

AIN 2025 FBO Survey

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Unpredictable volatility from Washington, D.C., could have far-reaching effects for the business aviation industry in 2025 and beyond.

For the FBO industry, aircraft movements are its lifeblood, and 2024 proved to be a stable year for business aviation. While the 3,630,600 business jet and turboprop departures in the U.S. were just a percentage point off from the previous year, they were still 23% above pre-pandemic totals, according to data from industry data analyst WingX Advance.

For Europe, departures were down less than 1% from 2023 and still nearly seven points above 2019 numbers. In the Caribbean region, however, business was booming: activity was up by 9.4% last year.

In terms of industry consolidation, while the number of FBO transactions was down from the dizzying heights of recent years, it remains a seller's market. "While the industry has largely moved on from the record-breaking acquisitions of the two largest chains by private equity in 2021, these transactions captured the imagination of many FBO owners considering

selling the past few years," said Douglas Wilson, president and senior partner of industry consultancy FBO Partners.

"Those sellers adjusted their valuation expectations accordingly, yet unscientifically." Those inflated asking prices, higher interest rates, and decreased inventory of highly attractive top-tier locations could all serve to cool down what had been a busy FBO consolidation market. "Adding to the transactional malaise is an unusually large pool of would-be aggregators," Wilson said.

Over the past few years, players such as Lynx FBO and Ross Aviation were absorbed by Atlantic Aviation, while Tac Air was acquired by Signature Aviation. However, others such as Modern Aviation, Skyservice, AeroCenters, a revamped Odyssey Aviation, and newcomers to the market remain to take their place in the FBO acquisition ecosystem.

While Wilson expects a relatively robust mergers and acquisitions market for 2025,

he cautions that unpredictable volatility from Washington could have far-reaching effects. "The potential loss of thousands of government employees who regulate the industry will slow transactions."

One major development in the U.S. FBO industry this past year was in the geographic expansion of the sustainable aviation fuel (SAF) supply. While SAF availability had been limited to the West Coast, a series of announcements from producers such as Neste and distributors such as World Fuel Services and Avfuel last year saw it flow steadily eastward as new distribution terminals were established.

With that backdrop, AIN tasked its readers to rate the FBOs they frequent in five categories. To reach the top rungs of facilities worldwide in the survey, it's not enough for an FBO to score highly in just one or two categories; the top-rated facilities must show consistent quality across all five areas. ■

TOP RATED FBOS IN THE AMERICAS (BY OVERALL AVERAGE)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR		FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.83	0.02	Top 5%	SONOMA JET CENTER	KSTS	CHARLES M. SCHULZ - SONOMA COUNTY	4.66	0.02	Top 20%
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82	0.03	Top 5%	SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KTEB	TETERBORO	4.65	-0.02	Top 20%
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.77	0.01	Top 5%	AERO CHARTER, INC	KSUS	SPIRIT OF ST LOUIS	4.64	0.01	Top 20%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.76	0.04	Top 5%	AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.64	-0.05	Top 20%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.75	0.02	Top 5%	CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.64	0.04	Top 20%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.75	0.05	Top 5%	MODERN AVIATION	KAPA	CENTENNIAL	4.64	-0.01	Top 20%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.74	0.01	Top 5%	MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.64	0.01	Top 20%
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.74	0.00	Top 5%	STANDARD AVIATION	TIST	CYRIL E KING - CHARLOTTE AMALIE	4.64	0.04	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.73	0.05	Top 5%	WILSON AIR CENTER	KCHA	LOVELL FIELD	4.64	-0.02	Top 20%
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.72	N/A	Top 5%	SHELTAIR	KPMP	POMPANO BEACH AIRPARK	4.63	0.02	Top 20%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.72	0.03	Top 5%	SHELTAIR	KSAV	SAVANNAH/HILTON HEAD INTERNATIONAL	4.63	0.04	Top 20%
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.71	0.04	Top 5%	ATLANTIC AVIATION	KOKC	WILL ROGERS WORLD	4.62	0.00	Top 20%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.71	0.08	Top 5%	CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNI	4.62	0.02	Top 20%
GALAXY FBO	KCXO	CONROE-NORTH HOUSTON REGIONAL AIRPORT	4.71	0.01	Top 5%	JET CENTER AT SANTA FE	KSAF	SANTA FE MUNI	4.62	-0.03	Top 20%
MILLION AIR	KHPN	WESTCHESTER COUNTY	4.71	0.07	Top 5%	MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.62	-0.06	Top 20%
SHELTAIR	KDAB	DAYTONA BEACH INTERNATIONAL	4.71	0.05	Top 5%	SIGNATURE FLIGHT SUPPORT	KSTP	ST. PAUL DOWNTOWN/HOLMAN FLD	4.62	0.01	Top 20%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.70	0.00	Top 10%	ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.61	-0.03	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.70	0.03	Top 10%	EMBRAER FBO	SDCO	SOROCABA	4.61	0.00	Top 20%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.70	-0.01	Top 10%	MILLION AIR	KADS	ADDISON	4.61	-0.01	Top 20%
GALAXY FBO	KADS	ADDISON	4.69	-0.05	Top 10%	NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.61	0.00	Top 20%
LUX FBO	CYHU	ST-HUBERT	4.69	0.01	Top 10%	SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KHWD	HAYWARD EXECUTIVE	4.61	0.00	Top 20%
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.69	0.06	Top 10%	SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.61	-0.02	Top 20%
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.69	-0.01	Top 10%	ATLANTIC AVIATION	KPWK	CHICAGO EXECUTIVE	4.60	0.05	Top 20%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.68	0.00	Top 10%	GLOBAL AVIATION	KHIO	PORTLAND-HILLSBORO	4.60	0.00	Top 20%
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	CHICAGO EXECUTIVE	4.68	0.01	Top 10%	SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.60	0.00	Top 20%
SHELTAIR	KPIE	ST. PETE--CLEARWATER INTERNATIONAL	4.67	0.04	Top 10%	WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.60	-0.01	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.67	0.01	Top 10%						
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FLD	4.67	-0.02	Top 10%						
MILLION AIR	KHOU	WILLIAM P. HOBBY	4.67	0.03	Top 10%						

FBOs with same score are listed in alphabetical order

The Americas

Pentastar Aviation at Detroit-area Oakland County International Airport (KPTK) once again earned the highest score among all aviation service providers worldwide in **AIN**'s annual FBO Survey with a score of 4.83, edging out second-place finisher Modern Aviation at Fort Worth Meacham International Airport (KFTW) by one-tenth of a point. For Pentastar, this represents its fifth consecutive year as the highest ranked FBO as selected by our readers.

The top of the Americas portion of this year's survey was dominated by Florida and Texas FBOs, with the two states claiming 12 of the 16 top 5% slots between them. New York, California, North Dakota, and Michigan each had one.

Filling out the first five positions in the survey this year were Sheltair Tampa (KTPA), Henriksen Jet Center at Austin Executive Airport (KEDC) in Texas, and Jet Aviation at Palm Beach International (KPBI), which tied with Sheltair at Fort Lauderdale/Hollywood International Airport (KFLA), both in Florida.

Among the remaining 10 FBOs scoring in the top 5%, five celebrated their first time in the top tier of the survey: Sheltair's facilities, at Orlando Executive (KORL) and Daytona Beach International (KDAB) airports; Astin Aviation in College Station, Texas (KCLL), Desert Jet Center at Jacqueline Cochrane Regional Airport (KTRM) in California, and Million Air at New York's Westchester County Airport (KHPN).



4.83

Pentastar Aviation

Oakland County International Airport (KPTK), Pontiac, Michigan

For Pentastar Aviation, one of five FBOs at Detroit-area Oakland County International

Airport, this year's **AIN** FBO Survey continues its run as the top-scoring facility, holding that spot either singly or tied for the past five years.

Having just celebrated its 60th anniversary, the company—which traces its origin back to Chrysler's flight department—was

the only FBO this year to place in the top ten in all five categories: line service (4.86), passenger amenities (4.78), pilot amenities (4.79), facilities (4.80), and CSRs (4.91).

"I think the thing that sets us apart is the consistency with which we approach the highest possible standards," company

president Brad Bruce told **AIN**. “We operate on an airfield with much competition, and it is our customer-focused service approach that we have delivered for decades that has built a trust and loyalty with our customers.” To show them its appreciation, the company has instituted monthly customer focus days, during which it offers guests a variety of complimentary treats, running the gamut from soup to (do)nuts.

A full-service FBO, Pentastar offers a range of aviation services, including maintenance, completions, and refurbishment, as well as an aircraft charter and management division, in addition to traditional aircraft handling, fueling, and sheltering.

The Avfuel-branded complex is home to 21 turbine-powered aircraft ranging from a Boeing Business Jet on down. A 22-acre facility, it includes 130,000 sq ft of hangar space and 10 acres of reinforced ramp space, allowing the FBO to handle virtually any size aircraft.

Its main 5,000-sq-ft terminal is undergoing a six-month renovation to “ensure it meets the highest standards of comfort and convenience,” according to v-p of FBO services Ben Hammond. It offers passenger lounges, multimedia-equipped conference rooms, company offices, and Pentastar’s in-house full-service catering kitchen, the Fivestar Gourmet, which has become so successful that, in addition to serving customers at neighboring FBOs, it services other airports in the region.

The FBO also operates the Stargate, a separate satellite 10,000-sq-ft terminal intended to handle large charter aircraft, with its own baggage carousel and what is believed to be the only privately operated jetway in the country.

4.82

Modern Aviation

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

Growing FBO chain Modern Aviation



purchased the former American Aero FTW location last May, and the highly-regarded facility has lost nothing in the ownership change as one of only two locations to earn a score of 4.78 or higher in every survey category this year. It ranked in the top 10 in four of the five survey categories: passenger amenities (4.82), pilot amenities (4.79), CSRs (4.86), and facilities (4.85).

“Exceptional customer service, a commitment to safety, and a world-class facility are all reasons why our customers have placed us in the top 5% of all FBOs in the **AIN** survey since 2018,” said general manager Glenn Rack.

That safety culture is amply demonstrated by the FBO being the first in the world to achieve Stage 3 registration under the International Standard for Business Aircraft Handling (IS-BAH) in 2018, signifying a mature and integrated safety management system.

The Avfuel-branded facility has a 31-acre leasehold at KFTW, and its terminal occupies 8,000 sq ft of exclusive space in the airport operations building. No technology was spared in its construction—from white noise speakers embedded in the walls to provide privacy, to automatically dimming windows to blunt the effects of the harsh Texas sun.

The terminal offers three separate passenger lounges (including a separate TSA-secure private lounge with ensuite bathroom and direct ramp access), a well-stocked refreshment bar, crew dining area, pilot lounge with shower facilities, a snooze room with a soundproof one-ton door, a 20-seat conference room, sheltered

parking, complimentary overnight crew cars, and a galley for food preparation.

“Our mission is to provide customers with the best experience every visit,” Rack told **AIN**. “Every FBO pumps fuel; we set ourselves apart by providing a smooth and effortless experience to our customers that they will remember.”

Despite having 250,000 sq ft of hangar space, plans call for the construction of an additional nearly 100,000 sq ft of aircraft shelter at the facility over the next few years.

4.77

Sheltair

Tampa International Airport (KTPA), Tampa, Florida

Sheltair’s Tampa facility began its existence as Tampa International Jet Center before being acquired by the chain in 2016, but in its 18 years of operation, the location—no matter what name—has held a spot in the top rungs of the **AIN** FBO Survey. This year, it was one of just three FBOs worldwide to earn a score over 4.7 in each of the five survey categories, according to **AIN**’s readers, placing it among the leaders in four of the five: line service (4.80), passenger amenities (4.76), pilot amenities (4.73), and facilities (4.79).



The Florida-based company has invested heavily in the CAA Preferred location, having recently completed a \$1 million-plus renovation to the 12,000-sq-ft two-story terminal that introduced a multitude of improvements to what was already an

SOUTHEAST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ATLANTA			
HILL AIRCRAFT	KFTY	4.48	0.02
SIGNATURE FLIGHT SUPPORT	KPDK	4.40	0.07
AERO CENTER EPPS ATLANTA	KPDK	4.38	0.01
ATLANTIC AVIATION	KPDK	4.15	-0.02
SIGNATURE FLIGHT SUPPORT	KFTY	3.98	0.03
BOCA RATON/POMPANO BEACH			
SHELTAIR	KPMP	4.63	0.02
SIGNATURE FLIGHT SUPPORT	KBCT	4.26	-0.11
ATLANTIC AVIATION	KBCT	4.20	0.03
CHARLESTON			
SIGNATURE FLIGHT SUPPORT	KCHS	4.54	0.02
ATLANTIC AVIATION	KCHS	4.12	0.01
CHARLOTTE			
WILSON AIR CENTER	KCLT	4.60	-0.01
CHATTANOOGA			
WILSON AIR CENTER	KCHA	4.64	-0.02
DAYTONA BEACH			
SHELTAIR	KDAB	4.71	0.05
FORT LAUDERDALE			
SHELTAIR	KFLL	4.75	0.05
BANYAN AIR SERVICE	KFXE	4.74	0.01
NATIONAL JETS	KFLL	4.58	-0.02
FORT LAUDERDALE EXECUTIVE JET CENTER	KFXE	4.57	0.03
JETSCAPE	KFLL	4.26	-0.05
FORT MYERS/NAPLES			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.72	0.03
NAPLES AVIATION	KAPF	4.28	0.00
PRIVATESKY AVIATION	KRSW	4.17	-0.05
JACKSONVILLE			
SHELTAIR	KJAX	4.70	0.03
MEMPHIS			
WILSON AIR CENTER	KMEM	4.70	-0.01
SIGNATURE FLIGHT SUPPORT	KMEM	4.06	0.02
MIAMI			
FONTAINEBLEAU AVIATION	KOPF	4.54	0.03
ATLANTIC AVIATION	KOPF	4.39	-0.01
SIGNATURE FLIGHT SUPPORT	KMIA	4.23	-0.02
SIGNATURE FLIGHT SUPPORT	KOPF	4.22	0.08
NASHVILLE			
ATLANTIC AVIATION	KBNA	4.19	0.04
SIGNATURE FLIGHT SUPPORT	KBNA	4.11	-0.01
NORTHWEST FLORIDA			
SHELTAIR	KECP	4.60	0.00
ATLANTIC AVIATION	KDTS	4.33	-0.07
MILLION AIR	KTLH	4.27	0.03

impressive facility. It features an airy double-height lobby running from the streetside porte-cochère straight through to the iconic 12,000-sq-ft rampside arrivals canopy, with a refreshment bar, pilot lounge, flight planning area, and a pair of conference rooms.

Open 24/7, the Avfuel-branded location occupies 35 acres at KTPA with a staff of 45.

Home to 47 turbine aircraft, the IS-BAH Stage 2-registered complex has 284,000 sq ft of hangar space, including a recent \$26 million expansion project consisting of 77,000 sq ft of aircraft shelter along with 32,000 sq ft of office space. Last June, Sheltair broke ground on what will be a 57,000-sq-ft MRO facility capable of sheltering aircraft up to a Boeing BBJ. It is expected to be completed by the end of the year.

While many FBOs have warehouses or fuel terminals as neighbors, Sheltair's KTPA location offers top-tier dining

options within walking distance from the front door in an upscale urban shopping district. Also, Raymond James Stadium (home to the NFL's Tampa Bay Buccaneers) abuts the airport property, allowing the FBO to shuttle passengers heading there for football games or concerts to an airport side gate within walking distance of the stadium's entrance.

4.76 Henriksen Jet Center Austin Executive Airport (KEDC), Austin, Texas

For the eighth consecutive year, Henriksen Jet Center, the FBO at the privately owned Austin Executive Airport, has placed in the top 5% of all FBOs, according to AIN's readers. The facility landed in the top 10 in the pilot amenities and facilities categories with scores of 4.78 and 4.84, respectively, and shared the highest score in this year's survey in the passenger amenities category (4.83).

SOUTHEAST REGION (CONTINUED)

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ORLANDO			
SHELTAIR	KORL	4.73	0.05
ATLANTIC AVIATION	KORL	4.47	-0.03
ATLANTIC AVIATION	KMCO	4.42	-0.06
SIGNATURE FLIGHT SUPPORT	KMCO	4.29	-0.06
RALEIGH/DURHAM			
SIGNATURE FLIGHT SUPPORT	KRDU	3.82	-0.07
SARASOTA			
ATLANTIC AVIATION	KSRQ	4.53	-0.01
SAVANNAH			
SHELTAIR	KSAV	4.63	0.04
TAMPA/ST. PETERSBURG			
SHELTAIR	KTPA	4.77	0.01
SHELTAIR	KPIE	4.67	0.04
SHELTAIR	KSPG	4.39	0.06
SIGNATURE FLIGHT SUPPORT	KTPA	3.95	-0.04
WEST PALM BEACH/STUART			
JET AVIATION	KPBI	4.75	0.02
ATLANTIC AVIATION - STUART JET CENTER	KSUA	4.55	-0.02
APP JET CENTER	KSUA	4.54	0.06
SIGNATURE FLIGHT SUPPORT	KPBI	4.42	0.01
ATLANTIC AVIATION	KPBI	4.36	0.03

FBOs with same score are listed in alphabetical order



Like its older sister at Houston Executive Airport (KTME)—which also landed in the top 5% this year—it is a Paragon Aviation Group member and, as in Houston, the company owns both the airport and the FBO in Austin.

One of the popular features of the KEDC facility is its massive 15,000-sq-ft aircraft arrivals canopy, which can accommodate up to a Boeing Business Jet-class aircraft and ease the aircraft's air conditioner burden from Texas' blazing sun.

The 21,500-sq-ft terminal features a modern two-story glass-sheathed lobby.

On display is an Olympus engine from the former Concorde jetliner, along with a restored 1914 Indian motorcycle in a glass case. Amenities include a pilot lounge with quiet rooms equipped with the latest in massage chairs, shower facilities, luxurious theater room with stadium seating, and 12-seat conference room. The upstairs level is leased to tenants.

The Phillips 66-branded location, which is staffed 24/7, has half a million sq ft of ramp space along with more than 200,000 sq ft of hangar space, and it is home to 54 based jets and turboprops.

During one weekend in October, when the Texas capital hosted not only a key college football game but the Formula 1 United States Grand Prix as well, KEDC saw the busiest three-day weekend in its history, handling more than 400 turbine aircraft operations, according to airport executive director Andrew Perry.

4.75

Jet Aviation

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

Jet Aviation's facility at Florida's Palm Beach International Airport has been a fixture there since 1985, and it is perennially the global chain's highest-scoring location in AIN's annual FBO Survey.

A member of the Air Elite Network of upscale FBOs, the facility's main 18,000-sq-ft two-story terminal just completed an interior renovation project. It is open 24/7 and features passenger lounges, refreshment bar, pilot lounge, snooze room, flight planning area, shower facilities, conference room, concierge and crew cars, courtesy shuttles, and onsite car rental. It is an approved gateway to Ronald Reagan Washington National Airport under the TSA's DCA Access Standard Security Program (DASSP), and like all other Jet Aviation facilities, it is IS-BAH registered.

At KPBI, the CAA-preferred FBO

shares a secondary 7,000-sq-ft terminal with sister company Gulfstream, along with a 40,000-sq-ft hangar that brought the facility—home to 55 turbine-powered aircraft—up to 200,000 sq ft of space capable of accommodating bizliners such as the BBJ and ACJ. For outside aircraft parking, it also has more than a half-million sq ft of ramp space in its 25-acre leasehold.

The Phillips 66-branded location—open 24/7 with a staff of 64—received its highest scores this year (4.81) in the customer-facing areas of line service and CSRs. “The customer is at the heart of everything we do,” explained general



GREAT LAKES REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
BATTLE CREEK			
DUNCAN AVIATION	KBTL	4.39	0.00
CHICAGO			
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	4.68	0.01
ATLANTIC AVIATION	KPWK	4.60	0.05
J. A. AIR CENTER	KARR	4.59	-0.02
B COLEMAN AVIATION	KGYY	4.52	0.01
SIGNATURE FLIGHT SUPPORT	KPWK	4.43	0.01
CINCINNATI			
SIGNATURE FLIGHT SUPPORT	KLUK	3.90	0.00
CLEVELAND			
ATLANTIC AVIATION	KCLE	3.87	-0.03
COLUMBUS			
LANE AVIATION	KCMH	4.16	-0.09
SIGNATURE FLIGHT SUPPORT	KCMH	3.89	-0.03
DETROIT			
PENTASTAR AVIATION	KPTK	4.83	0.02
INDIANAPOLIS			
MILLION AIR	KIND	4.53	-0.01
JET ACCESS INDIANAPOLIS EXECUTIVE AIRPORT (FORMERLY FIRST WING JET CENTER)	KTYQ	4.24	0.02
SIGNATURE FLIGHT SUPPORT	KIND	3.89	0.02
LEXINGTON/LOUISVILLE			
SIGNATURE FLIGHT SUPPORT	KLEX	4.53	0.05
ATLANTIC AVIATION	KSDF	4.36	0.11
MILWAUKEE			
SIGNATURE FLIGHT SUPPORT	KMKE	4.36	-0.04

FBOs with same score are listed in alphabetical order

WEST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ANCHORAGE			
ATLANTIC AVIATION	PANC	4.21	-0.09
HONOLULU			
ATLANTIC AVIATION	PHNL	4.46	-0.02
LAS VEGAS			
SIGNATURE FLIGHT SUPPORT	KLAS	4.36	0.00
ATLANTIC AVIATION	KLAS	4.26	-0.01
HENDERSON EXEC ARPT	KHND	4.08	-0.09
LOS ANGELES			
ATLANTIC AVIATION	KLGB	4.52	0.00
MILLION AIR	KBUR	4.46	-0.02
CLAY LACY AVIATION	KVNY	4.43	0.08
CLAY LACY AVIATION	KSNA	4.42	0.07
ACI JET (SNA)	KSNA	4.38	0.00
PALM SPRINGS			
DESERT JET CENTER	KTRM	4.71	0.04
ATLANTIC AVIATION	KTRM	4.37	-0.05
ATLANTIC AVIATION	KPSP	4.29	-0.08
SIGNATURE FLIGHT SUPPORT	KPSP	4.29	0.00
PORTLAND			
GLOBAL AVIATION	KHIO	4.60	0.00
ATLANTIC AVIATION	KPDX	4.51	0.04
SAN DIEGO			
ATLANTIC AVIATION	KCRQ	4.56	-0.05
CARLSBAD JET CENTER	KCRQ	4.54	0.06
SIGNATURE FLIGHT SUPPORT	KSAN	3.91	0.04
SAN FRANCISCO/OAKLAND			
MONTEREY JET CENTER	KMRY	4.64	0.01
SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KHWD	4.61	0.00
DEL MONTE AVIATION	KMRY	4.49	-0.14
SIGNATURE FLIGHT SUPPORT	KOAK	4.20	-0.08
ATLANTIC AVIATION	KSJC	4.18	0.00
SONOMA			
SONOMA JET CENTER	KSTS	4.64	4.64
SEATTLE			
MODERN AVIATION	KBFI	4.28	0.02
SIGNATURE FLIGHT SUPPORT	KBFI	4.14	-0.03

FBOs with same score are listed in alphabetical order

manager Steven Schrammel. “The team in Palm Beach really takes this to heart and is dedicated to creating a personalized experience for all of our customers, built on the highest standards of safety and service.” He added that his staff is empowered to make quick, informed decisions to prioritize safety and customer service.

Sustainability is a key focus at the facility, which began offering continuous supplies of sustainable aviation fuel in January. Other environmentally friendly features include low-flow water fixtures, a white roof to reflect heat, and low-energy LED lighting throughout the

facility. Outside, landscaping was designed with drought-resistant plants and heat-reducing tarmac.

4.75

Sheltair

Fort Lauderdale–Hollywood International Airport (KFL), Fort Lauderdale, Florida

The second of four Sheltair FBOs to take a bow in the top 5% of the rated FBOs in AIN’s survey, Fort Lauderdale moved up in the rankings with an improved score of 4.75. And this followed a top 5%



placement last year at 4.70.

Not resting on its laurels, Sheltair-FLL has remained busy with updates at its facilities built in 1989 in South Florida. At its U.S. Customs and Border Protection terminal, Sheltair repainted and refurbished the interior and upgraded its restrooms and elevators. Additionally, the main FBO facility’s second and third floors were updated, as were the first-floor restrooms.

This year, plans call for repainting of its building exteriors, along with a refresh of the 9,750-sq-ft first floor of the three-story main FBO. Also still ahead are new duty-free shops in both buildings and new HVAC systems.

Garnering strong scores of 4.72 (top 10) for pilot amenities, 4.71 for passenger amenities, and 4.78 for facilities, Sheltair-FLL’s main terminal offers features such as a fitness room with a cedar-lined sauna and a designated lounge for charter customers, a quiet area for guests beyond its main FBO lobby—the busiest in the Sheltair network. Located next to the main FBO building, the second building is one of the few in the region to feature around-the-clock customs services.

A staff of 53 keeps the FBO running 24 hours a day, seven days a week, with another five employees working in its properties department. The Tier 2 IS-BAH-registered facility provides comprehensive months-long line service training with a focus on working in a fast-paced environment and navigating through potentially hazardous situations. Reflecting all of this, Sheltair KFFL drew a 4.73 rating for line service.

SOUTH REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
AUSTIN/SAN ANTONIO			
HENRIKSEN JET CENTER	KEDC	4.76	0.04
MILLION AIR	KAUS	4.69	0.06
MILLION AIR	KSAT	4.58	0.00
ATLANTIC AVIATION	KAUS	4.25	-0.04
SIGNATURE FLIGHT SUPPORT - NORTH TERMINAL	KSAT	4.24	-0.07
COLLEGE STATION			
ASTIN AVIATION	KCLL	4.72	4.72
DALLAS/FORT WORTH			
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	4.82	0.03
BUSINESS JET CENTER	KDAL	4.70	0.00
GALAXY FBO	KADS	4.69	-0.05
TEXAS JET	KFTW	4.67	0.01
MCKINNEY AIR CENTER	KTKI	4.62	-0.06
HOUSTON			
HENRIKSEN JET CENTER	KTME	4.74	0.00
GALAXY FBO	KCXO	4.71	0.01
GLOBAL SELECT	KSGR	4.68	0.00
MILLION AIR	KHOU	4.67	0.03
JET AVIATION HOUSTON	KHOU	4.44	-0.01
LITTLE ROCK			
SIGNATURE FLIGHT SUPPORT	KLIT	4.06	-0.03
NEW ORLEANS			
FLIGHTLINE FIRST	KNEW	4.33	-0.06
ATLANTIC AVIATION	KMSY	4.19	-0.04
SIGNATURE FLIGHT SUPPORT	KNEW	4.18	-0.04
OKLAHOMA CITY			
ATLANTIC AVIATION	KOKC	4.62	0.00

FBOs with same score are listed in alphabetical order

MIDWEST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
DES MOINES			
MODERN AVIATION	KDSM	4.41	-0.04
FARGO			
FARGO JET CENTER	KFAR	4.71	0.08
KANSAS CITY			
ATLANTIC AVIATION	KMCC	4.61	-0.03
SIGNATURE FLIGHT SUPPORT	KMCC	3.79	-0.12
LINCOLN			
ATLANTIC AVIATION	KLNK	4.50	0.02
DUNCAN AVIATION	KLNK	4.28	0.01
MINNEAPOLIS/ST. PAUL			
SIGNATURE FLIGHT SUPPORT	KSTP	4.62	0.01
SIGNATURE FLIGHT SUPPORT	KMSP	4.46	-0.03
ST. PAUL FLIGHT CENTER	KSTP	4.38	0.03
PREMIER JET CENTER	KFCM	4.34	0.04
ELLIOTT AVIATION	KFCM	4.11	-0.01
OMAHA			
REVV AVIATION	KCBF	4.29	-0.01
TAC AIR	KOMA	4.23	-0.04
ST. LOUIS			
AERO CHARTER, INC	KSUS	4.64	0.01
MILLION AIR	KSUS	4.51	0.02
SIGNATURE FLIGHT SUPPORT	KSUS	4.30	-0.07
SIGNATURE FLIGHT SUPPORT	KSTL	3.81	0.01
WICHITA			
YINGLING AVIATION	KICT	4.48	0.01
SIGNATURE FLIGHT SUPPORT	KICT	4.31	0.00

FBOs with same score are listed in alphabetical order

This environment includes handling the crowds arriving for events such as the Fort Lauderdale International Boat Show, Formula 1 Miami, the World Cup, the Men's Cricket World Cup, and the Orange Bowl.

Sheltair says it strives to personalize guest experiences with a "Family First. Fuel. Build. Serve." mantra. This mission was reflected in its 4.80 score for its customer service representatives.

The Rest of the Best

Ten additional locations rounded out the top 5% of FBOs worldwide in the survey this year. Half have previously placed within the top tier, while the remaining five are making their debut there this year.

Garnering scores of 4.74 were Banyan Air Service at Florida's Fort Lauderdale

NORTHEAST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ALBANY			
MILLION AIR	KALB	4.57	0.02
BALTIMORE			
SIGNATURE FLIGHT SUPPORT	KBWI	4.08	-0.02
BOSTON			
JET AVIATION	KBED	4.27	-0.01
ATLANTIC AVIATION	KBED	4.26	0.00
SIGNATURE FLIGHT SUPPORT	KBED	4.02	0.03
SIGNATURE FLIGHT SUPPORT	KBOS	3.57	-0.02
BURLINGTON			
HERITAGE AVIATION	KBTW	4.59	-0.01
HARTFORD			
SIGNATURE FLIGHT SUPPORT	KBDL	4.30	-0.04
LONG ISLAND			
MODERN AVIATION	KISP	4.55	0.09
MODERN AVIATION	KFOK	4.50	0.05
MODERN AVIATION	KFRG	4.46	0.02
ATLANTIC AVIATION	KFRG	4.13	-0.08
MAINE			
NORTHEAST AIR	KPWM	4.61	0.00
BANGOR AVIATION SERVICES	KBGR	3.93	0.00
NEW YORK CITY			
MILLION AIR	KHPN	4.71	0.07
SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KTEB	4.65	-0.02
JET AVIATION	KTEB	4.47	0.01
SIGNATURE FLIGHT SUPPORT - SOUTH TERMINAL	KTEB	4.38	0.01
SIGNATURE FLIGHT SUPPORT	KMMU	4.31	0.06
PHILADELPHIA			
ATLANTIC AVIATION	KPHL	4.03	0.00
PITTSBURGH			
ATLANTIC AVIATION	KPIT	4.52	-0.01
ATLANTIC AVIATION	KAGC	4.14	-0.10
WASHINGTON D.C.			
SIGNATURE FLIGHT SUPPORT	KDCA	4.42	-0.01
APP JET CENTER	KHEF	4.29	0.00
JET AVIATION	KIAD	4.25	-0.01
SIGNATURE FLIGHT SUPPORT	KIAD	4.23	-0.03

BRAZIL

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
SAO PAULO			
EMBRAER FBO	SDCO	4.61	0.00
WORLD-WAY AVIATION	SDCO	4.55	0.00
LIDER AVIACAO	SBSP	3.74	-0.02

FBOs with same score are listed in alphabetical order

ROCKY MOUNTAIN REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ALBUQUERQUE			
CUTTER AVIATION	KABQ	4.54	0.01
BOISE			
WESTERN AIRCRAFT	KBOI	4.67	-0.02
JACKSON JET CENTER	KBOI	4.39	0.06
BOZEMAN			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.47	-0.05
JET AVIATION	KBZN	4.29	-0.04
COLORADO MOUNTAINS			
ATLANTIC AVIATION	KMTJ	4.59	0.04
VAIL VALLEY JET CENTER	KEGE	4.56	-0.01
ATLANTIC AVIATION	KRIL	4.36	0.06
TELLURIDE REGIONAL AIRPORT	KTEX	4.22	0.00
ATLANTIC AVIATION	KASE	4.17	0.04
COLORADO SPRINGS			
CUTTER AVIATION	KCOS	4.62	0.02
COLORADO JETCENTER	KCOS	3.92	-0.04
DENVER			
SHELTAIR	KBJC	4.69	-0.01
MODERN AVIATION	KAPA	4.64	-0.01
JETCENTERS OF COLORADO	KAPA	4.50	0.00
SIGNATURE FLIGHT SUPPORT	KDEN	4.47	0.05
SIGNATURE FLIGHT SUPPORT SOUTH	KAPA	4.16	-0.04
GLACIER			
GLACIER JET CENTER	KGPI	4.55	0.06
GRAND JUNCTION			
WEST STAR AVIATION	KGJT	4.49	0.03
JACKSON HOLE			
JACKSON HOLE FLIGHT SERVICES	KJAC	3.66	-0.03
PHOENIX/SCOTTSDALE			
CUTTER AVIATION	KPHX	4.64	0.04
JACKSON JET CENTER	KPHX	4.58	-0.02
SIGNATURE FLIGHT SUPPORT	KSDL	4.58	0.00
CUTTER AVIATION	KDVT	4.43	0.05
ATLANTIC AVIATION	KSDL	4.42	0.00
PUEBLO			
FLOWER AVIATION	KPUB	4.47	0.04
SALT LAKE CITY			
SIGNATURE FLIGHT SUPPORT	KSLC	4.43	-0.01
ATLANTIC AVIATION	KSLC	4.32	0.02
SANTA FE			
JET CENTER AT SANTA FE	KSAF	4.62	-0.03
SIGNATURE FLIGHT SUPPORT	KSAF	3.77	-0.02
SUN VALLEY			
ATLANTIC AVIATION	KSUN	4.52	-0.01
TUCSON			
ATLANTIC AVIATION	KTUS	4.43	0.05

FBOs with same score are listed in alphabetical order

CANADA

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
CALGARY			
SKYSERVICE	CYYC	4.47	-0.04
MONTREAL			
LUX FBO	CYHU	4.69	0.01
SIGNATURE FLIGHT SUPPORT	CYUL	4.56	0.04
SKYSERVICE	CYUL	4.41	0.01
TORONTO			
SKYSERVICE	CYYZ	4.61	-0.02
SIGNATURE FLIGHT SUPPORT	CYYZ	3.53	0.04
VANCOUVER			
SKYSERVICE VANCOUVER	CYVR	4.40	0.08

FBOs with same score are listed in alphabetical order

CARIBBEAN

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ST. THOMAS			
STANDARD AVIATION	TIST	4.64	0.04
PROVIDENCIALES			
PROVO AIR CENTER	MBPV	4.58	0.01
NASSAU			
ODYSSEY AVIATION	MYNN	4.38	0.02
JET NASSAU	MYNN	4.09	-0.03

FBOs with same score are listed in alphabetical order

Executive Airport (KFEX) and Henriksen Jet Center's second Texas location at Houston Executive Airport (KTME).

Sheltair* at Florida's Orlando Executive Airport (KORL) earned a score of 4.73, while Astin Aviation*, the lone service provider serving Easterwood Field Airport (KCLL) in College Station, Texas,

received a score of 4.72, the same as airport-operated Base Operations at Page Field (KFMY) in Fort Myers, Florida.

There were five FBOs tied with a score of 4.71: Desert Jet Center*, at Jacqueline Cochran Regional Airport (KTRM) in Palm Springs, California; Fargo Jet Center, Hector International Airport (KFAR)

in Fargo, North Dakota; Galaxy FBO at Houston-area Conroe-North Houston Regional Airport (KCXO); Sheltair* at Daytona Beach International Airport (KDAB) in Florida; and, at New York's Westchester County Airport (KHPN), Million Air*, which was the highest-placed FBO in the Northeast U.S.

* First-time top 5% finisher.

TOP FBOs BY CATEGORY — AMERICAS

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
CLAY LACY AVIATION	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.94
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.90
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.86
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNI	4.85
APP JET CENTER	KSUA	WITHAM FIELD	4.84
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.84
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.83
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.82
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.81
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.80
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.83
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.83
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.78
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.75
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.74
BANYAN AIR SERVICE	KFEX	FORT LAUDERDALE EXECUTIVE	4.73
LUX FBO	CYHU	ST-HUBERT	4.73
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	4.72
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.80
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.79
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.79
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.78
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.76
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.75
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.73

FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.72
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.70
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.70
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.70
FBO	AIRPORT CODE	AIRPORT	FACILITIES
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	4.85
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.85
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.85
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.84
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.82
BANYAN AIR SERVICE	KFEX	FORT LAUDERDALE EXECUTIVE	4.80
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.80
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.79
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.79
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.79
FBO	AIRPORT CODE	AIRPORT	CSRS
CLAY LACY AVIATION	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.93
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.91
SIGNATURE FLIGHT SUPPORT	KSTP	ST. PAUL DOWNTOWN/HOLMAN FIELD	4.9
SHELTAIR	KDTO	DENTON MUNI	4.87
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.86
ATLANTIC AVIATION	PHNL	HONOLULU INTERNATIONAL	4.85
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.85
APP JET CENTER	KSUA	WITHAM FIELD	4.84
FORT LAUDERDALE EXECUTIVE JET CENTER	KFEX	FORT LAUDERDALE EXECUTIVE	4.83
AERO CENTER EPPS ATLANTA	KPKD	DEKALB-PEACHTREE	4.82
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.82
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82

Rest of World

In its annual FBO survey, **AIN's** readers evaluate hundreds of aircraft handling facilities worldwide on a one-to-five scale in five categories: line service, passenger amenities, pilot amenities, facilities, and CSRs. The survey divides the globe into two segments, the Americas and the "Rest of World" (RoW). For the latter, the UK's Farnborough Airport again earned the highest accolades in the survey, as it has virtually since the day it opened more than two decades ago, with a 4.66 score overall this year. It also garnered the top grade among all facilities worldwide in the facilities category with a 4.86.

The London area was well represented with quality locations taking the three top spots for the segment, including

Harrods Aviation (4.60) and Universal Aviation (4.56) at Stansted Airport (EGSS).

Outside of the European FBOs, global aviation services provider ExecuJet's facility at Sydney Kingsford Smith Airport (YSSY) took the highest rating in the segment (4.55), followed by Signature Munich (EDDM), which was the mega-chain's top-scoring location (4.54) beyond the U.S.

Also among the top performers in this year's survey were Jet Aviation's location at Amsterdam Schiphol Airport (EHAM) at 4.51 and Mjets FBO at Don Mueang International Airport in Bangkok (VTBD) at 4.46.



4.66 Farnborough Airport (EGLF), Farnborough, UK

Farnborough Airport once again was the highest-ranked FBO outside of North America, and private owner Macquarie has relentlessly invested in the London-area gateway since acquiring it in 2019. The opening of the new Domus III four-bay hangar complex last year is the most visible proof of this commitment, increasing available hangar space by 70% to a total of 415,000 sq ft.

Space aside, the new structure, which cost around \$70 million to build, also reflects the company's strong commitment

to meeting its ambitious net-zero carbon targets, with features such as automatic daylight dimming of lights, translucent doors to maximize natural light, energy-efficient heating, and a system that "harvests" rainwater. These innovations include 4,000 solar panels installed on the hangar roofs by UK specialist Solivus and electric ground vehicles.

The location's 52,000-sq-ft, three-story terminal led all FBOs globally in the facilities category with a score of 4.86, and it placed among the top performers for passenger amenities (4.77) and pilot amenities (4.74). It features VIP customer lounges that can accommodate high-volume flights,

conference rooms, crew lounge and snooze rooms, work area, passenger and crew shower facilities, laundry service, concierge, and gymnasium. Drive-through customs and immigration clearance is available along with the on-airport Aviator Hotel.

Macquarie's investments have continued to lure other companies to the expansive business aviation enclave, with Flexjet having picked Farnborough for its European Tactical Control Center. There are now more than 50 companies based at the 117-year-old airfield, and 76 aircraft call it home.

Recognizing that the skills and attitudes of its people are equally important

ingredients in the airport’s secret sauce, Farnborough has made a strong commitment to recruiting and training local staff, with more than 400 people now on its books (not including those employed by other service providers). More than 80% of staff reside within a 10-mile radius, and the airport has forged partnerships with the local Farnborough College to support training in aviation-specific

skills, including ground operations and maintenance.

4.60 Harrods Aviation

London Stansted Airport (EGSS), UK
Harrods Aviation Stansted was the next highest placing FBO in the “Rest of World” segment this year, repeating its standing from a year ago. In 2023, the company purchased Fayair, a rival service provider at EGSS, and now operates the two locations simultaneously, dubbing its original location—which celebrates its 30th anniversary this year—as Harrods Aviation-The Knightsbridge and the newer location as The Brompton. The latter is currently undergoing a remodel of its customer areas with design partner BoConcept.

Both facilities are designed to cater to large-scale operations as well as private, discreet travel. “The Knightsbridge, for example, can seamlessly accommodate a commercial charter flight of over 100 passengers,” explained Harrods Aviation managing director Paul Norton, adding that the facility typically receives the larger head-of-state aircraft. “The Brompton, while equally capable of handling aircraft of all sizes, is often used for mid- and large-cabin business jets.” Combined, the two FBOs provide more than 100,000 sq ft of hangar space capable of sheltering aircraft up to a Boeing 757. Now, the company is in the process of upgrading its fuel truck fleet, having just received its first new bowser with two more on order.

Offering two full-service terminals at EGSS, Harrods offers onsite security, customs, and immigration clearance; a conference room; passenger and pilot lounges; a work area; gym; and driver rest areas with private vehicle ramp access and crew transfers. The company is the first (and thus far only) UK location to achieve Stage 3 registration under IBAC’s International Standard for Business Aircraft Handling (IS-BAH).



This year, the facilities earned their highest score (4.70) in the customer service category, and Harrods has an extensive in-house training program for both its CSR and line staff. “Our customer service philosophy is centered on delivering understated, quiet luxury with impeccable, personalized service that exceeds expectations,” said Nathan Farrow, head of customer experience for Harrods Aviation. “Our commitment is to ensure that every individual who walks through our doors feels valued, cared for, and immersed in an experience that is both effortless and memorable.”

4.56 Universal Aviation

London Stansted Airport (EGSS), Stansted, UK

Universal Aviation’s facility at London Stansted Airport is one of the longest-established FBOs in the UK, having celebrated its 40th anniversary last year. A perennial top finisher in the “Rest of World” segment, the location is part of the ground handling arm of Texas-based Universal Weather and Aviation, and this year it earned its highest score (4.74) in the customer service category, followed by a 4.71 in line service.

“We are known for our strong will and determination to always get the best for our customers,” said Sean Raftery, the company’s managing director for the UK and Ireland, who has been with the facility for more than three decades. “Our role is to support our customers’ missions by helping them navigate through any flight-related complexities, help them drive

EUROPE REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
AMSTERDAM			
JET AVIATION	EHAM	4.51	-0.01
DÜSSELDORF			
JET AVIATION	EDDL	4.38	0.03
GENEVA			
JET AVIATION	LSGG	4.43	-0.01
SIGNATURE FLIGHT SUPPORT	LSGG	4.42	0.01
LISBON			
OMNI HANDLING	LPPT	4.33	0.02
LONDON			
FARNBOROUGH AIRPORT	EGLF	4.66	-0.01
HARRODS AVIATION	EGSS	4.60	0.06
UNIVERSAL AVIATION	EGSS	4.56	-0.05
HARRODS AVIATION	EGGW	4.44	0.02
MUNICH			
SIGNATURE FLIGHT SUPPORT	EDDM	4.54	0.05
PARIS			
ADVANCED AIR SUPPORT	LFPB	4.27	0.03
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	4.24	0.12
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	4.21	-0.01
UNIVERSAL AVIATION	LFPB	4.16	-0.03
DASSAULT FALCON SERVICES	LFPB	4.15	-0.01
JETEX	LFPB	3.96	-0.01
SARDINIA			
ECCELSA AVIATION	LIEO	4.45	-0.04
SOUTHERN FRANCE			
SIGNATURE FLIGHT SUPPORT	LFMN	4.11	-0.05
SKY VALET CANNES	LFMD	4.04	-0.05
SWISSPORT EXECUTIVE	LFMN	4.01	0.00
AVIAPARTNER EXECUTIVE	LFMN	3.97	-0.02
STOCKHOLM			
GRAFAIR JET CENTER	ESSB	4.42	0.02
ZURICH			
JET AVIATION	LSZH	4.41	0.07

FBOs with same score are listed in alphabetical order



down their operating risks, and reduce their stress.”

The two-story 11,000-sq-ft FBO is equipped with a crew business center, crew and VIP lounges, shower facilities, and conference rooms that have proven so popular that reservations are recommended, according to Raftery. Customs and immigration services are available onsite, and in accordance with new government regulations, the company has upgraded its security screening suite with new equipment.

With 40 team members at EGSS, the facility operates from 7 a.m. to 10 p.m.

ASIA-PACIFIC REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
BANGKOK			
MJETS FBO	VTBD	4.46	0.00
SYDNEY			
EXECUJET AUSTRALIA	YSSY	4.55	0.03
JET AVIATION	YSSY	4.45	0.13
BEIJING			
UNIVERSAL AVIATION / CJET	ZBAA	3.31	-0.05
HONG KONG			
HONG KONG BUSINESS AVIATION CENTER	VHXX	4.44	0.03
SINGAPORE			
UNIVERSAL AVIATION	WSSL	4.25	0.02
JET AVIATION	WSSL	4.19	0.20

MIDDLE EAST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
DUBAI			
EXECUJET MIDDLE EAST	OMDB	4.36	0.05
JET AVIATION	OMDB	4.19	-0.05

FBOs with same score are listed in alphabetical order

but, upon request, can be available during extended hours. It has achieved Stage 2 registration under IBAC’s IS-BAH voluntary safety standard-based program, with its Stage 3 audit slated for May.

The facility has 40,000 sq ft of private ramp space, with access to several hangars that can house aircraft the size of Boeing Business Jets or Airbus Corporate Jets.

Raftery noted that last year was another record-breaking year of activity at the FBO. “The Paris Olympics kept us busy at Stansted, which is a great place to reposition to when parking in Paris is full. A short, drama-free hop across the channel.”

4.55 ExecuJet Australia

Sydney Kingsford Smith Airport (YSSY), Sydney, Australia

ExecuJet, the ground handling arm of the Luxaviation Group, operates FBOs all around the world except for North America, but its facility at Australia’s Sydney Kingsford Smith Airport is the one that turned up among the top-rated international service providers in AIN’s FBO Survey for the eighth straight year. The facility is nearing its 50th anniversary in operation and has been an ExecuJet location for more than half that span.

“Being part of a truly global aviation company allows us as an FBO to leverage the skills and expertise of colleagues around the world,” said Matthew Guy, the company’s regional FBO manager for ExecuJet’s Asia-Pacific region. “There is a constant flow of ideas and knowledge across our network, and I believe the clients feel this



when they travel to one of our facilities.”

The YSSY facility has a two-story, 3,230-sq-ft terminal, which was recently remodeled by a luxury design firm, elevating its elegance and comfort. Passenger and crew lounges are included in the building, as well as onsite CIQ services, a trio of conference rooms, and a catering preparation kitchen.

ExecuJet’s leasehold includes 43,000 sq ft of aircraft parking with direct lounge access and enough hangar space to accommodate a pair of Bombardier Global 7500s. The FBO is home to nine based aircraft and hosts between five and 15 visiting aircraft at any given time.

“The size of aircraft requested for charter are smaller, particularly for domestic sectors,” Guy told AIN, adding that the based aircraft are growing larger. As an example, he noted that eight Bombardier Global 7500s are now based in Australia and New Zealand. “This is a huge percentage of the total number of this aircraft type compared to the size of the region’s business aviation industry.”

ExecuJet’s Sydney FBO was the global chain’s first location to achieve Stage 3, the highest level of IBAC’s IS-BAH voluntary safety standard-based program. With 25 employees, it is open from 6 a.m. until 10 p.m. and after hours upon request. It earned its highest score this year (4.75) in the CSR category. “Our philosophy is simple,” said Guy. “We welcome every visitor into our facility as if we are welcoming them into our home.”

4.54 Signature Aviation

Munich Airport (EDDM), Munich, Germany

Signature Flight Support at Munich International Airport (EDDM) once again earned the highest score for any of the FBO chain’s locations outside of the Americas. The German facility scored highest in the CSR category with a 4.77 average score. Explaining his team’s customer service philosophy, general manager Oliver Trono

told AIN, “We want all our guests to feel at home. Our job is to anticipate guests’ needs, make their life easy, and their journey through us stress-free. If there is something we cannot get for them, we will find an alternative. ‘No’ does not exist.”



Like most FBOs in Europe, Signature Munich resides in the general aviation terminal (GAT), occupying 5,400 sq ft of space on two levels. Amenities include a refreshment bar with soft drinks, “best-in-world” beer, coffee, local snacks, and, during the summer months, ice cream. The facility features a crew lounge with showers and snooze room, onsite customs and immigration clearance, two conference rooms, business center, and recreation room with foosball and pool tables. It also has a fleet of vehicles, including a 7 Series BMW limousine for passenger and crew ground transfers.

Normal operating hours are from 6 a.m. to 10 p.m., in coordination with the airport’s overnight curfew. In cases of approved late operations, after-hours service is available. All hangar space at EDDM is managed by the airport authority and is assigned on a “first come, first served” basis. The airport can provide shelter for ultra-long-range business jets.

THE REST OF THE BEST

Two other FBOs in the “Rest of World” segment scored in the top 20% of all facilities worldwide in this year’s survey: Jet Aviation at Schiphol Airport (4.51) in Amsterdam and Mjets FBO at Don Mueang International Airport (4.46) in Bangkok.

TOP FBOs BY CATEGORY - EUROPE, THE MIDDLE EAST, AFRICA, ASIA-PACIFIC

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.71
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.71
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.62
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.60
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.59
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.53
JET AVIATION	EDDL	DUSSELDORF	4.52
OMNI HANDLING	LPPT	LISBON INTERNATIONAL PORTELA	4.52
BIGGIN HILL EXEC HDG	EGKB	BIGGIN HILL	4.49
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.46
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.77
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	4.66
ECCELSA HANDLING	LIEO	OLBIA COSTA SMERALDA	4.65
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.62
JET AVIATION	LSZH	ZURICH	4.61
HARRODS AVIATION	EGGW	LONDON LUTON	4.60
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.58
SIGNATURE FLIGHT SUPPORT	LSGG	GENEVA INTERNATIONAL	4.57
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.53
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.50
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.74
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	4.59
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.50
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.50
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.41
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.38
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.38
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.36
FBO	AIRPORT CODE	AIRPORT	FACILITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.86
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	4.69
ECCELSA HANDLING	LIEO	OLBIA COSTA SMERALDA	4.68
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.63
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.61
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.60
JET AVIATION	LSZH	ZURICH	4.58
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.55
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.54
FBO	AIRPORT CODE	AIRPORT	CSRS
OMNI HANDLING	LPPT	LISBON INTERNATIONAL PORTELA	4.85
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.77
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.75
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.74
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	4.74
HARRODS AVIATION-THE KNIGHTSBRIDGE	EGSS	LONDON STANSTED	4.70
HARRODS AVIATION-THE BROMPTON	EGSS	LONDON STANSTED	4.69
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.62
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.60

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

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.66	-0.01	Top 20%
HARRODS AVIATION	EGSS	LONDON STANSTED	4.60	0.06	Top 20%
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.56	-0.05	Top 20%
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.55	0.03	Top 20%
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.54	0.05	Top 20%
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.51	-0.01	Top 20%
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.46	0.00	Top 20%
ECCELSA HANDLING	LIEO	OLBIA COSTA SMERALDA	4.45	-0.04	
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.45	0.13	
HARRODS AVIATION	EGGW	LONDON LUTON	4.44	0.02	
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.44	0.03	
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.43	-0.01	
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.42	0.02	
SIGNATURE FLIGHT SUPPORT	LSGG	GENEVA INTERNATIONAL	4.42	0.01	
JET AVIATION	LSZH	ZURICH	4.41	0.07	
LONDON JET CENTRE	EGSS	LONDON STANSTED	4.40	0.00	
JET AVIATION	EDDL	DUSSELDORF	4.38	0.03	
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.36	0.05	
OMNI HANDLING	LPPT	LISBON INTERNATIONAL PORTELA	4.33	0.02	
BIGGIN HILL EXEC HDG	EGKB	BIGGIN HILL	4.28	0.09	
ADVANCED AIR SUPPORT	LFPB	PARIS LE BOURGET	4.27	0.03	
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	4.25	0.02	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.24	0.12	
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	PARIS LE BOURGET	4.21	-0.01	
JET AVIATION	WSSL	SINGAPORE/SELETAR	4.19	0.20	
JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.19	-0.05	
UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.16	-0.03	
DASSAULT FALCON SVC	LFPB	PARIS LE BOURGET	4.15	-0.01	
SIGNATURE FLIGHT SUPPORT	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.11	-0.05	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	LONDON LUTON	4.06	0.02	
SKY VALET CANNES	LFMD	CANNES-MANDELIEU	4.04	-0.05	
SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.01	0.00	
BUSINESS FLT CTR	EFHK	HELSINKI-VANTAA	3.99	-0.01	
SKY VALET	LEMD	MADRID BARAJAS	3.99	-0.01	
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.97	-0.02	
JETEX PARIS FBO	LFPB	PARIS LE BOURGET	3.96	-0.01	
VIENNA AIRCRAFT HDLG	LOWW	VIENNA INTERNATIONAL	3.86	-0.06	
VIPPORT VNUKOVO-3	UUWW	MOSCOW/VNUKOVO	3.33	-0.02	
UNIVERSAL AVIATION / CJET	ZBAA	BEIJING/CAPITAL	3.31	-0.05	

FBOs with same score are listed in alphabetical order

Most Improved

The **AIN** FBO Survey once again is recognizing FBOs demonstrating the most improvement from last year. We chose to profile one such FBO in this category, Sheltair, which led the Americas in the category. Globally, Jet Aviation at Seletar Airport (WSSL) led improvements, raising its score by .20 to 4.19.

4.59 Sheltair

Melbourne Orlando International Airport (KMLB), Melbourne, Florida
Sheltair at Melbourne Orlando International Airport showed the highest incremental improvement of Americas FBO locations in this year's **AIN** FBO Survey, rising by .16 from last year.

In 2021, Sheltair acquired the facility, the lone full-service provider at KMLB. "That does not mean we have it easy," stated Connor Fichtner, the chain's director of marketing. "The Sheltair KMLB team upholds the same standards of service that can be found at any Sheltair location, regardless of the competition on the field."

Since then, the Florida-based company has been steadily upgrading the FBO, having recently completed an interior refresh of the 11,200-sq-ft single-story terminal with new paint and furniture.



But not all the improvements are visible. Fichtner credits the facility's transition to the X1 FBO management software system for "increased efficiency and service level between flight crews and customer service." Additionally, the location has adopted a new asset management and compliance software.

The Avfuel-branded facility has more than 11 acres of ramp, along with 52,000 sq ft of hangar space that can house the

latest ultra-long-range business jets. A new 34,500-sq-ft T-hangar complex on the opposite side of the field came online last month.

Home to a dozen turbine-powered aircraft, the FBO regularly handles large

aircraft such as the Antonov AN-124 and the C-5 Galaxy. "With KMLB's main runway being almost two miles long, there is plenty of space for large cargo aircraft," Fichtner told **AIN**.

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

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
JET AVIATION	WSSL	SINGAPORE/SELETAR	4.19	0.20
SHELTAIR	KMLB	MELBOURNE INTERNATIONAL	4.59	0.16
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.45	0.13
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.24	0.12
ATLANTIC AVIATION	KSDF	LOUISVILLE INTERNATIONAL-STANDIFORD FIELD	4.36	0.11
ATLANTIC AVIATION	KRNO	RENO/TAHOE INTERNATIONAL	4.12	0.11
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.28	0.09
MODERN AVIATION	KISP	LONG ISLAND MAC ARTHUR	4.55	0.09
CLAY LACY AVIATION	KVNY	VAN NUYS	4.43	0.08
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.71	0.08
MODERN AVIATION	KJFK	JOHN F KENNEDY INTERNATIONAL	4.29	0.08
SIGNATURE FLIGHT SUPPORT	KOPF	OPA-LOCKA EXECUTIVE	4.22	0.08
SKYSERVICE VANCOUVER	CYVR	VANCOUVER INTERNATIONAL	4.40	0.08
CLAY LACY AVIATION	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.42	0.07
JET AVIATION	LSZH	ZURICH	4.41	0.07
LEHIGH VALLEY AV SERVICES	KABE	LEHIGH VALLEY INTERNATIONAL	3.52	0.07
MILLION AIR	KHPN	WESTCHESTER COUNTY	4.71	0.07
MODERN AVIATION	KLGA	LA GUARDIA	4.04	0.07
NANTUCKET AIRPORT	KACK	NANTUCKET MEMORIAL	3.38	0.07
SIGNATURE FLIGHT SUPPORT	KPDK	DEKALB-PEACHTREE	4.4	0.07
APP JET CENTER	KSUA	WITHAM FIELD	4.54	0.06
ATLANTIC AVIATION	KRIL	GARFIELD COUNTY REGIONAL	4.36	0.06
CARLSBAD JET CENTER	KCRQ	MC CLELLAN-PALOMAR	4.54	0.06
GLACIER JET CENTER	KGPI	GLACIER PARK INTERNATIONAL	4.55	0.06
HARRODS AVIATION	EGSS	LONDON STANSTED	4.60	0.06
JACKSON JET CENTER	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.39	0.06
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.36	0.05
JET AVIATION	KBZN	BOZEMAN YELLOWSTONE INTL	4.33	0.05
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.52	0.05
JET NASSAU	MYNN	NASSAU/LYNDEN PINDLING INTL	4.12	0.05
MILLION AIR ALB	KALB	ALBANY INTL	4.55	0.05
PORT CITY AIR	KPSM	PORTSMOUTH INTERNATIONAL AT PEASE	4.00	0.05
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.54	0.05

Above & Beyond

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

PERSON	TITLE	FBO	AIRPORT CODE
Julie McVey-Kellerman	Customer Service Representative	AERO CHARTER	KSUS
Shelby Atwell	Customer Service Representative	AERO-ONE AVIATION	KDHN
Brittany Brawner	General Manager	ALLIANCE AVIATION SERVICES	KAFW
Jessica Blakeslee	Customer Service Representative Lead	ASTIN AVIATION	KCLL
Barry Smith	Lead Line Service Technician	ATLANTIC AVIATION	KAGC
Laura Gish	Client Relations Manager	ATLANTIC AVIATION	KSDL
Dale Whelan	Customer Operations Manager	B. COLEMAN AVIATION	KGYY
Abbigale Gensing	Customer Experience Specialist	BANYAN AIR SERVICE	KFXE
Blanca Davila	Customer Service Specialist	BASE OPERATIONS AT PAGE FIELD	KFMY
Richlin Lee	Brand Ambassador	BUSINESS JET CENTER	KDAL
Estrella Flores	Hospitality Manager	CARLSBAD JET CENTER	KCRQ
Amanda Angel	Lead Client Service Representative	CLAY LACY AVIATION	KVNY
Ashley Schweitzer	Client Service Manager	CLAY LACY AVIATION	KSNA
Kerrie Kiefer	Customer Service Manager	CUTTER AVIATION	KABQ
Kristina Urbano	Customer Service Supervisor	CUTTER AVIATION	KPHX
Ethan Dirifo	Business Development Assistant	DASSAULT FALCON SERVICES	LFPB
Peni Nelson	Customer Relations Advisor	DESERT JET CENTER	KTRM
Francesco Cossu	CEO	ECCELSA HANDLING	LIEO
Dawndi Ulmer	Customer Service Manager	FARGO JET CENTER	KFAR
Chloe Plante	Customer Service Representative	FONTAINEBLEAU AVIATION	KOPF
Lisa Peterson	FBO Experience Manager	GALAXY FBO	KADS
David Chitwood	Line Service Technician	GLOBAL SELECT	KSGR
Nathan Farrow	Head of Customer Experience	HARRODS AVIATION	EGSS
Kathleen McGrew	Customer Service Representative	HAWTHORNE GLOBAL AVIATION	KTCL
Ysabella Tetley	Customer Service Manager	HENRIKSEN JET CENTER	KTME
Bernie Spencer	Customer Service Representative	HERITAGE AVIATION	KBTV

PERSON	TITLE	FBO	AIRPORT CODE
Jacky Ho	Line Service Supervisor	HONG KONG BUSINESS AVIATION CENTER	VHHH
Troy Maliepaard	FBO Operations Supervisor	JET AVIATION	EHAM
Tim Vallowe	Director of FBO Services	JET AVIATION	KSDL
Gabriela Pfulg	Senior Manager of FBO Services	JET AVIATION	LSGG
João Martins	V-P of FBO Operations Europe	JET AVIATION	LSZH
Pierre Tremblay	Sales Manager	LUX FBO	CYHU
Nelly Popov	Customer Service Representative	MAC JETS	KPWM
Marcus Cooper	Flight Line Specialist	MCKINNEY AIR CENTER	KTKI
Amy Vasquez	Customer Service Manager	MILLION AIR	KAUS
Carina Gonzales	General Manager	MILLION AIR	KSAT
Corinne Salinas	Customer Service Representative	MILLION AIR	KADS
Kamila Sypniewski	Customer Service Manager	MILLION AIR	KHPN
Susan Uhls	General Manager	MILLION AIR	KIND
Celine Cannizzaro	Customer Service Manager	MODERN AVIATION	KFOK
Aleem Mohammed	General Manager	MODERN AVIATION	KFRG
Rebecca Taveira	Customer Service Manager	MODERN AVIATION	KISP
Antonella Lombardi	Customer Service Manager	MODERN AVIATION	KJFK
Angela Thurmond	General Manager	MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW
Jason Gray	Line Technician	MONTEREY JET CENTER	KMRY
Cathy Frank	Customer Service Representative	NAPLES AVIATION	KAPF
Ricky Vigue	General Manager	NORTHEAST AIR	KPWM
Margarida Silva	Ground Operations Supervisor	OMNI HANDLING	LPFR
Meghan Burns	Customer Service Representative	PENTASTAR AVIATION	KPTK
Dominick DeDominicis	Operations Manager	PRIVATE SKY AVIATION SERVICES	KRSW
Monica Otin	Senior Concierge	PROVO AIR CENTER	MBPV

PERSON	TITLE	FBO	AIRPORT CODE
Yascara Sanchez	Customer Service Representative	SHELTAIR	KLAL
Ashley Rainer	Customer Service Manager	SHELTAIR	KBJC
Erika Estrada	General Manager	SHELTAIR	KDAB
Ciara Read	Customer Service Manager	SHELTAIR	KFLL
Valentina Valles	Customer Service Manager	SHELTAIR	KORL
Leigh Kendziorski	General Manager	SHELTAIR	KSAV
Amanda Andrix	Customer Service Manager	SHELTAIR	KTPA
Betsy Wines	Director of Customer Relationships	SIGNATURE AVIATION	KTEB
Emily Cornatzer	Customer Service Representative	SIGNATURE FLIGHT SUPPORT	KBFI
Victor Seda	Customer Service Manager	SIGNATURE FLIGHT SUPPORT	KTEB
Karin Boucher	Customer Service Supervisor	SKYSERVICE	CYUL

PERSON	TITLE	FBO	AIRPORT CODE
Jeff Carbray	Manager FBO Operations and Facilities	SKYSERVICE	CYYC
Solange Videria	Customer Service Supervisor	SKYSERVICE VANCOUVER	CYVR
Will Foster	Hospitality Manager	SONOMA JET CENTER	KSTS
Aquino Bonelli	General Manager	STANDARD AVIATION	TIST
Michael Leon	Operations Manager	SUMMIT AVIATION	KVBT
Rosemary Zavala	Customer Service Manager	SUN VALLEY AVIATION	KHRL
Rita Tam	General Manager, Macau FBO	TAG AVIATION	VMMC
Holly Hopkins	Customer Relations Manager	TEXAS JET	KFTW
Judi Rodriguez	Airport Station Manager JBQ	UNIVERSAL AVIATION	MDJB
Gavin Dyer	Concierge	WILSON AIR CENTER	KCLT
Kimberly Boyle	Customer Service Manager	WILSON AIR CENTER	KMEM

Note: Titles and locations of Above & Beyond honorees are as of 2024.

FBO SURVEY RULES AND METHODOLOGY

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

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

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

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

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

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

From June 14, 2024, until Jan. 17, 2025, 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 and announcements in our e-newsletters. The bulk of this promotion took place from Nov. 5, 2024 through Jan. 17, 2025.

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

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

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

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

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