



American Aero, (FTW)



FBO Survey 2020: Facilities serve growing market

Report by Curt Epstein, charts and data by Dave Leach

For the FBO industry, increased customer flying is the tide that lifts all boats, and for the third consecutive year business aviation in the U.S., Canada, and the Caribbean eclipsed three million flights, according to the Argus Traqpak 2019 annual business aviation review. Activity rose by nearly one percent year-over-year, matching the growth rate from 2018. While the company's analysts predict that 2020 will see continued positive growth, factors such as the increasing spread of the Covid-19 (Coronavirus) and its effects on global commerce and transport add a thick layer of uncertainty.

"Although we are holding in reserve our FBO industry forecast due to world health and economic landscape uncertainty, for the first six months of 2020 FBO operators should be prepared to weather turbulent times," said Ron Jackson, co-founder of Aviation Business Strategies Group (ABSG). "The good news is that travel by business aircraft is viewed to be a safer mode of transportation than the commercial airline carriers." He expects that to translate to an increase in charter flight activity, while Part 91 operators will continue to selectively use their aircraft to conduct important business and commerce.

In its annual FBO Fuel Sales Survey Results, released last month ahead of NBAA's Schedulers and Dispatchers Conference, ABSG noted

that more than half of the FBOs in the U.S. and Canada experienced an increase in fuel sales between 2018 and 2019, with 19 percent reporting more than 8 percent improvement.

This year's survey set a new record of economic confidence, with 73 percent of the respondents indicating they believe the economy is headed in the right direction, compared to 61 percent the year before. As a result, three-quarters of them said they anticipated increasing fuel sales in 2020, but that was before the Covid-19-related international travel disruptions.

Worldwide fuel volumes for business and executive aviation had been on a modest growth trend over the past year, according to industry consultant Stephen Dennis, CEO of Aviation Resource Group International. "I think we were continuing this trajectory as we began 2020; however, with the current Covid-19 threats, I believe we will see a significant reduction in transatlantic and trans-Asia activity as we go into Q2 and perhaps even Q3," he told *AIN*, adding that once the crisis subsides, he expects a return to that 2-to-3 percent growth rate the industry witnessed after recent events such as the dot-com meltdown at the turn of the century, and the 2008 global recession.

One of the trends reported by many of the FBO operators *AIN* spoke with this year is

that of their based customers upgrading to larger aircraft, pushing hangars to full capacity and beyond in some cases. "The new-generation aircraft entering the market are pushing the limits on hangar capacities currently available in terms of age and size," said Jet Aviation president David Paddock. "We first felt the need to invest in newer, larger hangars in the APAC region, where we tripled our hangar capacity in Singapore in 2014 and still opened a third new hangar in 2018."

While many locations are investing in new hangars to alleviate those overcapacity situations, others are cautiously waiting for the revision to NFPA 409, the code from the National Fire Protection Association related to aviation hangars, which is expected in 2021. Changes to the code could reduce or eliminate the demands for costly and potentially faulty foam fire-suppression units.

With industry awareness of environmental sustainability rapidly growing, FBOs will serve as the vanguard, as the availability of sustainable aviation fuel (SAF) slowly increases. After several demonstration events around the U.S. and in Europe, some FBOs have begun to offer the blended fuel. In its survey, ABSG asked FBOs if they would be offering SAF in 2020, and only 3 percent responded in the affirmative.

"While progress has been made in the

past years, the need to accelerate the availability and adoption of SAF in support of climate change is a must if we want to further advance our contribution," said Paddock, who is also the chairman of the General Aviation Manufacturers Association. "I believe business and general aviation travelers are seeking a solution to not only the environmental impact, which is admittedly small compared to other industries, but also to the optics of the use of business aircraft," said Douglas Wilson, president of industry consultancy FBO Partners. While substantial SAF flow to the industry might be years away, he sees FBOs also making an environmental impact through carbon offset programs and "greener" infrastructure.

Still, the underlying standard for rating an FBO's performance is how well it treats its customers. In rankings such as *AIN*'s annual FBO survey, that element factors heavily in the location's score. "From a service and customer experience standpoint, some truly standout independent FBOs are giving established FBO chains a run for their money in this category," said Wilson, adding that he sees this driving the chains to redouble their efforts to personalize their service offerings. "Regardless of how this plays out, the ultimate beneficiary is the business and general aviation traveler." ■

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 fifth in which we have reported overall averages on a cumulative basis and the second 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 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, 2019, until Feb. 9, 2020, 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, 2019, through Feb. 9, 2020.

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 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	
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.76	0.02	Top 5%
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.75	0.00	Top 5%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.75	0.01	Top 5%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.74	0.00	Top 5%
SHELTAIR KTPA	KTPA	TAMPA INTL	4.74	0.00	Top 5%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.71	0.00	Top 5%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.71	-0.01	Top 5%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.69	-0.01	Top 5%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.69	-0.01	Top 5%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.68	0.03	Top 5%
MERIDIAN TETERBORO	KTEB	TETERBORO	4.68	0.00	Top 5%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.67	0.00	Top 10%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.67	0.01	Top 10%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTL	4.67	0.04	Top 10%
SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.67	0.00	Top 10%
WESTERN AIRCRAFT	KBOJ	BOISE AIR TERMINAL/GOWEN FIELD	4.67	N/A	Top 10%
ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.66	-0.01	Top 10%
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.66	-0.03	Top 10%
MONTEREY JET CENTER	KMRV	MONTEREY PENINSULA	4.66	0.00	Top 10%
STUART JET CENTER	KSUA	WITHAM FIELD	4.66	0.01	Top 10%
MODERN AVIATION	KAPA	CENTENNIAL	4.65	-0.02	Top 10%
J. A. AIR CENTER	KARR	AURORA MUNICIPAL	4.64	0.00	Top 10%
MILLION AIR	KADS	ADDISON	4.64	0.01	Top 10%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.64	0.04	Top 10%
ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.63	-0.03	Top 20%
DEL MONTE AVIATION	KMRV	MONTEREY PENINSULA	4.63	0.05	Top 20%
HERITAGE AVIATION	KBTU	BURLINGTON INTERNATIONAL	4.63	-0.01	Top 20%
RECTRIX	KSRQ	SARASOTA/BRADENTON INTERNATIONAL	4.63	-0.01	Top 20%
SIGNATURE FLIGHT SUPPORT	KSDL	SCOTTSDALE	4.63	0.01	Top 20%
VAIL VALLEY JET CENTER	KEGE	EAGLE COUNTY REGIONAL	4.63	0.03	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.62	-0.01	Top 20%
ROSS AVIATION	KLGB	LONG BEACH /DAUGHERTY FIELD	4.61	0.01	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.61	0.05	Top 20%
WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.61	0.01	Top 20%
EMBRAER FBO	SDCO	SOROCABA	4.60	0.05	Top 20%
MILLION AIR	KIND	INDIANAPOLIS INTERNATIONAL	4.60	-0.02	Top 20%
SHELTAIR	KDAB	DAYTONA BEACH INTL	4.60	0.08	Top 20%
SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.59	0.02	Top 20%
SWIFT AVIATION SERVICES	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.58	0.00	Top 20%
SHELTAIR	KSAV	SAVANNAH/HILTON HEAD INTL	4.57	0.05	Top 20%
MILLION AIR	KSAT	SAN ANTONIO INTERNATIONAL	4.56	0.01	Top 20%
SHELTAIR	KFOK	FRANCIS S GABRESKI	4.56	0.01	Top 20%
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.56	-0.01	Top 20%
CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.55	-0.01	Top 20%
MILLION AIR	KHPN	WESTCHESTER COUNTY	4.55	0.28	Top 20%
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.55	0.00	Top 20%
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	BOZEMAN YELLOWSTONE INTERNATIONAL	4.55	-0.05	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
MILLION AIR	KHPN	WESTCHESTER COUNTY	4.27	0.28
SHELTAIR	KPIE	ST PETERSBURG-CLEARWATER INTERNATIONAL	4.37	0.14
NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.29	0.12
SHELTAIR	KLAL	LAKELAND LINDER REGIONAL	4.18	0.10
MILLION AIR	KTLH	TALLAHASSEE REGIONAL	4.08	0.10
EXECJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.31	0.09
TAC AIR	KAMA	RICK HUSBAND AMARILLO INTERNATIONAL	4.08	0.09
SHELTAIR	KOCF	OCALA INTERNATIONAL-JIM TAYLOR FIELD	4.33	0.08
SHELTAIR	KDAB	DAYTONA BEACH INTL	4.52	0.08
FONTAINEBLEAU AVIATION	KOPF	OPA-LOCKA EXECUTIVE	4.36	0.07
ATLANTIC AVIATION	KRNO	RENO/TAHOE INTERNATIONAL	3.98	0.06
GILL AVIATION	KDWH	DAVID WAYNE HOOKS MEMORIAL	4.04	0.06

FBOs with same change are listed in alphabetical order

AIN FBO survey 2020 » The Americas top 5 percent

4.76 American Aero

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

Though it only moved into its permanent facility in 2017, American Aero has quickly become a force to be reckoned with in the Dallas Metroplex area, earning top 5 percent slots in the **AIN FBO Survey** each year since.

The FBO's 8,600-sq-ft terminal in the airport's refurbished aviation department building has been wowing its customers since the day it opened, offering not just a full state of standard amenities but also several high-technology improvements that might fly under the radar. The lobby walls were designed with sound dampening material and embedded white noise speakers to mask extraneous noise and foster a relaxing environment.

That focus on relaxation extends to the pilot snooze room, which has been soundproofed, right down to the massive one-ton door, which glides effortlessly on silent hinges. Other amenities include a 25-seat A/V-equipped conference room, a dining room for crew (which can double as a second conference room) furnished with china and flatware, shower facilities, an abundant refreshment area, concierge service, 80 covered parking spaces for vehicles, new crew cars, and a TSA-approved, secure private lounge for use under the DASSP for flights into Washington Reagan National Airport, all of which translated into this year's highest score in the Pilot Amenities category at 4.78. The front desk staff will even disinfect your cell phone using a UV device.



"The whole genesis of the FBO, from the structure, to the facilities, to the ramp space, to the people that we hire, is based on giving the best first impression, and continuing to maintain that impression so that they want to come back," said company vice president Bob Agostino.

Safety has been a touchstone for the company since the day it opened, being the first in the world to achieve IS-BAH Stage I and Stage III registration.

The Signature Select facility has more than 300,000 sq ft of hangar space and is home to 41 turbine-powered aircraft ranging from a G650 to an Eclipse EA500. Over the past year, the Avfuel-branded location saw a 30 percent increase in fuel sales, to just under 2 million gallons.

4.75 Pentastar Aviation

Oakland County International Airport (PTK)
Pontiac, Michigan

Reaching the highest rungs of **AIN's** Annual FBO Survey requires not only all around excellence in each of the five rated categories, but also consistency, as typified by Pentastar Aviation, which was the only FBO this year to score higher than 4.71 in all categories, a feat it repeated from last year.

"Our tagline is "Setting the Standard," and we look at it a lot more seriously than just a marketing slogan," said president and CEO Greg Schmidt. The FBO received its highest score (4.83) for its customer service representatives, who Schmidt says are encouraged to "not only meet the needs of the customers, but also to go above and beyond in anticipating them." Customer service training is not just for the CSRs at Pentastar, but for every single employee.



The FBO began operations in 1984 and grew incrementally over the years. The company spends approximately \$700,000 a year on upkeep and improvement projects. It has a 6,000-sq-ft, two-story main terminal building that also houses Five-Star Gourmet, the company's in-house catering department, which serves Pentastar's customers as well as other operators on the airport and beyond. Other amenities include seven conference rooms ranging from four seats to 25, two snooze rooms, and a pilot lounge with massage chairs.

Another unique feature is the Stargate, a secondary 11,000-sq-ft terminal with what is likely the only FBO-owned jetway in the country. Equipped with its own baggage carousel, it handles large groups of passengers, such as sports teams.

A full-service FBO, the company offers Part 145 maintenance, avionics, and interiors, along with aircraft charter and management. It plans to expand the latter offerings to a pair of satellite offices in Grand Rapids and Traverse City later this year.

4.75 Wilson Air Center

Memphis International Airport (MEM)
Memphis, Tennessee

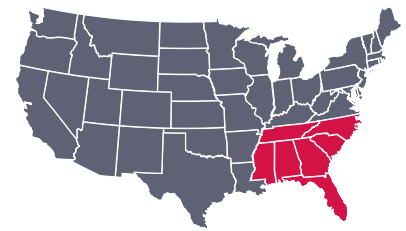
Wilson Air Center operates a chain of four FBOs in Tennessee, Texas, and North Carolina, and for the second year in a row, two of them have landed in the top 5 percent of **AIN's** FBO Survey. The flagship facility, one of two service providers at Memphis International, occupies nearly 18 acres, and earned its highest scores this year in the customer-facing CSR category and line service categories.

"We pride ourselves on outstanding customer service and attention to detail," David Peacock, the location's general manager told **AIN**. "We have a policy that we never say no to a customer, and if they request



Top Rated FBOs in the Americas by Region

SOUTHEAST



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ATLANTA			
EPPS AVIATION	KPDK	4.35	-0.01
ATLANTIC AVIATION	KPDK	4.24	0.00
SIGNATURE FLIGHT SUPPORT	KPDK	4.18	0.00
HILL AIRCRAFT	KFTY	4.12	0.00
SIGNATURE FLIGHT SUPPORT	KFTY	4.03	0.01
CHARLESTON			
SIGNATURE FLIGHT SUPPORT	KCHS	4.52	0.00
ATLANTIC AVIATION	KCHS	4.37	0.00
CHARLOTTE			
WILSON AIR CENTER	KCLT	4.61	0.01
CHATTANOOGA			
WILSON AIR CENTER	KCHA	4.69	-0.01
DAYTONA BEACH			
SHELTAIR	KDAB	4.60	0.08
FORT LAUDERDALE / PALM BEACH			
JET AVIATION	KPBI	4.74	0.00
BANYAN AIR SERVICE	KFXE	4.67	0.00
SHELTAIR	KFLL	4.67	0.04
STUART JET CENTER	KSUA	4.66	0.01
NATIONAL JETS	KFLL	4.55	0.00
FORT MYERS / NAPLES			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.68	0.03
PRIVATESKY AVIATION SERVICES	KRSW	4.35	0.00
NAPLES AIRPORT AUTHORITY	KAPF	4.31	0.00
JACKSONVILLE			
SHELTAIR	KJAX	4.64	0.04
MEMPHIS			
WILSON AIR CENTER	KMEM	4.75	0.01
SIGNATURE FLIGHT SUPPORT	KMEM	3.97	-0.03
MIAMI			
SIGNATURE FLIGHT SUPPORT	KBCT	4.49	-0.02
FONTAINEBLEAU AVIATION	KOPF	4.43	0.07
ATLANTIC AVIATION	KBCT	4.30	-0.02
ATLANTIC AVIATION	KOPF	4.30	-0.01
SIGNATURE FLIGHT SUPPORT	KMIA	4.24	-0.01
NASHVILLE			
ATLANTIC AVIATION	KBNA	4.12	-0.03
SIGNATURE FLIGHT SUPPORT	KBNA	4.05	0.00
NORTHWEST FLORIDA			
SHELTAIR	KECP	4.59	0.02
LYNX FBO DESTIN	KDTS	4.53	-0.06
MILLION AIR	KTLH	4.18	0.10
ORLANDO			
SHELTAIR	KORL	4.61	0.05
ATLANTIC AVIATION	KORL	4.54	0.03
ATLANTIC AVIATION	KMCO	4.51	0.00
SIGNATURE FLIGHT SUPPORT	KMCO	4.37	0.02
RALEIGH/DURHAM			
TAC AIR	KRDU	4.22	-0.04
SIGNATURE FLIGHT SUPPORT	KRDU	3.92	-0.03
TAMPA			
SHELTAIR	KTPA	4.74	0.00
SHELTAIR	KPIE	4.51	0.14
SIGNATURE FLIGHT SUPPORT	KTPA	3.95	-0.01
SAVANNAH			
SHELTAIR	KSAV	4.57	0.05
SARASOTA			
RECTRIX	KSRQ	4.63	-0.01

something out of the ordinary, we find out how to accommodate them the best we can.” On Tuesdays and Thursdays, passengers and crews alike are treated to breakfast, and staff members have been known to present favored pilots with frozen slabs of Memphis BBQ ribs on departure.

As at the other Wilson Air locations, at MEM, all arriving and departing aircraft are met by a concierge, “to take the stress out of the travel for the customer,” according to Peacock. That service member, who like the rest of the company’s service staff is NATA Safety 1st trained, can handle catering and rental car requests as well as any guest needs.

A fixture at MEM for nearly a quarter century, the Shell-branded facility features a 5,700-sq-ft terminal with a passenger lobby, refreshment area with ice cream, pilot lounge, snooze room, and two conference rooms. With an increasing focus on large professional and collegiate sports team charters, the facility has a separate 730-sq-ft VIP handling area with en suite bathroom. On tap is a major interior renovation project, which is expected to be completed by the summer.

One of the FBO’s highlights is the 26,000-sq-ft arrivals canopy, and its 109,000-sq-ft of heated hangar space is home to 26 turbine-powered aircraft ranging from a G500 to a Daher TBM 700.

4.74 Jet Aviation

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

Jet Aviation operates eight FBOs in the U.S. and another 24 locations scattered around the world, but its facility at Florida’s Palm Beach International Airport remains the company’s standout in the annual **AIN** FBO Survey, receiving a 4.74 score for the second consecutive year, led by a 4.80 in the CSR category, and a 4.77 in line service. “I believe our key differentiating factor is our people and their longevity,” said Nuno Da Silva, the location’s director and general manager, adding his average employee’s experience is 20 years. “Over the years, our team has contributed to a fun, family culture and environment, which enables us to maintain a very low turnover rate.”



That level of experience has enabled the location, which has a staff of 48, to establish a safety-driven environment, and it now holds Stage II registration under IBAC’s International Standard of Business Aviation Handling (IS-BAH).

The Phillips 66-branded FBO began operations at PBI in 1985, and its 25-acre leasehold features an 18,000-sq-ft, two-story terminal, with a pilot lounge and snooze room, shower facilities, and flight-planning area. The refreshment bar offers three varieties of freshly baked cookies, a range of hot beverages, house-made lemonade and iced coffee, tropical flavor Slurpees, and local favorite Rich’s ice cream.

Open 24/7, it currently has 160,000 sq ft of hangar space, which can shelter aircraft up to a BBJ. In the second quarter, that total will increase with the addition of a new 40,000-sq-ft hangar with 10,000 sq ft of tenant office space, plus a new 30,000-gallon-capacity fuel farm and additional offices and a customer lounge to be shared with sister company Gulfstream, which is adding a new service center at the airport.

4.74 Sheltair

Tampa International Airport (TPA), Tampa, Florida

Sheltair’s Tampa facility is no stranger to the highest echelons of the **AIN** FBO Survey, having spent most of its existence there dating back to its beginnings 15 years ago as the Tampa International Jet Center. It equaled its score from last year, tallying 4.78 in the Line Service and Facilities categories, the latter attributable to the constant care and upkeep that is lavished on the facility.



A current project includes refurbishing the two A/V-equipped conference rooms (seating four and 14), the operations center, and the kitchen for customers requiring more space for catering preparations. Other amenities include a pilot lounge, flight-planning area/business center, and a refreshment bar with freshly baked cookies. Based on customer request, the facility’s under-utilized snooze room was converted into a private gym over the past year. With its porte cochere in front and a large aircraft canopy rampside, on rainy days, customers can go from their vehicles, through the terminal, and onto their airplane without a single rain-drop hitting them.

The facility also just earned its Stage II registration under IBAC’s International Standard for Business Aviation Handling (IS-BAH).

The FBO’s 150,000 sq ft of hangar space is currently at full capacity, so it is about to break ground on a \$20 million expansion project that will add another 75,000 sq ft of aircraft storage, along with 17,000 sq ft of offices, several acres of ramp, and an additional taxiway entrance to support future growth. “Tampa is growing in every sector,” said general manager Clayton Lackey. “We’ve seen increased demand for hangars from new customers and an uptick in transient traffic as well.” He noted that his facility had a 17 percent increase in fuel flowage last year, equating to a total of more than 3.7 million gallons pumped.

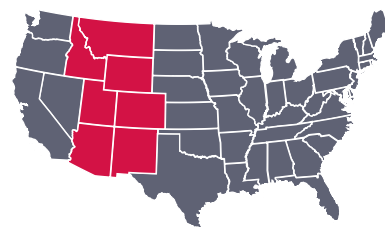
4.71 Global Select

Sugar Land Regional Airport (SGR),
Houston, Texas

For the past 14 years, Global Select, the airport-owned service provider at Houston-area Sugar Land Regional Airport has turned the notion that municipally operated FBOs can’t play the luxury FBO game on its head. According to SGR’s

Top Rated FBOs in the Americas by Region

ROCKY MOUNTAIN



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ALBUQUERQUE			
CUTTER AVIATION	KABQ	4.33	0.01
BOISE			
WESTERN AIRCRAFT	KBOI	4.67	N/A
JACKSON JET CENTER	KBOI	4.41	0.02
DENVER			
MODERN AVIATION	KAPA	4.65	-0.02
DENVER JETCENTER	KAPA	4.51	-0.02
SIGNATURE FLIGHT SUPPORT	KDEN	4.44	0.01
SIGNATURE FLIGHT SUPPORT	KAPA	4.26	0.03
TAC AIR	KAPA	4.14	-0.01
GLACIER & YELLOWSTONE			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.55	-0.05
GLACIER JET CENTER	KGPI	4.38	0.00
GRAND JUNCTION			
WEST STAR AVIATION	KGJT	4.45	0.00
JACKSON HOLE			
JACKSON HOLE AVIATION	KJAC	3.77	-0.05
COLORADO MOUNTAINS			
ATLANTIC AVIATION	KMTJ	4.66	-0.01
VAIL VALLEY JET CENTER	KEGE	4.63	0.03
ATLANTIC AVIATION	KRIL	4.22	-0.03
TELLURIDE REGIONAL AIRPORT	KTEX	4.12	0.00
ATLANTIC AVIATION	KASE	4.08	-0.01
PHOENIX/SCOTTSDALE			
SIGNATURE FLIGHT SUPPORT	KSDL	4.63	0.01
SWIFT AVIATION SERVICES	KPHX	4.58	0.00
CUTTER AVIATION	KPHX	4.55	-0.01
ROSS AVIATION	KSDL	4.33	0.01
CUTTER AVIATION	KDVT	4.21	0.02
SALT LAKE CITY			
TAC AIR	KSLC	4.46	0.00
SUN VALLEY			
ATLANTIC AVIATION	KSUN	4.52	0.00
TUCSON			
ATLANTIC AVIATION	KTUS	4.34	0.00



acting aviation director Elizabeth Rosenbaum, the airport is constantly working on the 20,000-sq-ft terminal so it looks refreshed and new. What may sound like minor tweaks, such as modifications to the shower area in the crew suite or an

AIN FBO survey 2020 » The Americas top 5 percent

upgrade to an 85-inch television in the theater room, are clearly appreciated by AIN's readership, which gave the facility its highest score (4.88) in the Facilities category.

"It's just small things like those examples that we try to focus on and make sure that this building is maintained and kept up," Rosenbaum told AIN. The building includes a café, a Texas-themed gift shop, and three conference rooms seating six, 12, and 24. Other touches included streamlining the crew car access process so customers only have to enter their information once into the computer to be able to grab the keys and go on future visits.

The Shell-branded facility saw more than 78,000 operations in 2019 and pumped more than 3.2 million gallons of fuel, a slight increase over the previous year. It has 81,000 sq ft of fully occupied corporate hangar space, which can shelter aircraft up to a G650. It is home to 43 jets (the largest a Falcon 2000), 13 turboprops and a pair of helicopters. While the airport itself has no current plans to build any new structures, a private developer is set to begin construction on seven new flight department hangars totaling 66,150 sq ft on a leased site off Taxiway Charlie. Once those are completed by mid-summer, work will begin on another two sites for an additional 56,000 sq ft of space.

4.71 Henriksen Jet Center

Austin Executive Airport (EDC), Austin, Texas

Privately owned bizav airports are somewhat rare in the U.S., and a privately owned airport's FBO making the top 5 percent in AIN's annual FBO Survey is even rarer, but that is what Henriksen Jet Center at Austin Executive Airport has done for the past three years. The facility, with its modern 22,500-sq-ft, two-story terminal, opened nine years ago and for the past three years earned the top score among FBOs in the passenger amenities category (4.80). It also tallied the same score for its facilities, including a 15,000-sq-ft arrivals canopy, which can shelter aircraft as large as a BBJ.



Full of natural light, the glass-sheathed lobby has as its focal point a Rolls-Royce/Snecma engine that once powered a supersonic Concorde. It has become a popular feature among the location's customers. "I've had plenty of offers of people wanting to buy it, but we will not be parting with it," said Jodie Kaluza, who serves as both manager of the dedicated general aviation airport as well as its FBO's general manager.

Other amenities include a theater room with stadium seating, a pilot lounge with two relaxation rooms, showers, a 12-seat A/V-equipped conference room, and a refreshment bar. Recently added was a Go Rentals car rental counter in the lobby.

With 140,000 sq ft of hangars, the facility is home to 51 turbine-powered aircraft, from a Global Express on down. But with Austin ranking in the top 20 fastest-growing cities in the world according to one respected survey, business at the FBO

is increasing, with a 14 percent rise in fuel flowage year-over-year. "With so many companies relocating to Austin, we are having a bunch of people say, 'Hey, I have a fleet, where can you put me?'" Kaluza told AIN. As a result, the airport is in negotiations for the construction of its first privately owned flight department hangar.

4.69 Business Jet Center

Dallas Love Field (DAL), Dallas, Texas



Continuing the Lone Star State's theme of exceptional FBOs is Business Jet Center, which distinguishes itself among the five FBOs at Dallas Love Field, according to AIN's readers.

Occupying 53 acres on the field, the company last year opened its newest and largest hangar, which at 49,000 sq ft, is capable of handling aircraft up to the Bombardier Global 7500. It brought the facility (home to 55 jets and five turboprops) to 245,000 sq ft; still not enough space, as it plans to break ground on an additional two hangars later this year. "Business Jet Center continues to benefit from the strength of the North Texas economy and corporate relocations to the area," said managing partner Michael Wright. "This growth has enabled BJC to continue to construct hangar space, adding base tenants while continuing to serve its transient customers at a high level."

The family-owned FBO earned its highest score (4.74) in the Facilities category, and the centerpiece is its modern 33,000-sq-ft, three-story terminal with atrium lobby, three conference rooms, a large event room, three crew lounges, a trio of individual snooze rooms (each with private restroom), shower facilities, a nicely equipped game room, a well-stocked refreshment bar, a grassy pet relief area complete with fire hydrant, and an aircraft arrivals canopy large enough for a Gulfstream G450. Crew members also appreciate the location's three Mercedes Benz courtesy cars.

Open 24/7, 365 days a year, the Phillips 66-branded location, a member of the Paragon Aviation Network, has 75 NATA Safety 1st-trained staff.

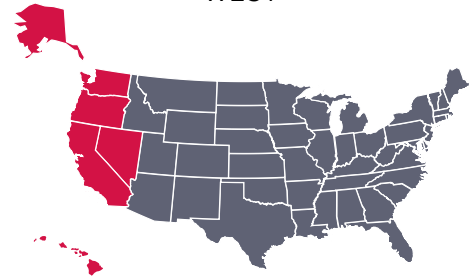
4.69 Wilson Air Center

Lovell Field Airport (CHA)
Chattanooga, Tennessee

The Wilson Air Center chain may only have four locations, but for the second straight year, half of them ranked in the top 5 percent of AIN's annual FBO survey. Since 2008, the company has been the sole provider at Chattanooga's Lovell Field, managing the airport-owned FBO and the 130,000 sq ft of hangar space on the field, enough to handle anything up to a G650. The facility is home to approximately 35 turbine-powered airplanes, ranging from a Gulfstream G450 to a Pilatus PC-12.

Top Rated FBOs in the Americas by Region

WEST



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ANCHORAGE			
ROSS AVIATION	PANC	4.29	0.00
HONOLULU			
AIR SERVICE HAWAII	PHNL	4.41	-0.01
SIGNATURE FLIGHT SUPPORT	PHNL	4.24	0.00
LAS VEGAS			
SIGNATURE FLIGHT SUPPORT	KLAS	4.37	-0.02
ATLANTIC AVIATION	KLAS	4.30	0.00
HENDERSON EXECUTIVE AIRPORT	KHND	4.12	0.03
LOS ANGELES			
ROSS AVIATION	KLGB	4.61	0.01
MILLION AIR	KBUR	4.47	-0.02
ATLANTIC AVIATION	KSNA	4.37	0.00
CASTLE & COOKE AVIATION	KVNY	4.31	-0.03
ATLANTIC AVIATION	KLAX	4.26	0.01
PALM SPRINGS			
ATLANTIC AVIATION	KPSP	4.36	0.00
SIGNATURE FLIGHT SUPPORT	KPSP	4.32	0.00
ROSS AVIATION	KTRM	4.28	0.03
PORTLAND			
ATLANTIC AVIATION	KPDX	4.35	0.02
SAN DIEGO			
ATLANTIC AVIATION	KCRQ	4.63	-0.03
SIGNATURE FLIGHT SUPPORT	KSAN	3.78	0.02
SAN FRANCISCO			
MONTEREY JET CENTER	KMRY	4.66	0.00
DEL MONTE AVIATION	KMRY	4.63	0.05
SIGNATURE FLIGHT SUPPORT	KOAK	4.28	0.00
ATLANTIC AVIATION	KSJG	4.18	0.01
SEATTLE			
MODERN AVIATION	KBFI	4.24	0.01
SIGNATURE FLIGHT SUPPORT	KBFI	4.13	0.00

"We have seen a gradual increase in based tenants for the

CANADA

FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
CALGARY			
SKYSERVICE	CYYC	4.47	-0.02
MONTREAL			
SIGNATURE FLIGHT SUPPORT	CYUL	4.50	-0.06
SKYSERVICE	CYUL	4.38	0.01
TORONTO			
SKYSERVICE	CYYZ	4.67	0.00
SIGNATURE FLIGHT SUPPORT	CYYZ	3.72	-0.06

area,” general manager Glenn Rivenbark told **AIN**. “We are currently at capacity, so we’re talking to the airport about getting some new hangars built.” Construction is about to start on a new 25,000-sq-ft hangar, but that structure will serve as direct replacement for some older hangars that are earmarked for demolition.



The 9,000-sq-ft terminal is the first ever to be awarded LEED Platinum certification for its energy efficiency. It features a pilot lounge with two snooze rooms and a relaxation room, flight planning area, internet café, a pair of 14-seat A/V-equipped conference rooms, a refreshment lounge featuring local favorites Moon Pies and RC Cola, with a custom coffee brewing machine, and crew cars. This past year, all the carpeting throughout the facility was replaced.

The NATA Safety 1st-trained line staff pumped 2 million gallons of fuel last year on the GA side alone, as the FBO also handles all the airport’s commercial airline fueling. In addition, the Wilson Air staff handles all the above- and below-wing services for Allegiant Air at the airport, including ticketing, gate operations, baggage handling, and pushback. “We’re a pretty diverse operation here,” Rivenbark told **AIN**. “Probably more so than the other three Wilson Air bases.

4.68 Base Operations at Page Field

Page Field Airport (FMY), Fort Myers, Florida

Now celebrating its ninth year in its \$16 million permanent facility, Base Operations at Page Field, the airport-owned and operated FBO, was designed to honor the airport’s heritage and service during World War II. A major flight-training base for the U.S. Army Air Forces, Page Field’s 20,000-sq-ft, two-story terminal is decorated with vintage photos of the airfield and the variety of aircraft deployed there, as well as memorabilia and artifacts. A replica P-51 Mustang fighter hangs from the lobby atrium ceiling, while outside, a fully restored WWII-vintage AT-6 Texan trainer is on display under a canopy.

Other amenities include a pilot lounge with snooze room, shower facilities, gift/pilot shop, pool table-equipped game



room, refreshment bar, flight-planning area, 12-seat conference room and 50 seat seminar room (both A/V-equipped), and crew cars, all of which served to give the location its highest score (4.81) in the Facilities category. “We want to provide our customers premiere aviation services and world class facilities at exceptional value,” general manager Jonathan Buff told **AIN**.

The Avfuel-branded facility is home to 48 turbine-powered aircraft, which are stored in its 80,000 sq ft of hangar space. Despite the October opening of a new \$7 million, 24,000-sq-ft hangar, which can shelter aircraft up to a Bombardier 6000, the location is 100 percent occupied, according to Buff. “We’re seeing customers upgrading to larger aircraft, that’s for sure, and a lot of folks are transitioning from pistons to single-engine turboprops.”

With a staff of 24, the facility is open every day from 6 a.m. until 10 p.m., and sees its peak season—fueled by the migratory snowbirds—starting before Thanksgiving and lasting through Easter.

4.68 Meridian, Teterboro Airport (TEB)

Teterboro, New Jersey



For the second consecutive year, Meridian, the only privately-owned FBO at New York City-area business aviation hub Teterboro Airport, is the airport’s only FBO to land in the top 5 percent in **AIN**’s annual FBO Survey.

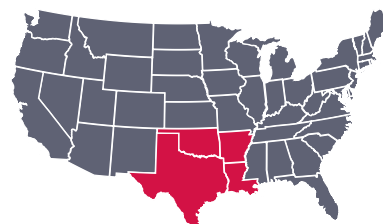
The company, which was founded in 1948, shares the field with some aviation service industry heavyweights. “We have good competition here at Teterboro,” said Steve Chandoha, the company’s FBO president. “Everyone really does a good job providing service, so we try to differentiate ourselves by being a little bit more boutique if we can.” It’s an approach that seems to resonate with **AIN**’s readership, which gave the facility its highest score this year in customer service (4.83).

As it works to constantly keep its facilities fresh, the company just wrapped up a \$250,000 renovation on its terminal, which includes a passenger lobby with coffee bar, two 14-seat A/V-equipped conference rooms, theater room, pilot lounge with billiard table, four snooze rooms, private gym with locker rooms and shower facilities, business center, concierge, flight-planning area, catering preparation area, kitchenette, and crew cars. It recently underwent its first audit under IBAC’s International Standard for Business Aviation Handling (IS-BAH).

A full-service location, the company has a Part 135 charter operation that is managed from a modern control center on the third floor of the terminal building, and it has its own Part 145 maintenance station to service not only its own aircraft but those of its customers as well. Despite its recently replacing an old 18,000-sq-ft hangar with a brand new 40,000-sq-ft structure located adjacent to the airport’s U.S. customs ramp, Chandoha noted the Shell-branded facility’s

Top Rated FBOs in the Americas by Region

SOUTH



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
AUSTIN/SAN ANTONIO			
HENRIKSEN JET CENTER	KEDC	4.71	-0.01
MILLION AIR	KSAT	4.56	0.01
ATLANTIC AVIATION	KAUS	4.34	-0.03
SIGNATURE FLIGHT SUPPORT - NORTH TERMINAL	KSAT	4.24	0.00
SIGNATURE FLIGHT SUPPORT	KAUS	4.20	0.00
DALLAS/FORT WORTH			
AMERICAN AERO	KFTW	4.76	0.02
BUSINESS JET CENTER	KDAL	4.69	-0.01
MILLION AIR	KADS	4.64	0.01
TEXAS JET	KFTW	4.62	-0.01
ALLIANCE AVIATION SERVICES	KAFW	4.35	-0.01
HOUSTON			
GLOBAL SELECT	KSGR	4.71	0.00
MILLION AIR	KHOU	4.53	0.00
JET AVIATION HOUSTON	KHOU	4.47	0.00
WILSON AIR CENTER	KHOU	4.33	0.00
ATLANTIC AVIATION	KIAH	4.30	0.00
LITTLE ROCK			
TAC AIR	KLIT	4.08	0.01
NEW ORLEANS			
SIGNATURE FLIGHT SUPPORT	KNEW	4.24	0.00
ATLANTIC AVIATION	KMSY	4.21	-0.04

BRAZIL

FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
SÃO PAULO			
EMBRAER FBO	SDCO	4.60	0.05
LIDER AVIAÇÃO	SBSP	3.80	0.01

CARIBBEAN

FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
CARIBBEAN			
ODYSSEY AVIATION	MYNN	4.40	0.00
JET AVIATION	MYNN	4.10	-0.01
TLC AVIATION	TNCM	3.69	0.00

100,000 sq ft of aircraft storage space is near fully occupied as its customers continue to upgrade to larger and larger aircraft. “Another interesting trend is more transient customers are looking for hangar space, even if they are only here for a night or a couple of days,” he noted. With the opening of the company’s second FBO, and its first on the West Coast, the company is finding synergy from customers using both facilities as “bookend” bases.

4.67 Banyan Air Service

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

Banyan Air Service, which recently celebrated its 40th anniversary, earned a high score for its facilities (4.76). The massive complex encompasses more than 1 million sq ft of hangar and office space over 85 acres at Fort Lauderdale Executive Airport in Florida. But Banyan is not done, expanding to the north side of the airport this year to support the addition of eight 20,000-sq-ft hangars. Banyan's Key West-style terminal features an 800-gallon saltwater aquarium and has amenities including customer lounge with snack bar, business center,



conference rooms, and four Tesla charging stations. Banyan also provides aircraft and parts sales, maintenance/modifications, and is home to the "world's largest pilot shop."

4.67 Fargo Jet Center

Hector International Airport (FAR), Fargo, North Dakota



Fargo Jet Center (FJC), marking its 25th anniversary this year, received a nod for line service, scoring 4.74. This comes as FJC saw a 9 percent increase in fuel sales in 2019, servicing nearly 20,000 aircraft. With 70 based aircraft, the Avfuel provider has 127,000 gallons of jet-A and 100LL storage and seven fuel trucks servicing airline, cargo, and transient military aircraft, along with GA. The company is updating its 15,000-sq-ft terminal this year. It also has 168,000 sq ft of hangar space (including 90,000 sq ft heated). Its most popular service is valet parking, particularly during harsh winter days, attending to more than 2,600 vehicles in 2019. A true full-service FBO, it also offers charter, maintenance, aircraft sales, completions, and training.

4.67 Sheltair

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

Sheltair at Florida's Fort Lauderdale/Hollywood International Airport (FLL) is the only one of four on-field FBOs that provides direct access to FLL's new 8,000-foot Runway 10R/28L,



as well as the sole DCA Gateway facility at the airport. It offers a 17,538-sq-ft terminal with on-site café, executive conference rooms, passenger and pilot lounges, and gym and sauna. It also has more than 320,000 sq ft of hangar space. Services and amenities include 24-hour on-site U.S. Customs, concierge services, complimentary interior cleaning, catering, crew cars/shuttle, rental cars, and refreshments. The 24/7/365 FBO is also a TSA Arrival Gateway for access to nearby West Palm Beach International (PBI) when Presidential TFRs are active for the area.

4.67 Skyservice

Lester B. Pearson International Airport (YYZ),



Toronto, Canada

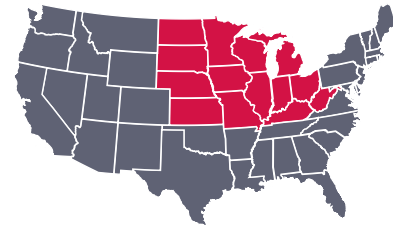
Even with an impressive showing in the 2020 AIN survey, the best is yet to come for Skyservice's Toronto Pearson International Airport location. Scores from this year, including a 4.78 rating for customer service representatives, reference Skyservice's midfield campus. That facility is soon to be augmented by a \$60 million addition on the airport's south side. The grand opening was imminent at press time. With easier highway access, the Canadian FBO provider's second location on the airport will add another 90,000 sq ft of hangar space (for a total of 350,000 sq ft) as well as a second luxurious 20,000-sq-ft passenger terminal.

4.67 Western Aircraft

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

With 260,000 sq ft of ramp space and a location just 15 minutes from downtown Boise, Avfuel-branded Western Aircraft is proud of its line crew and customer service representatives, scoring a solid 4.67 in the latter category. Western is also an FAA-certified Class-IV repair facility and offers AOG support. The location also offers aircraft sales, charter, management, interiors, and avionics services. Located in Idaho's Treasure

Top Rated FBOs in the Americas by Region MIDWEST, GREAT LAKES



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
DES MOINES			
ELLIOTT AVIATION	KDSM	4.54	-0.02
FARGO			
FARGO JET CENTER	KFAR	4.67	0.01
KANSAS CITY			
ATLANTIC AVIATION	KMKC	4.66	-0.03
SIGNATURE FLIGHT SUPPORT	KMKC	3.87	-0.03
MINNEAPOLIS/ST. PAUL			
SIGNATURE FLIGHT SUPPORT	KSTP	4.56	-0.01
SIGNATURE FLIGHT SUPPORT	KMSP	4.54	0.01
ST PAUL FLIGHT CENTER	KSTP	4.41	N/A
PREMIER JET CENTER	KFCM	4.32	-0.04
SIGNATURE FLIGHT SUPPORT	KRST	4.15	0.00
OMAHA			
TAC AIR	KOMA	4.32	-0.04
ST LOUIS			
TAC AIR	KSUS	4.45	N/A
MILLION AIR	KSUS	4.41	-0.03
SIGNATURE FLIGHT SUPPORT	KSTL	3.91	0.03
WICHITA			
YINGLING AVIATION	KICT	4.33	0.00
FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
CHICAGO			
J. A. AIR CENTER	KARR	4.64	0.00
ATLANTIC AVIATION	KPWK	4.50	0.00
SIGNATURE FLIGHT SUPPORT	KPWK	4.43	0.01
ATLANTIC AVIATION	KMDW	4.37	0.00
SIGNATURE FLIGHT SUPPORT	KUGN	4.36	0.00
CINCINNATI			
SIGNATURE FLIGHT SUPPORT	KLUK	3.98	0.00
CLEVELAND			
ATLANTIC AVIATION	KCLE	3.98	0.00
COLUMBUS			
LANE AVIATION	KCMH	4.28	0.01
DETROIT			
PENTASTAR AVIATION	KPTK	4.75	0.00
INDIANAPOLIS			
MILLION AIR	KIND	4.60	-0.02
SIGNATURE FLIGHT SUPPORT	KIND	4.30	0.00
FIRST WING JET CENTER	KTYQ	4.19	N/A
LEXINGTON/LOUISVILLE			
TAC AIR	KLEX	4.48	-0.01
ATLANTIC AVIATION	KSDF	4.17	-0.02
MILWAUKEE			
SIGNATURE FLIGHT SUPPORT	KMKE	4.21	0.00



Valley, Boise is home to Boise State University and close to Sun Valley, Silver Creek, Hell's Canyon, Snake River, and the River of No Return Wilderness Area. One customer commented, "I visit close to 300 FBOs a year in my travels and this was truly a very positive visit."

4.66 Atlantic Aviation

Montrose Regional Airport (MTJ)
Montrose, Colorado



Atlantic's Montrose location offers convenient access not only to skiing in winter, but also fishing, hunting, white-water rafting, and golf in summer. The facility, which scored 4.81 in the customer service representative category, offers heated hangar space for aircraft up to the size of a Gulfstream G650. Manager Mitch Martin said, "We are very lucky to have a group of employees who are passionate, professional, and fun. They are truly cherished."

"The excellent snowfall and skiing conditions for the last two seasons have been great for the city of Telluride. We serve as a gateway to this world-class resort. There are also several festivals during the summer along with the Colorado Tribute to Aviation in September."

4.66 Atlantic Aviation

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



Boasting an impressive 4.72 rating for its facilities, Atlantic's Kansas City Downtown location is a regular at the top of the AIN FBO Survey rankings. With its recently added fourth hangar, the location has about maxed out its footprint at 64,000 sq ft of heated aircraft storage space. "Our top priority now would be working with the airport to secure more real estate to add hangar space," said general manager Ben Moore.

One unusual feature is one hangar's attached 7,000-sq-ft "self-service" terminal for based tenants. The newest hangar is also home to the airport's U.S. Customs facility. And while last year's AFC championship football game ended in frustration for the Kansas City Chiefs, this year's game at Arrowhead Stadium (and its resulting bizav traffic), pushed the Chiefs on to the Super Bowl, where they took home all the marbles.

4.66 Monterey Jet Center,

Monterey Peninsula Airport (MRJ)
Monterey, California



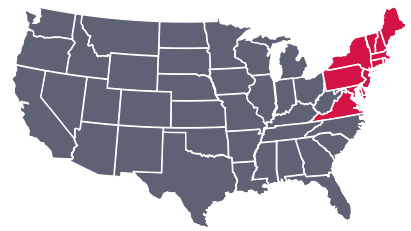
Monterey Jet Center (MJC) captured high scores in two customer-facing categories: line service (4.81) and CSR (4.80). The Avfuel-branded FBO says it strives to "be more than a pit stop," offering concierge services and amenities such as a massage chair, courtesy crew cars, loaner golf clubs (and discounted rates at local courses), ice cream and freshly baked cookies, and numerous customer-appreciation events. The facility includes more than 200,000 sq ft of terminal and hangar space, capable of housing up to a DC-9. A favorite time at MJC is the Monterey Bay Area's "Car Week," which may bring more than 120 aircraft to the 10-acre ramp at any given time and keeps MJC representatives bustling.

4.66 Stuart Jet Center

Witham Field (SUA), Stuart, Florida

Stuart Jet Center at Florida's Witham Field enjoys a particular advantage, lying just outside the temporary flight restriction zone when President Trump travels to his home in the state. But that isn't the sole reason that customers patronize the Avfuel-supplied FBO, which offers amenities such as an adjacent U.S. Customs facility, a two-story terminal, and a Dassault Aviation maintenance facility. The FBO added two new hangars last year, accommodating up to a Global 7500, and a new FBO-wide security system with extensive camera coverage. Another three acres of ramp space will come online in the summer. In this year's FBO Survey, Stuart Jet Center earned its top score in the line service category with an impressive 4.86.

Top Rated FBOs in the Americas by Region NORTHEAST



FBO	AIRPORT CODE	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ALBANY			
MILLION AIR	KALB	4.51	-0.02
BALTIMORE			
SIGNATURE FLIGHT SUPPORT	KBWI	4.01	-0.02
BOSTON			
JET AVIATION	KBED	4.28	0.02
SIGNATURE FLIGHT SUPPORT	KBED	3.97	-0.01
SIGNATURE FLIGHT SUPPORT	KBOS	3.64	-0.01
BURLINGTON			
HERITAGE AVIATION	KBTW	4.63	-0.01
LONG ISLAND			
SHELTAIR	KFOK	4.56	0.01
SHELTAIR	KISP	4.52	0.03
SHELTAIR	KFRG	4.40	0.04
ATLANTIC AVIATION	KFRG	4.27	0.00
MAINE			
NORTHEAST AIR	KPWM	4.41	0.12
BANGOR AVIATION SERVICES	KBGR	3.93	0.01
NEW YORK CITY			
MERIDIAN TETERBORO	KTEB	4.68	0.00
MILLION AIR	KHPN	4.55	0.28
JET AVIATION	KTEB	4.48	0.00
SIGNATURE FLIGHT SUPPORT - SOUTH TERMINAL	KTEB	4.41	0.01
SIGNATURE FLIGHT SUPPORT WEST	KHPN	4.34	-0.02
PHILADELPHIA			
ATLANTIC AVIATION	KPHL	3.99	0.02
PITTSBURGH			
ATLANTIC AVIATION	KPIT	4.50	-0.01
WASHINGTON D.C.			
SIGNATURE FLIGHT SUPPORT	KDCA	4.47	0.01
JET AVIATION	KIAD	4.30	0.01
APP JET CENTER	KHEF	4.29	-0.07
SIGNATURE FLIGHT SUPPORT	KIAD	4.26	-0.02





4.65 Modern Aviation

Centennial Airport (APA), Denver, Colorado

With its customer service representatives rated a solid 4.73 in this year's survey, Modern Aviation's Colorado facility takes its place among the leaders. Offering a range of MRO services, hangar and office rentals, as well as a full range of ground handling support, Modern APA (formerly XJet) is one of three locations for the chain, which is pursuing further acquisitions to expand its network in the U.S. and Caribbean.

In December, Modern instituted a voluntary carbon offset program in collaboration with the Carbonfund Foundation. Aircraft operators can bundle carbon-offset contributions with their fuel purchases, benefiting a number of environmental initiatives to combat climate change.

4.64 J.A. Air Center

Aurora Municipal Airport (ARR), Aurora, Illinois

J.A. Air Center at Chicago-area Aurora Municipal Airport (ARR) is a regular among top facilities in the annual AIN FBO



Survey. With an 11,000-sq-ft terminal and 100,000-sq-ft hangar, the independent FBO saw a nearly 16 percent year-over-year increase in the fuel volume sales last year. That's thanks to the basing of a Phenom 300, Gulfstream GIV, Citation Bravo, Falcon 900, and Global Express there all within the last half of 2019. J.A. Air Center operations manager Randy Fank told AIN. Amenities at the Corporate Aircraft Association-Preferred FBO include a 20,000-sq-ft arrival canopy, gym with shower facility, snooze rooms, and pilot lounge.

4.64 Million Air

Addison Airport (ADS), Dallas, Texas

The facility that launched the Million Air brand in 1984, Million Air Dallas at Addison Airport drew high marks for line service, scoring 4.67. The facility recently launched a customer service campaign to "embrace and display luxury service" throughout, from the counter to its line service. A remodeling is planned in Q2 with updated furniture, flooring, wall coverings, and a new Million Air Café. Amenities include Cadillac/Mercedes crew cars, fresh cookies, theater room, and onsite Go Rentals cars. Its terminal spans 18,000 sq ft, joining 200,000 sq ft of hangar space that can house Gulfstream G650-size aircraft. The Avfuel dealer pumps 4.6 million gallons of jet-A annually and hosts 60 based aircraft.



Top FBOs by Category-Americas

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
STUART JET CENTER	KSUA	WITHAM FIELD	4.86
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.82
MONTEREY JET CENTER	KMRV	MONTEREY PENINSULA	4.81
PREMIER JET CENTER	KFCM	FLYING CLOUD	4.80
SHELTAIR KTPA	KTPA	TAMPA INTL	4.78
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.78
			PASSENGER AMENITIES
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.80
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.76
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.75
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.74
SHELTAIR KTPA	KTPA	TAMPA INTL	4.74
			PILOT AMENITIES
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.78
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.78
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.73
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.71
MERIDIAN TETERBORO	KTEB	TETERBORO	4.71
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.71
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.71
			FACILITIES
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.88
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.81
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.80
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.80
SHELTAIR KTPA	KTPA	TAMPA INTL	4.78
			CSRs
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.90
AIR SERVICE HAWAII	PHNL	HONOLULU INTERNATIONAL	4.86
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.85
STUART JET CENTER	KSUA	WITHAM FIELD	4.84
MERIDIAN TETERBORO	KTEB	TETERBORO	4.83
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.83

FBOs with same score are listed in alphabetical order

4.64 Sheltair

Jacksonville International Airport (JAX)
Jacksonville, Florida

One of two FBOs at Florida's Jacksonville International Airport (JAX), Sheltair offers a 31,000-sq-ft terminal with pilot and passenger lounges, gym, showers, and flight-planning and conference rooms, as well as a pair of 20,000-sq-ft hangars that can each house aircraft up to super-midsized jets. Services and amenities include U.S. Customs, crew cars/shuttle, catering, complimentary aircraft cleaning, refreshments/snacks, and concierge. "At Sheltair JAX, we pride ourselves on boundless passion for aviation and anticipating the needs of our customers," said Sheltair JAX general manager Kirk Svoboda. "Our ability to soar above and beyond wouldn't be possible without our team—an essential part of what makes us special."



4.67 Farnborough Airport

(EGLF), UK



Farnborough Airport has been under new ownership since September 2019, when Macquarie Infrastructure and Real Assets purchased the London-area bizav gateway, but the exceptional facility still appears to have the winning formula as it once again topped the annual **AIN** FBO survey outside of the Americas. Former owner TAG invested more than \$150 million in the former military site, transforming it into one of the world's foremost dedicated business aviation airports.

Early indications are that Macquarie will continue this strategy as it seeks to build on last year's 5.3 percent traffic growth to 32,366 movements. The group has investments in 12 commercial airports across Europe and Australia, and in 68 U.S. FBOs. Assured access seven-days-a-week continues to be one of Farnborough's winning attributes, as well as easy access to the M3 highway with fast connections to central London and southern England. It is open from 7 a.m. to 10 p.m. on weekdays and from 8 a.m. to 8 p.m. at weekends, with just two days of full closure each year on December 25 and 26.

Passenger facilities now include a dedicated fast-track airside entrance with direct ramp access to aircraft. For those wanting to use the beautifully appointed terminal building, all the usual amenities are on offer, as well as concierge service, a private lounge, and meeting rooms. For visiting crew there are dedicated rest and snooze rooms, as well as a gym, plus laundry services, an ATM, showers, and a full operations team to provide support. The on-site Aviator hotel has proved to be a popular option for crew wishing to stay close to the airport.

In 2019 Farnborough achieved its goal of being fully carbon-neutral, laying claim to be the world's first business aviation airport to achieve this level of environmental performance. It achieved this by introducing a wider array of energy efficiency measures and by offsetting carbon emissions by funding measures such as planting trees in its local community. Green initiatives include features such as charging points for electric cars, including dedicated Tesla units.

Farnborough Airport CEO Brandon O'Reilly is to retire from the role at the end of June 2020 and will join the company's board as a non-executive director. He was appointed in 2006 and led the transformation of the facility into a modern business aviation hub. Macquarie says it will announce his successor "in due course."

4.57 Universal Aviation

London Stansted Airport (EGSS), UK

It may be one of five FBOs at London Stansted but Universal Aviation's FBO general manager there, Jason Hayward, says working together—even to the extent of "sharing ideas and equipment" has worked well for everybody's customers. In addition, according to Sean Rafferty, the Houston,

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

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	PERCENT
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.67	0.01	Top 20%
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.57	-0.01	Top 20%
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.46	0.02	Top 20%
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.46	0.01	Top 20%
LONDON JET CENTRE (XJET)	EGSS	LONDON STANSTED	4.46	-0.01	Top 20%
TAG AVIATION	LSGG	GENEVA INTERNATIONAL	4.43	-0.01	Top 20%
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.42	0.03	Top 20%
EXECUTIVE AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.40	0.09	Top 20%
EXECUTIVE EUROPE	LSZH	ZURICH	4.36	-0.04	
ECCELSA	LIEO	OLBIA COSTA SMERALDA	4.33	0.00	
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.33	-0.02	
HARRODS AVIATION	EGSS	LONDON STANSTED	4.31	0.00	
HARRODS AVIATION	EGGW	LONDON LUTON	4.30	-0.01	
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.29	0.00	
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.26	0.03	
SIGNATURE FLIGHT SUPPORT	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.24	-0.03	
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	PARIS LE BOURGET	4.24	0.00	
EXECUTIVE MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.22	0.02	
ADVANCED AIR SUPPORT	LFPB	PARIS LE BOURGET	4.20	N/A	
DASSAULT FALCON SERVICES	LFPB	PARIS LE BOURGET	4.18	0.01	
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.18	0.02	
UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.18	0.00	
EXECUTIVE BRUSSELS	EBBR	BRUSSELS NATIONAL	4.13	0.01	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.13	0.00	
JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.07	0.01	
SKY VALET CANNES	LFMD	CANNES-MANDELIEU	4.07	0.00	
SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.03	-0.01	
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.01	0.05	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	LONDON LUTON	4.00	0.01	
JET AVIATION	LSZH	ZURICH	3.94	0.01	
JET AVIATION	WSSL	SINGAPORE/SELETAR	3.93	0.01	
JETEX PARIS FBO	LFPB	PARIS LE BOURGET	3.93	0.01	
VIENNA AIRCRAFT HANDLING	LOWW	VIENNA INTERNATIONAL	3.86	0.02	
MILLION AIR/CJET	ZBAA	BEIJING/CAPITAL	3.29	-0.07	
VIPPORT VNUKOV-3	UUWW	MOSCOW/VNUKOV	3.28	0.01	

FBOs with same overall average are listed in alphabetical order

Texas-based company's senior director and managing director, UK, "We all have our own types of business."

The Universal FBO, which in May 2019 achieved IBA's IS-BAH Level II standard, consists of 11,000-sq-ft terminal building on two levels and 40,000-sq-ft private ramp. "That hasn't changed," said Hayward, who says the "major remodeling" of the FBO in 2012 for the Olympics (it was originally built in 1984) still "looks good as new."

The day **AIN** spoke with Hayward and Rafferty, a new dedicated kitchen area had been opened for customers who want to use the FBO for meetings and longer stopovers. Rafferty said the FBO benefits from being part of an international chain of ground support operations in 25 countries, and from the Universal Weather and Aviation parent company's flight planning and support subsidiary. The Stansted FBO is also home to Universal's European Operations Centre (EOC). He noted that some 40 percent of FBO users also use UWA trip support services and software, while the other 60 percent increasingly do "DIY trip support" using various apps.

The airport itself has several advantages, said Hayward. For example, it has a 10,000-foot runway, and "Parking at Stansted is comparatively cheap compared to some other airports in the London region," and there is "a large supply

of hangar space" available.

Rafferty added that being "at the top side" of the London airspace means less traffic and easier routes in and out for business aircraft operators from Europe and the U.S. In addition, slots are not a problem even with the summer night curfew, where they are limited in number—with sufficient forward planning for the latter.

Hayward said the general trend at Stansted has been away from VIP widebodies and toward long-range business jets, and these will benefit from a new low-noise category (Chapter 14) at Stansted later this year, which will mean even lower landing fees.



4.57 Grafair

Stockholm City Bromma Airport (ESSB)
Stockholm, Sweden

One wouldn't expect to find an FBO with a Florida vibe in Scandinavia, but that's just what you will encounter when you step into the Grafair terminal at Stockholm's Bromma Airport. The company's founder spent time in Vero Beach operating a flight school before returning to his native land and decided to bring some of that atmosphere back with him, complete with palm tree decor. In addition, he also adopted the U.S. all-inclusive service model, rather than the a la carte plan popular in Europe.

As a result, the 5,400-sq-ft terminal offers a variety of amenities, including a large but cozy passenger lounge with a fireplace, grand piano, aquarium, ice cream cooler, and most notably, the parrot. The pet of general manager Johan Emmoth, it has resided and thrived in the terminal since the FBO opened in 2004, and now has its own Instagram page to communicate with fans. One thing that can't be found in the lobby is a self-serve coffee machine. "We do everything the old-fashioned way," said Emmoth. "You get asked if you would like to have coffee or something to drink, and we serve everybody on a tray with nice cookies and chocolates. It's like getting invited to someone's home."

Those complimentary refreshments will soon be



enhanced with the introduction of the company's own champagne label, sourced from France's Champagne region, and a contract with a Finnish sturgeon breeder to provide individual serving tins of caviar.

Using its own in-house training regimen, Grafair earned IS-BAH Stage I registration over the past year at both its Bromma and Stockholm Arlanda locations, and the company will become one of the first FBOs in the world to commit to a steady supply of sustainable aviation fuel starting this summer. This will be the first time the company has supplied fuel of any sort, and it will have a dedicated 5,000-gallon refueler at both locations to meet customer demand for SAF, as well as its own charter fleet needs.

Emmoth told AIN that Stockholm has seen an unusually mild winter this year, the first he can remember without a major snowfall. That has caused the massive new snowplow the company purchased last year to sit idle as well as severely curtailing its deicing operations.

4.46 Jet Aviation

Schiphol Airport (EHAM), Amsterdam, Netherlands

Formerly the KLM Jet Center, the FBO at Amsterdam's Schiphol Airport has maintained its popularity with AIN's readership as it worked to finalize its transition to Jet Aviation ownership along with its sister FBO in Rotterdam. "We will start to look for new expansion opportunities in line with the ambitions of Jet Aviation," said Edwin Niemoller, the company's director of FBO operations for the Netherlands, noting his



staff remained entirely intact after the October 2018 purchase. "A focus area is on the introduction of sustainable aviation fuel at both locations."

Amsterdam Schiphol is currently the third-busiest airport in Europe, and the Jet Aviation FBO is situated near Runway 22/04 on the east side of the airfield, greatly facilitating easy entry and exit to and from the ramp area. The terminal, which is staffed from 6 am until 11 pm, features a crew lounge with computers and Wi-Fi, TVs with international channels, complimentary beverages including beer and wine, along with a game room with billiard table and dart board. The company has 27 staff members in Amsterdam and, along with the Rotterdam location, Amsterdam recently achieved Stage I registration under the International Standard for Business Aviation Handling (IS-BAH).

"With a strong focus on operational excellence and safety, we strive to maximize [our] customers' satisfaction by ensuring an excellent customer experience," Niemoller told AIN. "Getting the aircraft serviced for safe and timely departure is inextricably linked to our ambition of delivering a premium service to both passengers and crews." The location, which notched its highest score this year in the line service category (4.57) has four dedicated and experienced instructors in-house, who perform ramp technician training on major activities such as fueling, deicing and marshaling aircraft.

4.46 London Jet Centre (formerly XJet)

London Stansted Airport (EGSS), UK

London Stansted is located less than 40 miles from central London, and having two of its service providers ranking in the top 20 percent of worldwide FBOs in AIN's annual FBO Survey gives operators a choice of exemplary facilities.

The former XJet FBO there has been a standout among AIN's readers since it opened in 2015, but in October it was sold to Nigerian business tycoon Prince Arthur Eze, while retaining its entire staff of 30; good news to those who awarded the location its highest score (4.61) in the CSR category. At the beginning of the year it was renamed London Jet Centre, marking the second FBO to be changed from the XJet name, following the 2018 sale of its founding location at Colorado's Centennial Airport.

The facility, which is open from 6 a.m. until 10 p.m., with after-hours callout available, celebrates its fifth anniversary of operations at the airport this year. It includes a 20,000-sq-ft terminal with a passenger lounge; two VIP suites with direct



Top Rated FBOs in the Rest of the World by Region

EUROPE



FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
GENEVA			
TAG AVIATION	LSGG	4.43	-0.01
JET AVIATION	LSGG	4.33	-0.02
LONDON			
FARNBOROUGH AIRPORT	EGLF	4.67	0.01
UNIVERSAL AVIATION	EGSS	4.57	-0.01
XJET	EGSS	4.46	-0.01
HARRODS AVIATION	EGGW	4.30	-0.01
HARRODS AVIATION	EGSS	4.31	0.00
PARIS			
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	4.24	0.00
ADVANCED AIR SUPPORT	LFPB	4.20	N/A
UNIVERSAL AVIATION	LFPB	4.18	0.00
DASSAULT FALCON SERVICES	LFPB	4.18	0.01
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	4.13	0.00
JETEX	LFPB	3.93	0.01
SOUTHERN FRANCE			
SIGNATURE FLIGHT SUPPORT	LFMN	4.24	-0.03
SKY VALET CANNES	LFMD	4.07	0.00
SWISSPORT EXECUTIVE	LFMN	4.03	-0.01
AVIAPARTNER EXECUTIVE	LFMN	4.01	0.05
STOCKHOLM			
GRAFAIR JET CENTER	ESSB	4.46	0.02
ZURICH			
EXECUJET EUROPE	LSZH	4.36	-0.04
JET AVIATION	LSZH	3.94	0.01

private access and ensuite bathrooms; an espresso bar, along with the more traditional cocktail bar; an aviation-themed pilot lounge with a pair of snooze rooms and shower facilities; and an 18-seat A/V-equipped conference room as well as an in-house art gallery.

Home to 14 private jets, including an Airbus A340 and a Boeing 767, the facility has a 90,000-sq-ft climate-controlled hangar, one of the largest in Europe, which can shelter two 747s at the same time should the need arise. The company is certainly well-equipped to handle virtually any aircraft, with more than 3.5 acres of ramp, and ground equipment such as covered airstairs.

4.43 TAG Aviation

Geneva Intl Airport (LSGG), Geneva, Switzerland

While TAG Aviation may have sold off its showpiece Farnborough Airport last year, the company operates a trio of FBOs at Geneva and Sion in Switzerland, as well as Macau. The former has gained a reputation for excellence among AIN's

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readers, who awarded it its highest score in the line services category (4.59). Among its aircraft services are fueling, deicing, and FAA Part 145 maintenance, along with cabin detailing and aircraft washing.

Last year, the facility, which has achieved Stage 2 registration under IBAC's International Standard for Business Aviation Handling (IS-BAH), saw 16,545 movements, good for a more than 4 percent increase over 2018, and welcomed 35,000 passengers, on its way to a more than 50 percent market share among ground handlers at the airport.

TAG has had a presence in Geneva for more than three decades, and its facility in the shared C3 private terminal includes three private passenger lounges, two crew lounges, a snooze room, eight-seat conference room, flight-planning area, and, given the airport's location on the Switzerland/France border, onsite Swiss and French customs clearance. The location, which is open from 6 am until 10 pm local time, also displays a continually rotating exhibition of local artwork in its lobby. An interior refurbishment is slated for next year.

Customer service is always a key concern for the facility and

its 35 staff members, according to Erturk Yildiz, FBO handling manager for TAG Aviation Europe. "We look after our people sincerely and seriously, without forgetting that the competitor's doors are just two meters away," he said. "Our guests, customers, and crew deserve the best service we can offer."

Yildiz spoke to the difficulties of maintaining such a focused staff. "The hard part of the recruiting process is finding service-oriented people." Such potential staffers do not have to be from the aviation industry, he said, adding that candidates from the hotel industry are also appreciated. New hires receive classroom training before integration and practical experience, where they are constantly shadowed by a more experienced team member. A competency check list must then be completed before they are allowed to work autonomously.

4.42 MJets FBO

Don Mueang International Airport (VTBD)
Bangkok, Thailand

While MJets has operated its FBO at Bangkok's Don Mueang International Airport for a decade now, the company really opened the industry's eyes when it debuted its permanent \$8.6 million dollar facility in 2016. It is the only FBO in Asia to reach the top 20 percent worldwide in AIN's annual FBO survey. The 26,000-sq-ft, two-story terminal features a 3,400-sq-ft lounge which can accommodate up to 75 guests at a time with its



Top FBOs by Category-International

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.73
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.61
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.61
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.57
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.47
PASSENGER AMENITIES			
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.73
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.61
TAG AVIATION	LSGG	GENEVA INTERNATIONAL	4.59
HARRODS AVIATION	EGGW	LONDON LUTON	4.56
ECCLSA	LIEO	OLBIA COSTA SMERALDA	4.54
EXECUJET EUROPE	LSZH	ZURICH	4.54
PILOT AMENITIES			
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.74
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.55
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.46
LONDON JET CENTRE (XJET)	EGSS	LONDON STANSTED	4.34
TAG AVIATION	LSGG	GENEVA INTERNATIONAL	4.31
FACILITIES			
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.84
EXECUJET EUROPE	LSZH	ZURICH	4.55
ECCLSA	LIEO	OLBIA COSTA SMERALDA	4.53
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.51
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.49
CSRs			
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.76
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.63
LONDON JET CENTRE (XJET)	EGSS	LONDON STANSTED	4.61
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.54
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.52

FBOs with same score are listed in alphabetical order

private lounge, business center, concierge, and meeting rooms that served to give the facility its highest score in the Passenger Amenities category (4.61); a crew lounge with private showers and sofa beds; four conference/training rooms, the largest of which can accommodate 60 people; and onsite customs, immigration, and quarantine, along with visa services. Having those services in-house has reduced the international arrival/departure process for customers to under seven minutes, according to MJets chairman Jaiyavat Navaraj.

Top Rated FBOs in the Rest of the World by Region

MIDDLE EAST



FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
DUBAI			
EXECUJET MIDDLE EAST	OMDB	4.22	0.02
JET AVIATION	OMDB	4.07	0.01

ASIA PACIFIC



FBO	AIRPORT	2020 OVERALL AVERAGE	CHANGE FROM LAST YEAR
BANGKOK			
MJETS FBO	VTBD	4.42	0.03
SYDNEY			
EXECUJET AUSTRALIA	YSSY	4.40	0.09
JET AVIATION	YSSY	4.29	0.00
BEIJING			
MILLION AIR / CJET	ZBAA	3.29	-0.07
HONG KONG			
HONG KONG BUSINESS AVIATION CENTER	VHHH	4.18	0.02

In swift response to the global Covid-19 pandemic, portable and static thermal scanners are among the latest additions. They can detect people (including arriving and departing passengers and crew) with fevers to prevent them from entering the terminal. Aircraft cabin disinfection services have also been added. Navaraj noted that the company, the first in Southeast Asia to earn accreditation under IBAC's International Standard for Business Aviation Handling (IS-BAH), is currently working through the airport's approval process to have a solar roof installed, which will make the facility greener, reducing its energy costs by 20 percent.



Above & Beyond

PERSON	FBO	AIRPORT CODE
Alexsandra Camargo	FONTAINEBLEAU AVIATION	KOPF
Amy Brothers	WILSON AIR CENTER	KCHA
Beverly Patton	SHELTAIR	KFLL
Bill Sneesby	SIGNATURE FLIGHT SUPPORT	KTPA
Blanche Ng	HONG KONG BUSINESS AVIATION CENTER	VHXX
Brent Beutler	AVFLIGHT	KTVX
Brice Allen	ATLANTIC AVIATION	KAUS
Caden Rodning	PREMIER JET CENTER	KFCM
Christina Carey	ALLIANCE AVIATION SERVICES	KAFW
Daniele Hendricks	AERO CHARTER	KSUS
Dennis Montgomery	GARY JET CENTER	KGYG
Dexter Tatum	NORTHEAST AIR	KPWM
Elizabeth Drexler	MILLION AIR	KADS
Erika Estrada	SHELTAIR	KDAB
Erturk Yildiz	TAG AVIATION	LSGG
Holly Hopkins	TEXAS JET	KFTW
Janette Licastro	MILLION AIR	KHPN
Jessica Morse	APEX EXECUTIVE JET CENTER	KMLB
Jessica Rowden	CUTTER AVIATION	KABQ
Jimmy Thate	SIGNATURE FLIGHT SUPPORT	KPBI
Johana Echeto	SHELTAIR	KORL
Josie DaCosta	SKYSERVICE	CYYZ
Karah Brubaker	VAIL VALLEY JET CENTER	KEGE
Kawai Lopez	MONTEREY JET CENTER	KMRV
Kyle Quinn	MODERN AVIATION	KAPA
Lindsey Leland	AMERICAN AERO	KFTW
Lisa LaMantia	ADVANCED AIR	KCBF
Pablo Garcia	BANYAN AIR SERVICE	KFXE
Rita Tam	TAG AVIATION	VMMC
Sabrina Elias	MILLION AIR	KHOU
Sandy Tachovsky	SIGNATURE FLIGHT SUPPORT	KSTP
Scott Capehart	AERO-ONE AVIATION	KDHN
Steffanie Duck	SHELTAIR	KECP
Sue Stevens	MAC JETS	KPWM
Tatyana Saldana	CLAY LACY AVIATION	KVNY
Vanessa Aragon	ATLANTIC AVIATION	KSCN
Venus Koenig	SHELTAIR	KJAX

The facility has approximately 85,000 sq ft of hangar space, including a 32,300-sq-ft structure that can accommodate a pair of BBJ/ACJ-size aircraft. As MJets also provides charter service, the hangars are home to its five jets and three others under management.

4.40 ExecuJet Australia

Sydney Kingsford Smith Airport (YSSY)
Sydney, Australia

A newcomer to the top rungs of the AIN FBO Survey this year is ExecuJet at Australia's Sydney Kingsford Smith Airport. One of two service providers on the field, the FBO, which handles VIP/diplomatic as well as corporate flights, was recently renovated. It now offers 2,700 sq ft of dedicated lounge space that opens onto the ramp, as well as private conference rooms, concierge service and passenger and crew transportation.

According to Darren McGoldrick, ExecuJet's vice president for Asia-Pacific, the facility is known for a warm, friendly welcome from its customer service staff. That corroborates the reviews from AIN's readership, which awarded the FBO its highest score (4.63) in the CSR category. "Our philosophy is about building a long-term relationship with our customers, ensuring



we deliver on our promises, anticipate their requirements, and are respectful of their privacy," said McGoldrick, adding guests need to feel at home when they come to the FBO. "Customers are the most powerful ambassadors a business can have." Being a global aircraft operator as well as a service provider gives the company a leg up when it comes to understanding the needs of customers, McGoldrick believes.

The FBO is co-located with the ExecuJet MRO facility on the eastern end of 8,300-foot Runway 07/25, and its hangar can accommodate aircraft up to a Bombardier Global. Five of the company's managed aircraft are based at the Sydney location. ExecuJet also manages another large hangar facility that the FBO uses for transient aircraft; it can accommodate up to four ultra-long-range business jets. ExecuJet acquired the location in 2017 from Universal Aviation, and became the first FBO in Australia to achieve IS-BAH Stage 1 accreditation. ■

Advice from CSR All Stars

Exemplary customer service is widely recognized as one the most defining features of a quality FBO, so we asked some experts in the field—those who have been highlighted in the past for their outstanding service by our readers—for their views on what makes a great customer service representative.

"The best customer service reps are intuitively friendly, caring individuals who have a real passion for helping people. Any good CSR or CSR team should see itself as an extension of their customer's flight departments. By personalizing the experience, paying attention to detail, and trying to stay one step ahead of requests, a great CSR will be able to ensure that the customer feels welcomed and well cared for."

Betsy Wines

Vice president of customer service and human resources,
Meridian Teterboro

"A great CSR possesses an ability to read people by their behaviors, body language, and voice inflection and use that information to anticipate a customer's needs. By paying attention to details, a CSR can make a busy and sometimes weary traveler feel at home. Simple things, like remembering a customer's name, how many children they have, or even their favorite snack, all create an environment of family and belonging."

Angela Thurmond

General manager, American Aero FTW

"What makes a good CSR is someone who has the desire to serve others. This person shows up for work not just wanting to do a good job; they think of ways to delight customers and ways to serve people beyond what they ask for. A good CSR does more than what is required. The main concern is the customer and how the customer feels. When this is the goal, everything else just falls into place."

Holly Hopkins

Customer service manager, Texas Jet

"If [CSRs] are curious, they will be curious with the customer as well and want to get to know them and make them feel at home. Engaging is huge! They need to have personality and not be shy, but also know when to listen...I love to follow up with a customer to see how their experience was at our facility. When they would email or call me back, I made sure the team knew what they did and how the customer was pleased. It makes the team want to do it again and becomes infectious."

Julie Silberman

Executive director of marketing, branding, and sales,
Odyssey Aviation

"I would define a good CSR as someone who possesses a great, open personality, and who is service minded. Our culture requires that in a CSR. We can teach anyone technology but you can't teach a personality along with a friendly smile. A good CSR is someone who can build relationships with customers and is genuinely a compassionate person. Hiring a CSR who has these qualities will create a happy work environment with happy customers."

Traci Fremm

Director of sales and customer service standards,
Atlantic Aviation

"Knowledge, relationships, trust, and commitment drive my passion for providing service above and beyond. Love the details, develop and maintain a network of resources, share what you know with others, always anticipate what is needed, and be ready for anything. Most importantly, wake up to a great day and carry with you a smile and kindness, ready to pass along freely."

Beverly Patton

Customer relations ambassador, Sheltair