.com

WHAT, EXACTLY, IS AN FBO?

FBOs are the aviation equivalent of full-service gas stations. They typically offer a wide range of services. The acronym stands for fixed-base operator, and it had its genesis in the early days of aviation, when itinerant operators flew from field to field and airport to airport, eking out a living selling their services to people who would pay them to fly their raggedy old airplanes. When one of these operators decided to put down roots and run an airport-based business, that operator became "fixed," in the sense of no longer traveling. Some of these operators built thriving businesses, and the company that provided fuel, hangars and other airport services became known as the FBO. The term is now widely used all over the world, despite some efforts to modify it. —*M.T.*

THE AMERICAS' 40 TOP-RATED FBOs

The annual A/W FBO Survey lists top-rated facilities according to responses from pilots, dispatchers and users of FBO facilities. The categories that users were asked to rate were: line service; passenger amenities; pilot amenities; and facilities.

Rank	FBO	City	Airport	Overall avg.
1	WILSON AIR CENTER	Memphis	Memphis International (MEM)	9.03
2	PENTASTAR AVIATION MILLION AIR PONTIAC	Pontiac	Oakland County International (PTK)	8.88
3	AIRFLITE	Long Beach	Long Beach Airport Daugherty Field (LGB)	8.81
4	FALCONTRUST AIR	Miami	Kendall-Tamiami Executive (TMB)	8.79
5	CITY OF SUGAR LAND	Sugar Land	Sugar Land Regional (SGR)	8.74
6	BUSINESS JET CENTER	Dallas	Dallas Love Field (DAL)	8.72
7*	MILLION AIR	Dallas	Addison (ADS)	8.68
7*	BANYAN AIR SERVICE	Fort Lauderdale	Fort Lauderdale Executive (FXE)	8.68
7*	PREMIER JET	Carlsbad	McClellan-Palomar (CRQ)	8.68
10	MILLION AIR	Minneapolis	St. Paul Downtown-Holman Field (STP)	8.64
11	JET AVIATION PALM BEACH	West Palm Beach	Palm Beach International (PBI)	8.61
12	MERIDIAN TETERBORO	Teterboro	Teterboro (TEB)	8.59
13	TEXAS JET	Fort Worth	Meacham International (FTW)	8.54
14	MONTEREY JET CENTER	Monterey	Monterey Peninsula (MRJ)	8.48
15	MILLION AIR	Salt Lake City	Salt Lake City International (SLC)	8.47
16*	DENVER JET CENTER	Denver	Centennial (APA)	8.46
16*	AVITAT BOCA RATON	Boca Raton	Boca Raton (BCT)	8.46
16*	ENTERPRISE JET CENTER	Houston	Hobby (HOU)	8.46
19	UVAVEMEX	Toluca	Adolfo Lopez Mateos International (MMTO)	8.45
20	VAIL VALLEY JET CENTER	Eagle	Eagle County Regional (EGE)	8.44
21	SCOTTSDALE AIR CENTER	Scottsdale	Scottsdale Municipal (SDL)	8.44
22*	SWIFT AVIATION SERVICES	Phoenix	Sky Harbor International (PHX)	8.42
22*	NATIONAL JETS	Fort Lauderdale	Fort Lauderdale/Hollywood International (FLL)	8.42
24	IRVING AVIATION SERVICES	Gander, Newfoundland	Gander International (CYQX)	8.40
25	WILSON AIR CENTER	Charlotte	Douglas International (CLT)	8.39
26	SKYSERVICE AVITAT	Toronto, Ontario	Lester B. Pearson International (CYYZ)	8.38
27	JET AVIATION	Teterboro	Teterboro (TEB)	8.34
28	SHELTAIR AVIATION SERVICES	Jacksonville	Jacksonville International (JAX)	8.33
29	AVITAT WESTCHESTER	White Plains	Westchester County (HPN)	8.32
30	IRVING AVIATION SERVICES	Goose Bay, Labrador	Goose Bay (CYYR)	8.31
31	MANNY AVIATION SERVICES	Toluca	Adolfo Lopez Mateos International (MMTO)	8.29
31	YELLOWSTONE JET CENTER	Bozeman	Gallatin Field (BZN)	8.29
33	MILLION AIR	Houston	Hobby (HOU)	8.27
34	MILLION AIR	Anchorage	Ted Stevens Anchorage International (ANC)	8.25
35	TAMPA INTERNATIONAL JET CENTER	Tampa	Tampa International (TPA)	8.24
36	McKINLEY AIR	Akron	Akron Canton Regional (CAK)	8.23
37	SUN VALLEY AVIATION	Hailey	Friedman Memorial (SUN)	8.20
38*	JET SOURCE	Carlsbad	McClellan-Palomar (CRQ)	8.19
38*	MILLION AIR	San Antonio	San Antonio International (SAT)	8.19
40*	STUART JET CENTER	Stuart	Witham Field (SUA)	8.18
40*	SHELTAIR AVIATION SERVICES	Fort Lauderdale	Fort Lauderdale/Hollywood International (FLL)	8.18

* Tied

Source: AIN 2008 Americas FBO Survey

Compiled by Jane Campbell from data provided by Forecast International of Newtown, Conn.



Green-shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Alabama							
Birmingham	BIRMINGHAM INTERNATIONAL (BHM)	Atlantic	7.22	6.50	6.78	6.63	6.78
		JetSouth	7.50	6.95	7.07	6.87	7.10
Alaska							
Anchorage	TED STEVENS ANCHORAGE INTERNATIONAL (ANC)	Million Air	8.50	7.90	8.27	8.33	8.25
		Signature Flight Support	8.46	7.74	8.02	7.85	8.02
Arizona							
Phoenix	SKY HARBOR INTERNATIONAL (PHX)	Cutter Aviation	7.89	7.76	7.80	7.97	7.86
		Swift Aviation Services	8.14	8.45	8.31	8.80	8.42
Scottsdale	SCOTTSDALE MUNICIPAL (SDL)	Landmark Aviation	8.19	7.89	8.15	8.05	8.07
		Scottsdale Air Center	8.32	8.34	8.31	8.79	8.44
Tucson	TUCSON INTERNATIONAL (TUS)	Atlantic	7.83	7.15	7.54	7.40	7.48
Arkansas							
Little Rock	ADAMS FIELD (LIT)	Central Flying Service	7.46	7.11	7.14	6.99	7.17
Rogers	ROGERS MUNICIPAL/CARTER FIELD (ROG)	Beaver Lake Aviation	7.74	7.70	7.81	8.28	7.88
California							
Burbank	BOB HOPE (BUR)	Atlantic	7.41	7.61	7.55	7.74	7.58
		Million Air	7.67	7.59	7.65	7.82	7.68
Camarillo	CAMARILLO (CMA)	Sun Air Jets	8.04	7.98	7.98	8.34	8.09
Carlsbad	MCCLELLAN-PALOMAR (CRQ)	Jet Source	8.25	8.10	8.12	8.31	8.19
		Premier Jet	8.73	8.47	8.49	9.02	8.68
		Western Flight	7.71	6.24	6.86	6.32	6.78
Long Beach	LONG BEACH AIRPORT DAUGHERTY FIELD (LGB)	AirFlite	8.77	8.85	8.62	8.98	8.81
		Signature Flight Support	6.50	6.40	6.43	6.45	6.45
Los Angeles	LOS ANGELES INTERNATIONAL (LAX)	Landmark Aviation	7.21	6.31	6.55	6.41	6.62
Monterey	MONTEREY PENINSULA (MRY)	Million Air	8.02	8.00	7.85	8.07	7.99
		Monterey Jet Center	8.63	8.34	8.45	8.49	8.48
Napa	NAPA COUNTY (APC)	Bridgeford Flying Service	6.84	5.97	6.24	6.06	6.28
Oakland	METROPOLITAN OAKLAND INTERNATIONAL (OAK)	Business Jet Center	8.03	8.00	8.07	8.11	8.05
		KaiserAir Jet Center	7.79	7.00	7.17	6.94	7.23
Palm Springs	JACQUELINE COCHRAN REGIONAL (TRM)	Signature Flight Support	6.67	6.02	6.02	5.72	6.11
		Tradition Aviation	8.58	7.56	8.17	7.65	7.99
	PALM SPRINGS INTERNATIONAL (PSP)	Atlantic	7.71	7.56	7.65	7.73	7.66
		Signature Flight Support	7.08	6.24	6.34	5.95	6.40
Sacramento	SACRAMENTO EXECUTIVE (SAC)	Sacramento Executive Jet Center	7.12	5.83	6.29	5.93	6.29
San Diego	LINDBERGH FIELD (SAN)	Jimsair Aviation Services	6.10	5.49	5.50	5.20	5.57
San Francisco	SAN FRANCISCO INTERNATIONAL (SFO)	Signature Flight Support	6.81	6.95	6.92	7.27	6.99
San Jose	NORMAN MINETA SAN JOSE INTERNATIONAL (SJC)	Atlantic (formerly ACM Aviation)	7.83	7.58	7.46	7.61	7.62
Santa Ana	JOHN WAYNE/ORANGE COUNTY (SNA)	Atlantic	7.66	7.58	7.80	7.83	7.72
		Signature Flight Support	7.59	7.47	7.54	7.74	7.58
Santa Barbara	SANTA BARBARA MUNICIPAL (SBA)	Signature Flight Support	7.59	6.22	6.48	5.96	6.56
Santa Monica	SANTA MONICA MUNICIPAL (SMO)	Atlantic (formerly Supermarine)	6.56	6.19	6.17	6.03	6.24
Van Nuys	VAN NUYS (VNY)	Clay Lacy Aviation	7.67	7.00	7.23	7.10	7.25
		Hawker Beechcraft Services	6.92	6.85	7.00	7.01	6.95
		Maguire Aviation	8.10	7.83	7.90	8.10	7.98
		Skytrails Aviation	8.47	7.22	7.44	7.13	7.57
Colorado							
Aspen	PITKIN COUNTY/SARDY FIELD (ASE)	Atlantic	7.71	7.72	7.12	7.78	7.58
Colorado Springs	COLORADO SPRINGS MUNICIPAL (COS)	Colorado jetCenter	7.85	6.74	6.84	6.62	7.01
Denver	CENTENNIAL (APA)	Denver jetCenter	8.62	8.36	8.41	8.47	8.46
		Signature Flight Support	7.91	7.81	7.97	8.22	7.98



Green-shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Colorado (continued)							
Denver	CENTENNIAL (APA)	TAC Air	7.93	7.63	7.64	7.91	7.78
	DENVER INTERNATIONAL (DEN)	Signature Flight Support	6.90	7.15	7.06	7.39	7.13
	ROCKY MOUNTAIN METROPOLITAN (BJC)	Denver AirCenter	8.02	7.72	7.46	7.96	7.79
		Stevens Aviation	8.07	6.52	7.05	6.73	7.09
Eagle	EAGLE COUNTY REGIONAL (EGE)	Vail Valley Jet Center	8.31	8.59	8.29	8.58	8.44
Grand Junction	WALKER FIELD (GJT)	West Star Aviation	8.40	8.03	8.03	8.18	8.16
Pueblo	PUEBLO MEMORIAL (PUB)	Flower Aviation	8.27	6.58	6.66	6.52	7.01
Rifle	GARFIELD COUNTY REGIONAL (RIL)	Rifle Jet Center	7.83	6.85	6.89	6.83	7.10
Connecticut							
Windsor Locks	BRADLEY INTERNATIONAL (BDL)	Signature Flight Support	8.04	8.06	8.11	8.13	8.08
		TAC Air	7.65	7.68	7.90	7.55	7.69
Florida							
Boca Raton	BOCA RATON (BCT)	Avitat Boca Raton	8.38	8.54	8.33	8.58	8.46
		Boca Aviation	7.94	7.52	7.62	7.75	7.71
Daytona Beach	DAYTONA BEACH INTERNATIONAL (DAB)	SheltAir Aviation Services	7.67	7.44	7.69	7.75	7.64
Destin	DESTIN-FORT WALTON BEACH (DTS)	Miracle Strip Aviation	6.59	6.12	6.11	6.47	6.32
Fort Lauderdale	FORT LAUDERDALE EXECUTIVE (FXE)	Banyan Air Services	8.64	8.64	8.59	8.85	8.68
		Executive Jet Center	7.83	7.37	7.17	7.66	7.51
	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL (FLL)	National Jets	8.83	8.13	8.39	8.32	8.42
		SheltAir Aviation Services	8.03	8.21	8.18	8.25	8.18
Fort Myers	PAGE FIELD (FMY)	The Aviation Center	7.58	6.58	6.92	6.62	6.93
	SOUTHWEST FLORIDA INTERNATIONAL (RSW)	PrivateSky Aviation	7.16	7.10	6.96	7.23	7.11
Jacksonville	JACKSONVILLE INTERNATIONAL (JAX)	SheltAir Aviation Services	8.19	8.22	8.28	8.64	8.33
		Signature Flight Support	6.52	6.63	6.48	6.71	6.58
Key West	KEY WEST INTERNATIONAL (EYW)	Island City Flying Service	6.26	4.62	4.67	4.33	4.97
Kissimmee	KISSIMMEE GATEWAY (ISM)	Signature Flight Support	7.95	6.95	7.32	6.90	7.28
Miami	KENDALL-TAMIAMI EXECUTIVE (TMB)	FalconTrust Air	8.07	8.98	8.88	9.22	8.79
	MIAMI INTERNATIONAL (MIA)	Signature Flight Support	7.01	7.05	7.12	7.35	7.13
Naples	NAPLES MUNICIPAL (APF)	Naples Airport Authority	6.89	6.12	6.36	6.20	6.39
Opa-locka	OPA-LOCKA (OPF)	Miami Executive Aviation	7.23	6.71	6.64	6.89	6.87
Orlando	ORLANDO EXECUTIVE (ORL)	Showalter Flying Service	8.34	7.96	8.06	8.03	8.10
		Galaxy Aviation	7.79	6.69	7.01	6.52	7.00
	ORLANDO INTERNATIONAL (MCO)	SheltAir Aviation Services	7.82	7.35	7.56	7.53	7.57
		Signature Flight Support	7.61	7.34	7.41	7.37	7.43
Sarasota	SARASOTA/BRADENTON INTERNATIONAL (SRQ)	Dolphin Aviation	6.57	6.32	6.07	6.09	6.26
		Jones Aviation Service	7.24	5.37	5.71	5.17	5.87
St. Augustine	ST. AUGUSTINE (SGJ)	Galaxy Aviation	7.91	7.11	7.28	7.36	7.42
St. Petersburg	ST. PETERSBURG-CLEARWATER INTERNATIONAL (PIE)	SheltAir Aviation Services	8.31	7.39	7.69	7.47	7.72
Stuart	WITHAM FIELD (SUA)	Galaxy Aviation	8.29	7.58	7.78	7.44	7.77
		Stuart Jet Center	8.73	7.85	7.97	8.18	8.18
Tallahassee	TALLAHASSEE REGIONAL (TLH)	Flightline Group Avitat Tallahassee	7.51	7.34	7.68	7.71	7.56
Tampa	TAMPA INTERNATIONAL (TPA)	Hawker Beechcraft Services	7.78	7.70	7.78	7.77	7.76
		Tampa International Jet Center	8.28	8.17	8.06	8.43	8.24
West Palm Beach	PALM BEACH INTERNATIONAL (PBI)	Galaxy Aviation	7.97	7.82	7.77	7.84	7.85
		Jet Aviation Palm Beach	8.70	8.52	8.53	8.70	8.61
		Signature Flight Support	7.73	7.08	7.21	7.12	7.29

Green-shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Georgia							
Atlanta	DeKALB-PEACHTREE (PDK)	Atlantic	7.60	7.45	7.60	7.47	7.53
		Epps Aviation	8.12	7.43	7.55	7.36	7.61
		Signature Flight Support	7.57	7.49	7.43	7.60	7.52
	FULTON COUNTY-BROWN FIELD (FTY)	Hawker Beechcraft Services	7.57	7.43	7.57	7.61	7.54
		Hill Aircraft	8.47	7.91	8.19	7.89	8.12
	HARTSFIELD-JACKSON ATLANTA INTERNATIONAL (ATL)	Atlantic	6.85	5.87	5.99	5.94	6.16
Augusta	AUGUSTA REGIONAL AT BUSH FIELD (AGS)	Augusta Airport Aviation Services	7.25	6.62	6.49	6.63	6.75
Savannah	SAVANNAH/HILTON HEAD INTERNATIONAL (SAV)	Signature Flight Support	6.26	6.42	6.23	6.41	6.33
St. Simons Island	McKINNON/ST. SIMONS (SSI)	Golden Isles Aviation	7.47	6.89	6.98	7.08	7.10
Idaho							
Boise	BOISE AIR TERMINAL/GOWEN FIELD (BOI)	Western Aircraft	8.17	7.54	7.73	7.78	7.81
Hailey	FRIEDMAN MEMORIAL (SUN)	Sun Valley Aviation	8.25	8.24	7.83	8.49	8.20
Illinois							
Chicago	CHICAGO EXECUTIVE (PWK)	Atlantic	7.91	7.59	7.58	7.70	7.69
		Signature Flight Support	7.52	7.52	7.55	7.57	7.54
	CHICAGO MIDWAY INTERNATIONAL (MDW)	Atlantic	8.04	7.52	7.74	7.67	7.74
		Million Air	7.35	5.86	6.32	5.46	6.25
		Signature Flight Support	6.70	6.40	6.51	6.37	6.49
DuPAGE (DPA)	DuPage Flight Center	7.53	7.80	7.89	8.15	7.85	
	O'HARE INTERNATIONAL (ORD)	Signature Flight Support	6.38	6.66	6.59	6.82	6.62
Waukegan	WAUKEGAN REGIONAL (UGN)	DB Aviation	8.19	7.56	7.65	7.77	7.79
Indiana							
Indianapolis	INDIANAPOLIS INTERNATIONAL (IND)	Hawker Beechcraft Services	7.63	6.11	6.45	5.81	6.50
		Signature Flight Support	7.07	7.09	6.84	7.40	7.10
South Bend	SOUTH BEND REGIONAL (SBN)	Corporate Wings	7.77	7.63	7.44	7.69	7.63
Iowa							
Des Moines	DES MOINES INTERNATIONAL (DSM)	Elliott Aviation	7.60	7.21	6.91	7.04	7.19
Kansas							
Salina	SALINA MUNICIPAL (SLN)	Flower Aviation	9.22	7.60	7.76	7.78	8.09
Kentucky							
Lexington	BLUE GRASS (LEX)	TAC Air	7.78	7.47	7.12	7.47	7.46
Louisville	LOUISVILLE INTERNATIONAL-STANDIFORD FIELD (SDF)	Atlantic	6.78	7.46	7.23	7.63	7.28
Louisiana							
Baton Rouge	BATON ROUGE METROPOLITAN (BTR)	Louisiana Aircraft	7.07	6.62	6.95	6.76	6.85
New Orleans	LAKEFRONT (NEW)	Million Air	8.02	6.56	6.64	6.08	6.83
	LOUIS ARMSTRONG NEW ORLEANS INT'L (MSY)	Atlantic	7.77	7.43	7.72	7.78	7.68
Maine							
Bangor	BANGOR INTERNATIONAL (BGR)	Avitat Bangor	7.51	6.14	6.40	5.88	6.49
Portland	PORTLAND INTERNATIONAL JETPORT (PWM)	Northeast Airmotive	6.90	5.71	6.00	5.79	6.10
Maryland							
Baltimore	BALTIMORE/WASH. INT'L/THURGOOD MARSHALL (BWI)	Signature Flight Support	5.54	6.40	6.21	6.64	6.20
Massachusetts							
Bedford	HANSCOM FIELD (BED)	Jet Aviation	7.56	7.03	7.11	7.08	7.20
		Signature Flight Support	7.23	6.82	6.65	6.72	6.85
Boston	LOGAN INTERNATIONAL (BOS)	Signature Flight Support	5.65	6.07	5.91	6.34	5.99
Nantucket	NANTUCKET MEMORIAL (ACK)	Nantucket Airport	6.28	5.02	5.14	5.04	5.37
Michigan							
Detroit	DETROIT CITY (DET)	Signature Flight Support	4.33	3.47	3.65	3.39	3.71
Pontiac	OAKLAND COUNTY INTERNATIONAL (PTK)	Pentastar Aviation Million Air Pontiac	8.86	8.89	8.81	8.98	8.88



Green-shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Minnesota							
Minneapolis	MINN./ST. PAUL INTERNATIONAL (MSP)	Signature Flight Support	7.42	7.68	7.57	7.88	7.64
	ST. PAUL DOWNTOWN-HOLMAN FIELD (STP)	Million Air	8.97	8.41	8.49	8.70	8.64
Rochester	ROCHESTER INTERNATIONAL (RST)	Signature Flight Support (formerly Regent Aviation)	7.20	6.88	6.76	6.98	6.95
Missouri							
Kansas City	CHARLES B. WHEELER DOWNTOWN (MKC)	Executive Beechcraft	7.37	6.90	6.86	6.50	6.91
Montana							
Bozeman	GALLATIN FIELD (BZN)	Yellowstone Jet Center	8.22	8.28	8.09	8.56	8.29
Kalispell	GLACIER PARK INTERNATIONAL (GPI)	Edwards Jet Center	7.74	7.38	7.29	7.64	7.51
Nebraska							
Lincoln	LINCOLN MUNICIPAL (LNK)	Duncan Aviation	8.62	7.65	7.58	7.40	7.81
Omaha	EPPLEY AIRFIELD (OMA)	Elliott Aviation	7.70	7.40	7.50	7.60	7.55
		TAC Air	7.22	7.42	7.40	7.55	7.40
Nevada							
Las Vegas	McCARRAN INTERNATIONAL (LAS)	Atlantic	7.53	7.55	7.56	7.79	7.61
		Signature Flight Support	7.30	7.40	7.31	7.70	7.43
Reno	RENO/TAHOE INTERNATIONAL (RNO)	Jet West	8.53	7.35	7.33	7.14	7.59
New Jersey							
Atlantic City	ATLANTIC CITY INTERNATIONAL (ACY)	Midlantic Jet Aviation	7.16	6.69	6.80	6.76	6.85
Belmar/Farmingdale	MONMOUTH EXECUTIVE (BLM)	Columbia Air Services	6.89	5.41	5.46	5.13	5.72
Morristown	MORRISTOWN MUNICIPAL (MMU)	Signature Flight Support	7.25	7.65	7.44	7.71	7.51
Newark	NEWARK LIBERTY INTERNATIONAL (EWR)	Signature Flight Support	7.14	6.61	6.61	6.62	6.75
Teterboro	TETERBORO (TEB)	Atlantic	7.47	7.13	7.20	7.16	7.24
		First Aviation Services	5.38	6.94	5.91	7.23	6.37
		Jet Aviation	8.06	8.36	8.33	8.61	8.34
		Meridian Teterboro	8.22	8.46	8.71	8.97	8.59
		Signature Flight Support	7.29	7.17	7.07	7.36	7.22
Trenton	TRENTON MERCER COUNTY (TTN)	Ronson Aviation	6.70	5.41	5.72	5.24	5.77
New Mexico							
Albuquerque	ALBUQUERQUE INTERNATIONAL (ABQ)	Cutter Aviation	7.48	7.15	6.98	7.24	7.21
New York							
Albany	ALBANY INTERNATIONAL (ALB)	Million Air	7.54	7.58	7.73	7.71	7.64
Farmingdale	REPUBLIC (FRG)	Atlantic	7.80	7.33	7.41	7.29	7.46
New York City	JOHN F. KENNEDY INTERNATIONAL (JFK)	General Aviation Terminal	4.85	3.37	3.13	3.08	3.60
	LA GUARDIA (LGA)	SheltAir Aviation Services	6.53	5.99	6.01	5.86	6.10
White Plains	WESTCHESTER COUNTY (HPN)	Avitat Westchester	8.38	8.34	8.13	8.44	8.32
		Panorama Flight Service	7.86	7.12	7.42	7.08	7.37
		Signature Flight Support	6.53	6.24	6.11	6.01	6.22
North Carolina							
Asheville	ASHEVILLE REGIONAL (AVL)	Million Air	7.38	6.82	6.81	6.78	6.95
Charlotte	DOUGLAS INTERNATIONAL (CLT)	Wilson Air Center	8.57	8.25	8.35	8.40	8.39
Concord	CONCORD REGIONAL AIRPORT (JOF)	Concord Regional Airport	7.40	6.85	7.17	7.15	7.14
Raleigh-Durham	RALEIGH-DURHAM INTERNATIONAL (RDU)	Landmark Aviation	7.74	7.56	7.49	7.76	7.64
		TAC Air	8.12	8.06	7.83	8.15	8.04
Wilmington	WILMINGTON INTERNATIONAL (ILM)	Air Wilmington	8.09	7.58	7.60	7.72	7.75
North Dakota							
Fargo	HECTOR INTERNATIONAL (FAR)	Fargo Jet Center	8.33	7.90	8.10	8.25	8.14
Ohio							
Akron	AKRON CANTON REGIONAL (CAK)	McKinley Air	8.20	8.08	8.23	8.40	8.23
Cincinnati	CINCINNATI MUNICIPAL-LUNKEN FIELD (LUK)	Million Air	8.41	7.98	8.15	8.04	8.15
Cleveland	BURKE LAKEFRONT (BKL)	Million Air	7.93	6.34	6.64	6.39	6.82
Columbus	PORT COLUMBUS INTERNATIONAL (CMH)	Lane Aviation	8.39	7.90	7.94	8.12	8.09



Green-shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average	
Oregon								
Portland	PORTLAND INTERNATIONAL (PDX)	Flightcraft	7.88	8.02	7.84	8.09	7.96	
Pennsylvania								
Philadelphia	NORTHEAST PHILADELPHIA (PNE)	Atlantic	6.79	6.59	6.58	6.63	6.65	
	PHILADELPHIA INTERNATIONAL (PHL)	Atlantic	7.53	7.72	7.60	7.87	7.68	
Pittsburgh	PITTSBURGH INTERNATIONAL (PIT)	Atlantic	7.67	7.49	7.54	7.84	7.64	
South Carolina								
Charleston	CHARLESTON INTERNATIONAL (CHS)	Atlantic	7.19	6.76	6.81	7.17	6.98	
		Million Air	7.83	7.88	7.79	8.05	7.89	
Tennessee								
Chattanooga	LOVELL FIELD (CHA)	TAC Air	7.83	7.21	7.25	7.21	7.37	
Knoxville	McGHEE TYSON (TYS)	TAC Air	7.53	7.22	7.13	7.53	7.35	
Memphis	MEMPHIS INTERNATIONAL (MEM)	Wilson Air Center	9.09	8.87	8.99	9.15	9.03	
Nashville	NASHVILLE INTERNATIONAL (BNA)	Atlantic	7.63	7.35	7.29	7.24	7.38	
		Signature Flight Support	7.44	7.33	7.27	7.31	7.34	
Texas								
Amarillo	RICK HUSBAND AMARILLO INTERNATIONAL (AMA)	TAC Air	7.76	6.93	7.29	7.02	7.25	
Austin	AUSTIN BERGSTROM INTERNATIONAL (AUS)	Atlantic	7.95	7.72	7.69	8.03	7.85	
		Signature Flight Support	7.35	7.38	7.37	7.67	7.44	
Texas								
Dallas	DALLAS LOVE FIELD (DAL)	ADDISON (ADS)	Million Air	8.79	8.54	8.69	8.70	8.68
		Business Jet Center	8.76	8.54	8.66	8.91	8.72	
		Jet Aviation	8.21	8.00	8.15	8.11	8.12	
		Landmark Aviation	7.85	7.60	7.44	7.67	7.64	
		Signature Flight Support	7.64	7.45	7.49	7.43	7.50	
Fort Worth	MEACHAM INTERNATIONAL (FTW)	Texas Jet	8.99	8.39	8.52	8.28	8.54	
Houston	HOBBY (HOU)	GEORGE BUSH INTERCONTINENTAL (IAH)	Atlantic	7.90	7.61	7.73	7.78	7.76
		Atlantic	8.16	7.64	7.77	7.64	7.80	
		Enterprise Jet Center	8.28	8.41	8.41	8.73	8.46	
		Hawker Beechcraft Services	7.52	7.13	7.30	7.19	7.28	
		Million Air	8.48	8.22	8.18	8.21	8.27	
San Antonio	SAN ANTONIO INTERNATIONAL (SAT)	Wilson Air Center	8.87	7.80	7.89	7.35	7.98	
		Hawker Beechcraft Services	7.83	7.24	7.26	7.35	7.42	
		Landmark Aviation	7.71	6.34	6.28	5.98	6.58	
Sugar Land	SUGAR LAND REGIONAL (SGR)	Million Air	8.32	8.15	8.05	8.24	8.19	
		City of Sugar Land	8.59	8.75	8.75	8.88	8.74	
Utah								
Salt Lake City	SALT LAKE CITY INTERNATIONAL (SLC)	Million Air	8.69	8.24	8.37	8.57	8.47	
		Salt Lake Jet Center	7.93	7.52	7.57	7.48	7.63	
Virginia								
Richmond	RICHMOND INTERNATIONAL (RIC)	Million Air	7.02	6.82	6.82	6.89	6.89	
Sterling (Dulles)	WASHINGTON DULLES INTERNATIONAL (IAD)	Landmark Aviation	7.15	7.50	7.28	7.61	7.38	
		Signature Flight Support	6.88	7.33	7.10	7.35	7.16	
Washington								
Seattle	BOEING FIELD/KING COUNTY INTERNATIONAL (BFI)	Galvin Flying	8.65	7.40	7.94	7.51	7.88	
West Virginia								
Charleston	YEAGER (CRW)	Avitat - CRW/Executive Air	6.88	6.32	6.49	6.59	6.57	
Wisconsin								
Madison	DANE COUNTY REGIONAL-TRUAX FIELD (MSN)	Wisconsin Aviation-Madison	7.80	7.75	7.65	7.95	7.79	
Milwaukee	GENERAL MITCHELL INTERNATIONAL (MKE)	Signature Flight Support	7.07	6.87	6.96	7.09	6.99	
Wyoming								
Jackson Hole	JACKSON HOLE AIRPORT (JAC)	Jackson Hole Aviation	7.68	7.21	7.04	7.14	7.27	

OUTSIDE THE 50 STATES



Yellow shaded area indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Canada							
Calgary, Alberta	CALGARY INTERNATIONAL (CYYC)	Landmark Aviation	7.72	7.65	7.52	7.89	7.70
		Skyservice Avitat	7.67	6.74	7.14	6.59	7.04
Gander, Newfoundland	GANDER INTERNATIONAL (CYQX)	Avitat Gander	8.17	7.56	7.73	7.58	7.77
		Irving Aviation Services	8.82	8.25	8.36	8.16	8.40
Labrador	GOOSE BAY (CYYR)	Irving Aviation Services	8.74	8.14	8.14	8.22	8.31
Montreal, Quebec	PIERRE TRUDEAU INTERNATIONAL (CYUL)	Aerocentre	8.23	7.07	7.60	7.31	7.55
		Skyservice	8.26	8.00	8.02	8.17	8.11
Toronto, Ontario	LESTER B. PEARSON INTERNATIONAL (CYYZ)	Landmark Aviation	7.83	7.36	7.30	7.34	7.46
		Skycharter	7.12	6.40	6.32	6.12	6.49
		Skyservice Avitat	8.50	8.36	8.16	8.48	8.38
Vancouver, B.C.	VANCOUVER INTERNATIONAL (CYVR)	Avitat Vancouver	8.24	7.78	7.58	7.73	7.83
		Landmark Aviation	7.85	7.74	7.71	7.76	7.76
Mexico							
Cancun	CANCUN INTERNATIONAL (MMUN)	Asur Cancun FBO	7.36	7.13	7.23	7.36	7.27
Puerta Vallarta	LIC DIAZ ORDAZ (MMPR)	Aerotron	8.03	7.42	7.08	7.19	7.43
San Jose del Cabo	LOS CABOS INTERNATIONAL (MMSD)	Aero Center	7.15	5.89	5.82	6.04	6.23
Toluca	ADOLFO LOPEZ MATEOS INTERNATIONAL (MMTO)	Manny Aviation Services	8.69	8.03	8.17	8.26	8.29
		UVavemex	8.60	8.25	8.44	8.51	8.45
South America, Central America, the Caribbean							
Grand Cayman	OWEN ROBERTS INTERNATIONAL (MWCR)	Island Air	6.47	4.75	5.59	5.25	5.52
Hamilton, Bermuda	BERMUDA INTERNATIONAL (TXKF)	Bermuda Aviation Services	6.58	5.13	5.58	4.98	5.57
Nassau, Bahamas	NASSAU INTERNATIONAL (MYNN)	Executive Flight Support	7.42	7.03	7.11	6.89	7.11
		Million Air Nassau	7.72	7.20	7.31	7.23	7.36
Providenciales, Turks & Caicos	PROVIDENCIALES (MBPV)	Provo Air Center	7.17	6.23	6.58	6.15	6.53
Santiago, Chile	COM. ARTURO MERINO BENITEZ INTERNATIONAL (SCEL)	FBO Aerocardal	8.26	7.85	7.93	8.11	8.04
St. Maarten	PRINCESS JULIANA INTERNATIONAL (TNCM)	Arrindell Aviation Services	7.33	4.74	5.44	4.33	5.46
		TLC Aviation	8.07	6.04	6.70	5.65	6.67



FALCONTRUST AIR, AN FBO AT KENDALL-TAMIAMI EXECUTIVE AIRPORT IN MIAMI, CAME IN FOURTH ON THE A/W LIST.