



# Amid an uncertain world, FBOs see silver lining

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With the world still navigating its way out of the pandemic, the aviation industry has seen many changes over the past year. While airline traffic has yet to return to pre-Covid levels, business aviation has not only rebounded but has set new records as first-time customers have sought to avoid crowded airport terminals.

In Aviation Business Strategies Group's (ABSG) annual FBO Fuel Sales Survey, 72 percent of respondents saw increased fuel sales last year. "After the Covid-induced recession of 2020, there appears to be a very rapid recovery in fuel sales for most FBOs responding to our survey," said ABSG co-principal and FBO industry veteran John Enticknap. "Many FBOs are reporting fuel sales equal to, if not greater than, pre-pandemic 2019 levels."

While corporate travel is slowly ramping back up, the leisure and private-owner activity has led to private aviation's resurgence and this segment is seeing some behavioral changes in the post-Covid environment. "Densely populated areas have always been [the] traditional business and commerce centers, [and] we have started to see by no means a mass exodus, but a slippage if you

will, to people turning their vacation homes into their primary residences as a function of telecommuting," explained Douglas Wilson, president and senior partner of industry consultancy FBO Partners. "Certain markets that historically had more seasonality are growing faster than our traditional business and general aviation markets."

That change is fueling an infrastructure boom as locations rush to provide services to meet an influx of clients. Analysts are attempting to determine where future aircraft will be based and if those trends will lead to new destinations.

Last year, more than 250 FBOs changed hands—a record amount that was inflated by the sales of the industry's two largest FBO chains: Signature Flight Support and Atlantic Aviation. Signature parent company Signature Aviation was sold in June to a consortium of private equity firms that included Blackstone, Global Infrastructure Partners, and Cascade Investments. Meanwhile, KKR, which acquired Atlantic from long-time owner Macquarie Infrastructure Investments, followed three months later with the addition of Ross Aviation's 19 locations and Lynx FBO's nine.

"What it means is private equity firms in particular that were interested in getting into the industry are now fully engaged," Wilson told *AIN*. "All of a sudden there is a renewed search for inventory in the form of FBO acquisitions and there is simply less inventory."

Another factor weighing upon FBOs is the labor market. As locations scramble to fill their staff needs, worker salaries have risen as a result of intense competition and some are now having to offer relocation bonuses to qualified line staff. With already tight margins, the industry will eventually have to reckon with higher prices at FBOs to account for these costs. Additionally, ABSG's survey pointed to FBO industry concerns over possible hikes in oil prices due to inflation and international conflict.

Against this backdrop *AIN* again tasked its readers to rate FBOs they frequented over the year in five categories: line service, passenger amenities, pilot amenities, facilities, and CSRs. While some FBOs may shine in one or two categories, to land at the top of the survey ratings a location must exhibit all-around excellence. We present to you this year's top 5 percent. ■

## 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	4.76	0.00	Top 5%	HERITAGE AVIATION	KBTV	BURLINGTON INTERNATIONAL	4.63	-0.05	Top 10%
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76	0.01	Top 5%	MERIDIAN	KHWD	HAYWARD EXECUTIVE	4.63	0.02	Top 10%
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.75	-0.01	Top 5%	MILLION AIR	KADS	ADDISON	4.63	-0.01	Top 10%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.72	0.03	Top 5%	ATLANTIC AVIATION	KMTJ	MONTROSE RGNL	4.62	0.00	Top 20%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.72	-0.02	Top 5%	JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.62	-0.01	Top 20%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.72	-0.01	Top 5%	MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.62	0.03	Top 20%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.72	-0.01	Top 5%	MILLION AIR	KHPN	WESTCHESTER COUNTY	4.62	0.01	Top 20%
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.71	N/A	Top 5%	SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.62	0.00	Top 20%
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.71	0.01	Top 5%	EMBRAER FBO	SDCO	SOROCABA	4.61	0.02	Top 20%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.70	0.02	Top 5%	LUX FBO	CYHU	ST-HUBERT	4.61	N/A	Top 20%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.68	0.01	Top 5%	SHELTAIR	KDAB	DAYTONA BEACH INTERNATIONAL	4.61	0.00	Top 20%
MERIDIAN	KTEB	TETERBORO	4.68	0.01	Top 5%	SHELTAIR	KSAV	SAVANNAH/HILTON HEAD INTERNATIONAL	4.61	-0.02	Top 20%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.67	-0.04	Top 5%	SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.61	0.01	Top 20%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.67	0.01	Top 5%	J. A. AIR CENTER	KARR	AURORA MUNICIPAL	4.60	0.04	Top 20%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.67	-0.03	Top 5%	MILLION AIR	KHOU	WILLIAM P HOBBY	4.60	0.05	Top 20%
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.67	-0.04	Top 5%	WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.60	-0.02	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.67	0.00	Top 5%	AERO CHARTER	KSUS	SPIRIT OF ST LOUIS	4.59	0.03	Top 20%
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	CHICAGO EXECUTIVE	4.66	N/A	Top 10%	NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.59	0.00	Top 20%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.66	0.01	Top 10%	GLOBAL AVIATION	KHIO	PORTLAND-HILLSBORO	4.58	-0.04	Top 20%
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.65	0.01	Top 10%	JACKSON JET CENTER (Formerly Swift Aviation)	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.58	0.00	Top 20%
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.65	0.03	Top 10%	SIGNATURE FLIGHT SUPPORT	KSDL	SCOTTSDALE	4.58	0.00	Top 20%
MODERN AVIATION	KAPA	CENTENNIAL	4.65	0.01	Top 10%	VAIL VALLEY JET CENTER	KEGE	EAGLE COUNTY REGIONAL	4.58	-0.01	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.65	-0.01	Top 10%	CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.57	-0.01	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.65	0.01	Top 10%	CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNICIPAL	4.57	0.02	Top 20%
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.64	0.00	Top 10%	MILLION AIR	KSAT	SAN ANTONIO INTERNATIONAL	4.57	-0.01	Top 20%
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.64	0.01	Top 10%	NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.57	-0.01	Top 20%
ROSS AVIATION at STUART JET CENTER	KSUA	WITHAM FIELD	4.64	-0.04	Top 10%	SHELTAIR	KPIE	ST PETERSBURG-CLEARWATER INTERNATIONAL	4.57	-0.02	Top 20%
ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.63	-0.03	Top 10%	SHELTAIR	KPMP	POMPANO BEACH AIRPARK	4.57	0.02	Top 20%

FBOs with same overall average are listed in alphabetical order

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## 4.76 Pentastar Aviation

OAKLAND COUNTY INTERNATIONAL AIRPORT (KPTK), PONTIAC, MICHIGAN



Repeating its position at the top of the ratings this year is Pentastar Aviation. The FBO, the standout in a flock of five service providers at Detroit-area Oakland County International Airport, earned the same total as last year and garnered its highest score this year (4.84) in the CSR category. Founded in 1964, the company was originally the flight department for the Chrysler Motor Company but began to expand its services to other aircraft operators. It has since developed into the epitome of a full-service FBO offering not just the traditional ground handling and fueling, but aircraft maintenance, avionics and cabin interior shops, aircraft management and charter, and even its own in-house catering department/café Five Star Gourmet.

Occupying nearly 22 acres at PTK, Pentastar has ten acres of reinforced ramp, and approximately 130,000 sq ft of hangar space which is home to 21 aircraft ranging from a Gulfstream G100 to a BBJ. Its main 5,000-sq-ft terminal which is staffed and operational 24/7, has passenger lounges, multimedia-equipped conference rooms, concierge, and the Fivestar Café. The 10,000-sq-ft two-story satellite Stargate terminal is specially equipped to handle large charter flights such as sports teams, with the country's only privately-operated jet bridge and baggage carousel, along with a departure lounge.

The company has leased an additional six acres of property on the airport on which it expects to build a new hangar

complex to accommodate its continued growth. The facility, a DCA-approved Gateway under the DASSP program is pursuing IS-BAH stage 2 registration with its next audit slated to occur this month. "We are committed to delivering the highest standards of safety and service excellence to our customers," said company president and CEO Greg Schmidt. "This commitment is reflected in every aspect of our operations."

## 4.76 Sheltair

TAMPA INTERNATIONAL AIRPORT (KTPA), TAMPA, FLORIDA



Sheltair acquired the Tampa International Jet Center, a perennial top scorer in the AIN FBO Survey, in 2016 and the location has not missed a beat since, claiming a share of the top score this year and ranking among the highest in the Line Service (4.79), Passenger Amenities (4.76), Pilot Amenities (4.72), and Facilities (4.78) categories. Proving its all-around excellence, it was one of the two FBOs to top 4.7 or higher in every category. The FBO is known for its 13,000-sq-ft aircraft arrival and departure canopy, which can handle anything up to a Bombardier Global 7500 and shelters passengers from Southern Florida's alternating intense sunshine or rain showers. That adjoins the location's 11,000-sq-ft terminal with its airy two-story atrium and inlaid marble floor map. A porte cochere welcomes vehicles on the landside.

The company strives to keep the building in pristine condition and it recently remodeled its cantina area along with the two conference rooms. A major

modernization project is approved and scheduled to begin by the end of the year.

The IS-BAH Stage 2-registered facility is open 24/7 with U.S. Customs located adjacent to the terminal. Its current 150,000 sq ft of hangar space, is home to 29 business jets, six turboprops, and four helicopters. A new hangar complex under development will add another 100,000 sq ft of aircraft storage and office space.

General manager Jamie Toler noted the location is cross training company line and customer service staff to understand and provide better service to its customers. "It's our attention to detail, whether it be taking the trash off an aircraft or noticing an issue with an aircraft tire, our staff is always alert and communicating with the flight crew," he told AIN. "We are relied on for a joyful, safe, and efficient experience, which is exactly what we aim to provide."

## 4.75 American Aero FTW

FORT WORTH MEACHAM INTERNATIONAL AIRPORT (KFTW), FORT WORTH, TEXAS



American Aero FTW is celebrating the fifth anniversary of its permanent facility this year and it has ranked at or near the top in AIN's annual FBO survey every year since it opened. It is only the second location this year to garner 4.7 or higher scores in each of the five survey categories, ranking among the top 10 in Passenger Amenities (4.71), Pilot Amenities (4.71), and CSRs (4.84).

The 8,600-sq-ft terminal was designed with the utmost customer comfort in mind, with details such as self-tinting glass windows, white noise speakers embedded in



TOP RATED FBOs  
IN SOUTHEAST  
REGION

AIRPORT  
CODE

2022  
OVERALL  
AVERAGE

CHANGE  
FROM  
LAST  
YEAR

ATLANTA			
EPPS AVIATION	KPDK	4.37	-0.02
HILL AIRCRAFT	KFTY	4.37	0.04
SIGNATURE FLIGHT SUPPORT	KPDK	4.20	0.00
ATLANTIC AVIATION	KPDK	4.17	0.03
SIGNATURE FLIGHT SUPPORT	KFTY	3.95	0.00
BOCA RATON/POMPANO BEACH			
SHELTAIR	KPMP	4.57	0.02
SIGNATURE FLIGHT SUPPORT	KBCT	4.40	-0.03
ATLANTIC AVIATION	KBCT	4.15	-0.02
CHARLESTON			
SIGNATURE FLIGHT SUPPORT	KCHS	4.53	-0.02
ATLANTIC AVIATION	KCHS	4.17	-0.16
CHARLOTTE			
WILSON AIR CENTER	KCLT	4.60	-0.02
CHATTANOOGA			
WILSON AIR CENTER	KCHA	4.66	0.01
DAYTONA BEACH			
SHELTAIR	KDAB	4.61	0.00
FORT LAUDERDALE			
BANYAN AIR SERVICE	KFXE	4.72	0.03
SHELTAIR	KFLL	4.70	0.02
NATIONAL JETS	KFLL	4.59	0.00
JETSCAPE	KFLL	4.24	-0.01
SIGNATURE FLIGHT SUPPORT	KFLL	4.15	0.00
FORT MYERS / NAPLES			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.67	-0.04
PRIVATE SKY AVIATION SERVICES	KRSW	4.29	0.00
NAPLES AVIATION	KAPF	4.25	-0.01
JACKSONVILLE			
SHELTAIR	KJAX	4.67	0.00
MEMPHIS			
WILSON AIR CENTER	KMEM	4.72	-0.01
SIGNATURE FLIGHT SUPPORT	KMEM	4.02	0.00

FBOs with same overall average are listed in alphabetical order

the lobby walls along with sound dampening materials to provide a tranquil environment, and a fully-soundproofed snooze room, along with other features such as a crew lounge with shower facilities, a crew dining room with china service, one of the industry's best-provisioned refreshment bars, 80 sheltered parking spaces, 25-seat A/V-equipped conference room, a high-speed dishwasher for aircraft service items, and a private VIP lounge with ensuite bathroom and direct ramp access.

The 34-acre complex includes 11 acres of ramp, 45,000 sq ft of office space, and more than a quarter-million sq ft of hangars, which can accommodate the latest ultra-long-range business jets. The FBO, which is staffed daily from 6 a.m. until 10 p.m. with after-hours callout available, is home to 50 turbine-powered aircraft. Over the past year, the location added a pair of 20,000-gallon jet-A storage tanks to its fuel farm, bringing the Avfuel-branded location's total capacity to 115,000 gallons.

Safety has always been a first and foremost concern for American Aero. It was among the first to achieve IS-BAH Stage 1 and 2 registration and back in 2018 was the first of what is still an exclusive handful of service providers to earn Stage 3. "Our safety culture is ingrained in our DNA, and we have some of the most highly-trained motivated-to-excel employees in the industry," said general manager Angela Thurmond. "When you walk through our doors you feel the difference."

## 4.72 Banyan Air Service

### FORT LAUDERDALE EXECUTIVE AIRPORT (KFXE), FORT LAUDERDALE, FLORIDA

From its founding in 1979, Banyan Air Service has grown until it now provides an entire private aviation ecosystem on 120 acres at Fort Lauderdale Executive Airport. The location is home to 185 private jets and turboprops, a number that it says is "growing by the day." To shelter them, the IS-BAH Stage 2-registered facility, which

is open 24/7, manages more than 1 million sq ft of hangar and office space, including the recent Sheltair-built Northside complex, which added 180,000 sq ft of fully-occupied hangars and a 9,500-sq-ft satellite terminal.



The 14,000-sq-ft main terminal, which recently underwent an interior refresh, features a two-story, Key West-themed atrium, including a waterfall, 800-gallon saltwater aquarium, and 30-foot-high palm trees; a café with rampside views; three pilot lounges; snooze rooms; crew shower facilities; a trio of conference rooms; business center; crew courtesy and onsite rental cars; and one of the largest pilot shops in the world, all of which combined to give the FBO its top 10 scores in the Facilities (4.80) and Pilot Amenities (4.71) categories.

In addition, the company provides airframe and turbine engine maintenance, an avionics shop, a well-stocked aircraft parts department, aircraft sales, and aircraft and auto detailing. As a designated Bahamas Gateway FBO there are plans to eventually have a Bahamian Customs official serving onsite to issue preclearance for operators, and the Banyan staff stands ready to assist with documentation for travel throughout the Caribbean. U.S. Customs and Immigration service is available daily from 8 a.m. until midnight.

"Whether you fly a J-3 or a Global Express, you can expect a warm welcome, a big smile, and professionals with a passion to serve you above and beyond your expectations," explained Jon Tonko, who was recently promoted to vice president

## TOP FBOs BY CATEGORY — AMERICAS

of FBO services. “Our team knows what is important to crews and passengers.”

### 4.72 Henriksen Jet Center AUSTIN EXECUTIVE AIRPORT (KEDC), AUSTIN, TEXAS



Representing privately-owned Austin Executive Airport is its FBO Henriksen Jet Center, which ranked in the top 5 percent in AIN’s FBO survey for the fifth straight year, a span that has seen the facility earn the top score in the Passenger Amenities category (4.82) as well. The terminal, which just celebrated its tenth anniversary, suffered flooding last February during the deep freeze that plagued the entire state, with a sprinkler line leak pumping thousands of gallons of water into the 21,500-sq-ft two-story facility. Undeterred, its staff bounced back with a major renovation program that concluded in October, restoring the facility to its previous glory, keeping its AIN FBO Survey streak intact, and ensuring its top score (4.82) in the Facilities category as well. Among its popular features is a 15,000-sq-ft arrivals canopy large enough to accommodate a BBJ-sized aircraft, which helps keep them cool on days when the scorching Texas sun can heat the tarmac hot enough to cook eggs. The glass-enclosed, double-height atrium features a fully-restored 1914 Indian motorcycle and an Olympus engine from a former Concorde airliner on display.

A theater room with stadium seating, pilot lounge, shower facilities, 12-seat a/v-equipped conference room, and a pair of massage chair-equipped relaxation rooms round out the amenities.

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.90
ROSS AVIATION at STUART JET CENTER	KSUA	WITHAM FIELD	4.84
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.82
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.81
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.80
MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.79
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.79
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.79
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.82
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.78
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.73
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.72
LUX FBO	CYHU	ST-HUBERT	4.72
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.72
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.71
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.71
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.71
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.76
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.74
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.74
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.72
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.72
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.71
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.69
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.69
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.68
FBO	AIRPORT CODE	AIRPORT	FACILITIES
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.82
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.82
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.80
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.78
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.78
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.76
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.76
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.75
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.75
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.75
FBO	AIRPORT CODE	AIRPORT	CSRS
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FIELD	4.90
AIR SERVICE HAWAII	PHNL	HONOLULU INTERNATIONAL	4.87
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.84
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.84
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNICIPAL	4.83
MERIDIAN	KTEB	TETERBORO	4.83
DEL MONTE AVIATION	KMRY	MONTEREY PENINSULA	4.81
ATLANTIC AVIATION	KPIT	PITTSBURGH INTERNATIONAL	4.80
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.80

FBOs with same overall average are listed in alphabetical order



**TOP RATED FBOs IN SOUTH-EAST REGION**

**AIRPORT CODE**

**2022 OVERALL AVERAGE**

**CHANGE FROM LAST YEAR**

<b>MIAMI</b>			
FONTAINEBLEAU AVIATION	KOPF	4.46	0.03
ATLANTIC AVIATION	KOPF	4.39	0.00
SIGNATURE FLIGHT SUPPORT	KMIA	4.24	0.00
SIGNATURE FLIGHT SUPPORT	KOPF	4.15	0.00
<b>NASHVILLE</b>			
SIGNATURE FLIGHT SUPPORT	KBNA	4.11	0.02
ATLANTIC AVIATION	KBNA	4.10	0.03
<b>NORTHWEST FLORIDA</b>			
SHELTAIR	KECP	4.56	0.01
LYNX FBO DESTIN	KDTS	4.48	-0.04
MILLION AIR	KTLH	4.22	0.01
<b>ORLANDO</b>			
SHELTAIR	KORL	4.65	-0.01
ATLANTIC AVIATION	KORL	4.50	-0.02
ATLANTIC AVIATION	KMCO	4.48	0.00
SIGNATURE FLIGHT SUPPORT	KMCO	4.34	0.00
<b>RALEIGH/DURHAM</b>			
TAC AIR	KRDU	4.15	0.03
SIGNATURE FLIGHT SUPPORT	KRDU	3.89	0.00
<b>TAMPA / ST. PETERSBURG</b>			
SHELTAIR	KTPA	4.76	0.01
SHELTAIR	KPIE	4.57	-0.02
SHELTAIR	KSPG	4.48	0.04
SIGNATURE FLIGHT SUPPORT	KTPA	3.94	0.05
<b>SAVANNAH</b>			
SHELTAIR	KSAV	4.61	-0.02
<b>SARASOTA</b>			
ROSS AVIATION	KSRQ	4.55	-0.04
<b>WEST PALM BEACH / STUART</b>			
JET AVIATION	KPBI	4.72	-0.01
ROSS AVIATION at STUART JET CENTER	KSUA	4.64	-0.04
ATLANTIC AVIATION	KSUA	4.45	0.03
SIGNATURE FLIGHT SUPPORT	KPBI	4.40	-0.01
ATLANTIC AVIATION	KPBI	4.35	-0.01

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A member of the Paragon FBO Network, the location has a staff of 22, is open 24/7, and recently added a new 12,000-sq-ft hangar, which brings it up to nearly 160,000 sq ft of community storage space that can accommodate aircraft up to a Gulfstream G650. Currently, 51 jets and turboprops are based there.

According to Andrew Perry who is executive director of both Austin Executive Airport and its sister Houston Executive, 2019 was KEDC's best year operationally, and he anticipates 2022 to eclipse those totals based on increasing charter and fractional operations.

## 4.72 Jet Aviation

**PALM BEACH INTERNATIONAL AIRPORT (KPBI), WEST PALM BEACH, FLORIDA**



Jet Aviation has operated its FBO at Palm Beach International Airport for nearly four decades, and in terms of the AIN FBO Survey, it remains the most decorated among the company's 11 locations in the Americas, a regular fixture among the top rungs. The facility, which operates 24/7, ranked among the top 10 in the Pilot Amenities category (4.69), and it earned its highest score for its CSRs (4.79). General manager Nuno Da Silva readily gives credit for the FBO's success to his 45-member staff. "The critical differentiating factors that set us apart from our competition are primarily the people and their longevity at Jet Aviation Palm Beach. We are proud to be known for our team of professional, dedicated employees and the exceptional service they provide to our customers." He added that the average staff tenure at the location is two decades. "This degree of

experience enables us to provide an exceptional amount of attention to detail, which in turn cultivates a safety-centric environment." The FBO, like all of Jet Aviation's U.S. locations, has earned Stage 2 registration under IS-BAH.

The facility occupies the same two-story 18,000-sq-ft terminal since it opened, but it has been kept up to date with regular upgrades and renovations, the latest of which is scheduled for 2023 with design plans currently underway. It features an 8,000-sq-ft pilot suite consisting of a snooze room, lounge, showers, coffee area, and flight planning area, which opens onto the main lobby.

The 25-acre location is home to some 60 business aircraft, with 200,000 sq ft of hangar space that can house aircraft up to BBJ or ACJ bizliners. The latest hangar opened in 2020, on the northwest side of the field, and features 30-foot-high doors. Shared with sister-company Gulfstream, the two-hangar complex also offers a 11,270-sq-ft satellite two-story FBO terminal.

## 4.72 Wilson Air Center

**MEMPHIS INTERNATIONAL (KMEM), MEMPHIS, TENNESSEE**



Wilson Air Center, a small FBO chain with four locations in Tennessee, Texas, and North Carolina, knows quite a bit about hospitality with the late patriarch Kemmons Wilson being the founder of the Holiday Inn hotel chain. The company's flagship location once again earned a spot in the top 5 percent of AIN's annual FBO survey, landing in the top 10 in the Passenger Amenities category (4.72) and tallying its highest individual score in

the CSR category (4.79). The latter can be attributed to the company's policy of never saying "no" to a patron. "If a customer requests something out of the ordinary, we figure out how to accommodate them as best we can," said general manager David Peacock. "Our team will go above and beyond to meet a customer's request." Hailing back to its hotel roots, Wilson was one of the first to institute concierge service to the FBO industry, with a greeter meeting each arriving or departing aircraft

The location, which occupies more than 17 acres at KMEM and is open 24/7, has a 5,700-sq-ft terminal that includes a pilot lounge with snooze room, business center, conference rooms, flight planning area, and refreshment bar stocked with local favorite Blue Bell ice cream. With Memphis known for its legendary barbecue, those wishing to take a taste of it home can purchase frozen racks of ribs at the FBO, which will be loaded onto their aircraft.

The terminal, however, is dwarfed by the neighboring aircraft canopy, at 26,000 sq ft. "We will try and bring every arrival under the canopy regardless of aircraft size," Peacock told AIN. "Whether it is raining or the sun is beating down on us in summertime, Wilson Air Center has you covered."

The location has 108,000 sq ft of heated hangar space that can accommodate aircraft up to a Bombardier Global 6000. It is home to 22 jets and five turboprops.

## 4.71 Sheltair

### ROCKY MOUNTAIN METROPOLITAN AIRPORT (KBJC), DENVER, COLORADO

Sheltair's newest FBO and its first location away from the East Coast of the U.S. wasted little time landing in the top 5 percent of FBOs in this year's survey. The company began operations at Denver's Rocky Mountain Metropolitan Airport from a temporary facility in January 2019. The \$20 million permanent complex followed in mid-2020 during the height of the pandemic and earned AIN's inaugural Top Flight Award for best new

FBO. The 27-acre leasehold includes a 10,400-sq-ft terminal with a land-side porte-cochere for passenger drop off and pick up, and an aircraft arrivals canopy that can handle anything up to a Bombardier Global 7500. Its design features pine, stone, and exposed raw steel as well as a radiant-heat floor for customer comfort. Amenities include two A/V-equipped conference rooms, passenger and pilot lounges with fireplaces, snooze rooms, concierge, crew cars, and onsite car rental. Guest passes to a local climbing gym are also available.



The IS-BAH Stage 2-registered complex, which is open from 6 a.m. until 10 p.m. with after-hours callout available, provides panoramic views of the Rocky Mountains and downtown Denver. Currently home to 11 turbine aircraft, it opened with a single 31,000-sq-ft heated hangar, but that will quickly change, with a second similar-sized structure under construction and expected to come online this summer, along with 5,200 sq ft of office space and a covered carport. A trio of 20,000-sq-ft hangars is also expected to be added next year. To mitigate the winter conditions the region is known for, each hangar threshold as well as the concrete walkways throughout the facility are equipped with an ice-melting system.

Opening in the midst of a global pandemic has had somewhat of a silver lining according to general manager Craig Foster. "We are new, so it's hard to identify a trend other than ever-increasing business," he said, adding that travelers flocking to the area's famed ski resorts are boosting traffic volumes.



TOP RATED FBOs IN WEST REGION	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ANCHORAGE</b>			
ROSS AVIATION	PANC	4.31	0.02
<b>HONOLULU</b>			
AIR SERVICE HAWAII	PHNL	4.49	0.04
SIGNATURE FLIGHT SUPPORT	PHNL	4.25	0.00
<b>LAS VEGAS</b>			
SIGNATURE FLIGHT SUPPORT	KLAS	4.39	-0.01
ATLANTIC AVIATION	KLAS	4.29	0.00
HENDERSON EXECUTIVE AIRPORT	KHND	4.14	-0.01
<b>LOS ANGELES</b>			
ROSS AVIATION	KLGB	4.56	-0.05
MILLION AIR	KBUR	4.50	0.00
CASTLE & COOKE AVIATION	KVNY	4.32	-0.03
CLAY LACY AVIATION	KVNY	4.30	0.03
ACI JET	KSNA	4.27	N/A
<b>PALM SPRINGS</b>			
DESERT JET CENTER	KTRM	4.51	0.17
ROSS AVIATION	KTRM	4.42	0.02
ATLANTIC AVIATION	KPSP	4.38	-0.05
SIGNATURE FLIGHT SUPPORT	KPSP	4.28	0.00
<b>PORTLAND</b>			
GLOBAL AVIATION	KHIO	4.58	-0.04
ATLANTIC AVIATION	KPDX	4.45	0.00
<b>CARLSBAD / SAN DIEGO</b>			
ATLANTIC AVIATION	KCRQ	4.63	-0.03
CARLSBAD JET CENTER	KCRQ	4.26	N/A
SIGNATURE FLIGHT SUPPORT	KSAN	3.88	0.00
<b>SAN FRANCISCO/OAKLAND</b>			
DEL MONTE AVIATION	KMRY	4.65	0.03
MONTEREY JET CENTER	KMRY	4.64	0.01
MERIDIAN HAYWARD	KHWD	4.63	0.02
SIGNATURE FLIGHT SUPPORT	KOAK	4.25	0.00
ATLANTIC AVIATION	KSJC	4.20	0.00
<b>SEATTLE</b>			
MODERN AVIATION	KBFI	4.24	0.01
SIGNATURE FLIGHT SUPPORT	KBFI	4.14	0.00

FBOs with same overall average are listed in alphabetical order

## 4.71 Western Aircraft

**BOISE AIR TERMINAL/GOWEN FIELD (KBOI),  
BOISE, IDAHO**

Demonstrating its consistency, Western Aircraft in Idaho earned its second straight position in the top 5 percent of our survey, this year by improving its score and landing in the top 10 in the Passenger Amenities (4.78, finishing second in that category for the second year in a row), Pilot Amenities (4.72), and Facilities (4.75) categories. A member of the Greenwich AeroGroup,



the company is celebrating its 65th anniversary this year. It occupies a 15-acre leasehold at KBOI with a 3,800-sq-ft terminal offering a pilot lounge with a pair of recently-added snooze rooms and shower facilities, eight-seat A/V-equipped conference room, flight planning area, passenger lounge with refreshment bar, galley, courtesy cars and shuttles, plane-side vehicle valet, and concierge.

The facility currently has 15 based turbine aircraft in its 117,000 sq ft of useable hangar space, which can accommodate the latest ultra-long-range business jets. It recently completed a 93,000-sq-ft structure, which provides 53,000 sq ft of aircraft shelter along with 40,000 sq ft of shops and office space for its Part 145 maintenance station. This MRO facility offers expertise in avionics, interior and structures, as well as a dedicated AOG mobile response team. It is an authorized service center for Dassault Falcon, Embraer, Pilatus, and Piper, and can also work on Gulfstreams and Citations. Western also offers aircraft sales, charter, and management.

The Avfuel-branded location recently upgraded its fuel storage facility and is anticipating the arrival of a new 7,000-gallon jet-tanker, which will bring its fleet to nine refuelers. Like many FBOs, Western has experienced an increase in traffic over the past year, a trend that general manager Dan Milender attributes to growth in the Boise area.



**TOP RATED FBOs  
IN MIDWEST AND  
GREAT LAKES  
REGION**

**AIRPORT  
CODE**

**2022  
OVERALL  
AVERAGE**

**CHANGE  
FROM  
LAST  
YEAR**

DES MOINES			
AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR	
ELLIOTT AVIATION	KDSM	4.42	-0.03
FARGO			
FARGO JET CENTER	KFAR	4.67	0.01
KANSAS CITY			
ATLANTIC AVIATION	KMCC	4.64	0.00
SIGNATURE FLIGHT SUPPORT	KMCC	3.91	0.00
LINCOLN			
ROSS AVIATION (Formerly Silverhawk)	KLNK	4.51	0.07
DUNCAN AVIATION	KLNK	4.26	0.03
MINNEAPOLIS/ST. PAUL			
SIGNATURE FLIGHT SUPPORT	KSTP	4.61	0.01
SIGNATURE FLIGHT SUPPORT	KMSP	4.48	-0.03
ST PAUL FLIGHT CENTER	KSTP	4.35	0.00
PREMIER JET CENTER	KFCM	4.29	-0.01
ELLIOTT AVIATION	KFCM	4.12	0.02
OMAHA			
CARVER AERO	KCBF	4.34	-0.27
TAC AIR	KOMA	4.23	-0.01
ST LOUIS			
AERO CHARTER	KSUS	4.59	0.03
MILLION AIR	KSUS	4.49	0.01
TAC AIR	KSUS	4.39	0.03
SIGNATURE FLIGHT SUPPORT	KSTL	3.80	0.00
WICHITA			
YINGLING AVIATION	KICT	4.40	0.02
SIGNATURE FLIGHT SUPPORT	KICT	4.31	-0.09

FBOs with same overall average are listed in alphabetical order

## 4.70 Sheltair

**FORT LAUDERDALE/HOLLYWOOD  
INTERNATIONAL AIRPORT (KFLL), FORT  
LAUDERDALE, FLORIDA**

Sheltair's third location to rank among the top 5 percent in this year's AIN FBO Survey is its flagship location at Florida's Fort Lauderdale Hollywood International Airport. Established in 1988, it is the CAA-preferred



**TOP RATED FBOs  
IN MIDWEST AND  
GREAT LAKES  
REGION**

**AIRPORT  
CODE**

**2022  
OVERALL  
AVERAGE**

**CHANGE  
FROM  
LAST  
YEAR**

BATTLE CREEK			
AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR	
DUNCAN AVIATION	KBTL	4.38	0.03
CHICAGO			
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	4.66	N/A
J. A. AIR CENTER	KARR	4.60	0.04
ATLANTIC AVIATION	KPWK	4.54	0.01
B COLEMAN AVIATION	KGYG	4.43	N/A
ATLANTIC AVIATION	KMDW	4.39	0.01
DUPAGE FLIGHT CENTER	KDPA	4.37	0.02
CINCINNATI			
SIGNATURE FLIGHT SUPPORT	KLUK	3.90	-0.02
CLEVELAND			
ATLANTIC AVIATION	KCLE	3.87	0.00
COLUMBUS			
LANE AVIATION	KCMH	4.19	0.00
SIGNATURE FLIGHT SUPPORT	KCMH	3.92	0.05
DETROIT			
PENTASTAR AVIATION	KPTK	4.76	0.00
INDIANAPOLIS			
MILLION AIR	KIND	4.54	-0.04
FIRST WING JET CENTER	KTYQ	4.27	0.04
SIGNATURE FLIGHT SUPPORT	KIND	4.27	0.04
LEXINGTON/LOUISVILLE			
TAC AIR	KLEX	4.48	-0.01
ATLANTIC AVIATION	KSDF	4.19	0.00
MILWAUKEE			
SIGNATURE FLIGHT SUPPORT	KMKE	4.36	0.00

FBOs with same overall average are listed in alphabetical order

FBO as well the largest of four service providers at KFLI with a more-than 50-acre leasehold. Its 22 hangars encompass more than 320,000 sq ft of space and are home to 85 business jets and 15 turboprops.



The location, which has a staff of 60 and is open 24/7, earned its top score this year in the CSR category (4.75) and ranked among the top 10 in the Pilot Amenities category with its score of 4.68. Its 51,000-sq-ft terminal is slated to undergo lobby renovation this year. It has onsite 24-hour U.S. Customs, pilot lounge and snooze rooms, a deli/café, gym with locker rooms and showers, duty-free shop, onsite car rental, and crew cars. It is an authorized departure point for flights into Washington Reagan National Airport under the TSA's DASSP program, and a pre-clearance gateway for the Bahamas. The company also has programs that specially cater to its young and four-legged customers. "Business was pretty stellar for the last year, explained general manager Dana Fales. "We have seen a significant increase in domestic travel." The facility normally sees a lot of transient traffic from South America, and while that was severely impacted by the Covid pandemic, Fales noted there has been recent improvement.

### 4.68 Business Jet Center

**DALLAS LOVE FIELD (KDAL), DALLAS, TEXAS**

The highest rated FBO among the five service providers at Dallas Love Field, family-owned Business Jet Center improved its score enough this year to move back into

the top 5 percent. The company, which celebrates its 25th anniversary this year, is known for its unique 33,000-sq-ft, three-story atrium terminal, which offers three crew lounges, three snooze rooms, private crew shower, game room with golf games, foosball, and pinball, three conference rooms, a large meeting room, three Mercedes-Benz crew cars, and a well-stocked refreshment area with a smart water dispenser that allows users to fully customize their beverage. Canine passengers are welcomed as well with treats and their own fire hydrant relief area.

The Paragon FBO Network member is home to a flock of aircraft including 66 jets ranging from a Gulfstream G650 to an Eclipse 500, along with seven turboprops, and to house them it currently has more than 250,000 sq ft of hangar space. Its most recent and largest of the 15 structures opened in 2019, and another 49,000-sq-ft hangar is expected to open in the second quarter.



"With the continued growth business aviation is seeing in North Texas, we are excited to have the space and ability to grow right along with it," said managing partner Mike Wright. "In addition to more hangar and office space, we have also prioritized necessary amenities such as increased parking capacity and restored ramp space in order to accommodate more traffic." He added, "It's no secret, folks are flying, and we're seeing a lot of it. We were pleased to end 2021 with a 50 percent [fuel sales] increase overall."



**TOP RATED FBOs IN SOUTH REGION**

**AIRPORT CODE**

**2022 OVERALL AVERAGE**

**CHANGE FROM LAST YEAR**

AUSTIN/SAN ANTONIO			
Company	Airport Code	2022 Overall Average	Change from Last Year
HENRIKSEN JET CENTER	KEDC	4.72	-0.02
MILLION AIR	KSAT	4.57	-0.01
ATLANTIC AVIATION	KAUS	4.31	0.00
SIGNATURE FLIGHT SUPPORT - NORTH TERMINAL	KSAT	4.27	0.01
SIGNATURE FLIGHT SUPPORT	KAUS	4.15	0.00
DALLAS/FORT WORTH			
AMERICAN AERO	KFTW	4.75	-0.01
BUSINESS JET CENTER	KDAL	4.68	0.01
TEXAS JET	KFTW	4.65	0.01
MILLION AIR	KADS	4.63	-0.01
MCKINNEY AIR CENTER	KTKI	4.62	0.03
ALLIANCE AVIATION SERVICES	KAFW	4.55	0.08
HOUSTON			
GLOBAL SELECT	KSGR	4.67	-0.03
HENRIKSEN JET CENTER	KTME	4.67	-0.04
MILLION AIR	KHOU	4.60	0.05
JET AVIATION	KHOU	4.43	0.00
ATLANTIC AVIATION	KHOU	4.35	0.04
ATLANTIC AVIATION	KIAH	4.29	-0.05
WILSON AIR CENTER	KHOU	4.29	N/A
LITTLE ROCK			
TAC AIR	KLIT	4.11	0.00
NEW ORLEANS			
FLIGHTLINE FIRST	KNEW	4.38	0.02
ATLANTIC AVIATION	KMSY	4.23	0.00
SIGNATURE FLIGHT SUPPORT	KNEW	4.21	0.00

FBOs with same overall average are listed in alphabetical order



### REMINDER

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



TOP RATED FBOs IN  
NORTHEAST REGION

AIRPORT  
CODE

2022  
OVERALL  
AVERAGE

CHANGE  
FROM  
LAST  
YEAR

ALBANY			
MILLION AIR	KALB	4.48	0.01
BALTIMORE			
SIGNATURE FLIGHT SUPPORT	KBWI	4.10	0.00
BOSTON			
ROSS AVIATION	KBED	4.31	-0.02
JET AVIATION	KBED	4.26	0.00
SIGNATURE FLIGHT SUPPORT	KBED	4.01	-0.01
SIGNATURE FLIGHT SUPPORT	KBOS	3.58	0.00
BURLINGTON			
HERITAGE AVIATION	KBTV	4.63	-0.05
HARTFORD			
SIGNATURE FLIGHT SUPPORT	KBDL	4.31	0.00
TAC AIR	KBDL	4.07	0.00
LONG ISLAND			
MODERN AVIATION (Formerly Sheltair)	KISP	4.55	0.00
SHELTAIR	KFOK	4.42	-0.14
SHELTAIR	KFRG	4.42	0.01
ATLANTIC AVIATION	KFRG	4.25	0.02
MAINE			
NORTHEAST AIR	KPWM	4.57	-0.01
BANGOR AVIATION SERVICES	KBGR	3.93	0.00
NEW YORK CITY			
MERIDIAN TETERBORO	KTEB	4.68	0.01
MILLION AIR	KHPN	4.62	0.01
JET AVIATION	KTEB	4.46	-0.01
SIGNATURE FLIGHT SUPPORT - SOUTH TERMINAL	KTEB	4.36	-0.02
SIGNATURE FLIGHT SUPPORT	KMMU	4.25	0.00
PHILADELPHIA			
ATLANTIC AVIATION	KPHL	4.02	-0.02
ATLANTIC AVIATION	KPNE	3.59	0.00
PITTSBURGH			
ATLANTIC AVIATION	KPIT	4.55	0.00
WASHINGTON D.C.			
SIGNATURE FLIGHT SUPPORT	KDCA	4.43	0.00
APP JET CENTER	KHEF	4.29	0.01
JET AVIATION	KIAD	4.26	0.00
SIGNATURE FLIGHT SUPPORT	KIAD	4.23	0.00

FBOs with same overall average are listed in alphabetical order

The facility which has a staff of 77, is open 24/7. “We take the time to learn what you need and want out of your FBO experience and will do our very best to make sure you receive that every time you come see us,” noted Cat Wren, the location’s chief experience officer. “Plus no one ever turns down our Texas barbeque sauce or free year-round ice cream!”

### 4.68 Meridian TETERBORO AIRPORT (KTEB), TETERBORO, NEW JERSEY



The only independent service provider at New York City business aviation hub Teterboro Airport, Meridian is the only FBO in the Northeastern U.S. to rank in the top 5 percent of this year’s AIN FBO Survey. The family-owned company, which is celebrating its 75th anniversary, has always been known for customer service as evidenced by its top 10 score in the CSR category (4.83). “We make sure our customers feel well-cared for and glad they chose Meridian,” said Betsy Wines, the company’s v-p of customer service and human resources. “Putting the customer first and delivering a truly personalized experience to everyone we serve is what we strive for every day.”

The location occupies a nearly 18-acre leasehold at TEB, with a three-level, 30,000-sq-ft terminal. Among its amenities are a pilot lounge with two snooze rooms, flight planning area, two conference rooms, a gym with locker rooms and showers, an Art Deco-themed theater room, business center, and a two-story atrium lobby with

a custom hot beverage machine.

Home to 18 jets and turboprops, the Titan Fuels-branded facility has 102,000 sq ft of hangar space, which can accommodate aircraft up to a Gulfstream G650. Last year saw a renovation of the 40,000-sq-ft Hangar Five, which adjoins the terminal, with new LED lighting and a newly-epoxied floor. This followed a major renovation of the terminal in 2020.

As a major hub for business travel, TEB was severely impacted by the Covid pandemic, but CEO Ken Forester told AIN that traffic had begun to rebound towards the end of last year, with December being a record month for the company. He noted that there was palpable excitement as people came through the doors and friendships were rekindled. “Our customers feel like they are coming back to their home away from home at Meridian, and for us, that’s what it’s all about.”

### 4.67 Base Operations at Page Field

PAGE FIELD (KFMY), FORT MYERS, FLORIDA



Another airport-managed facility to land in the top 5 percent this year is Base Operations at Page Field. The current 20,000-sq-ft terminal opened in 2011 and ranked among the highest scores this year in the facilities category (4.76). The facility pays homage to the airport’s start as a WW II U.S. Army Air Force facility. A full-scale model of a P-51 Mustang fighter hangs from the ceiling in the atrium lobby, and display cases packed with memorabilia and period photos line the walls. Outside under a

permanent canopy, a restored vintage AT-6 Texan trainer stands duty in the parking lot alongside the building. “Our area has a fascinating history and many of our guests enjoy diving into it when they have a few minutes to spare,” said general manager Jonathan Buff.

Amenities include a pilot lounge with showers, soundproofed quiet room with oversized recliners, a “rec” room with pool table and retro video arcade games, snack lounge with café seating, flight planning area, 50-seat meeting room, crew cars, the Exchange pilot/gift/food shop, and refreshment bar. The 10-seat conference room just completed a technology update with 75-inch television and upgraded power and data inputs.

In addition to scores of T-hangars, the complex has 67,000 sq ft of community hangar space that can accommodate aircraft up to a Gulfstream G650 or Bombardier Global 6500. The location is host to 80 jets, 30 turboprops, and three helicopters.

According to Buff, a strong teamwork ethic is ingrained in the location’s customer service philosophy. “At Base Operations, ‘that’s not my job’ is not in our vocabulary,” he told AIN. “Our management and supervisors work side-by-side to provide a high level of service to each customer and aircraft on our ramp.” He added that on busy days its not uncommon to see the administrative staff running coffee, wing walking, or cleaning up around the refreshment bar.

Since May of 2020, the Avfuel-branded facility has seen record operations and as a result, it has expanded its fueling capacity.

## 4.67 Fargo Jet Center

**HECTOR INTERNATIONAL AIRPORT (KFAR),  
FARGO, NORTH DAKOTA**

Fargo Jet Center has earned its reputation for quick turns as a tech stop for domestic and international flights, but the location, which is home to 23 jets



TOP RATED FBOs IN ROCKY MOUNTAIN REGION	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBUQUERQUE</b>			
CUTTER AVIATION	KABQ	4.50	0.02
<b>BOISE</b>			
WESTERN AIRCRAFT	KBOI	4.71	0.01
JACKSON JET CENTER	KBOI	4.37	-0.07
<b>BOZEMAN</b>			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.52	-0.02
JET AVIATION	KBZN	4.26	-0.01
<b>COLORADO SPRINGS</b>			
CUTTER AVIATION	KCOS	4.57	0.02
COLORADO JET-CENTER	KCOS	3.96	0.00
<b>DENVER</b>			
SHELTAIR	KBJC	4.71	N/A
MODERN AVIATION	KAPA	4.65	0.01
DENVER JETCENTER	KAPA	4.49	0.00
SIGNATURE FLIGHT SUPPORT	KDEN	4.42	0.00
SIGNATURE FLIGHT SUPPORT	KAPA	4.20	0.00
TAC AIR	KAPA	4.08	0.01
<b>GLACIER</b>			
GLACIER JET CENTER	KGPI	4.51	0.01
<b>GRAND JUNCTION</b>			
WEST STAR AVIATION	KGJT	4.46	0.03
<b>JACKSON HOLE</b>			
JACKSON HOLE AVIATION	KJAC	3.66	-0.03

FBOs with same overall average are listed in alphabetical order

and 22 turboprops, has also made a name for itself for the little things, such as the inviting smell of muffins baked in house every morning, or having a customer’s car warmed up and waiting on a North Dakota winter day where 10 degrees is considered warm. “In today’s FBO, it’s the attention to the smallest of details that contribute to making a big impression and lasting impact beyond delivering an already high expectation of service,” explained Darren Hall, the company’s vice president of business development.

Open 24/7, the lone service provider at Hector International Airport has operated since 1995, and its 15,000-sq-ft terminal offers a comfortable lobby with fireplace, a private



TOP RATED FBOs IN ROCKY MOUNTAIN REGION	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>COLORADO MOUNTAINS</b>			
ATLANTIC AVIATION	KMTJ	4.62	0.00
VAIL VALLEY JET CENTER	KEGE	4.58	-0.01
ATLANTIC AVIATION	KRIL	4.25	0.00
TELLURIDE REGIONAL AIRPORT	KTEX	4.18	0.00
ATLANTIC AVIATION	KASE	4.10	0.00
<b>PHOENIX/SCOTTSDALE</b>			
JACKSON JET CENTER (Formerly Swift Aviation)	KPHX	4.58	0.00
SIGNATURE FLIGHT SUPPORT	KSDL	4.58	0.00
CUTTER AVIATION	KPHX	4.57	-0.01
ROSS AVIATION	KSDL	4.40	0.01
CUTTER AVIATION	KDVT	4.35	0.01
<b>PUEBLO</b>			
FLOWER AVIATION	KPUB	4.42	0.02
<b>SALT LAKE CITY</b>			
TAC AIR	KSLC	4.46	0.00
ATLANTIC AVIATION	KSLC	4.22	0.02
<b>SANTA FE</b>			
JET CENTER AT SANTA FE	KSAF	4.62	-0.01
SIGNATURE FLIGHT SUPPORT	KSAF	3.82	0.00
<b>SUN VALLEY</b>			
ATLANTIC AVIATION	KSUN	4.48	0.01
<b>TUCSON</b>			
ATLANTIC AVIATION	KTUS	4.36	0.00

FBOs with same overall average are listed in alphabetical order



crew suite with snooze room, shower facilities, and refreshments; full concierge; five A/V-equipped conference/training rooms; valet parking; crew cars; and aircraft and auto detailing. A 3,600-sq-ft U.S. Customs facility is located adjacent to the terminal.

A member of the Paragon FBO Network, the full-service location has 90,000 sq ft

of heated hangar space able to shelter large-cabin business jets. It operates its own aircraft charter/management fleet as well as a Part 145 maintenance and avionics repair station to serve those based aircraft as well as transient and more than 200 regional operators. Special missions completions are one of the company's specialties, and in May, it will break ground on a major \$18 million, 100,000-sq-ft project that will nearly double the size of the current maintenance operation as well as provide a new home for its flight school and administration offices. The new facility is expected to be completed in mid-2023.

TOP RATED FBOS IN CANADA	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CALGARY</b>			
SKYSERVICE	CYYC	4.49	0.00
<b>MONTREAL</b>			
LUX FBO	CYHU	4.61	N/A
SIGNATURE FLIGHT SUPPORT	CYUL	4.51	0.01
SKYSERVICE	CYUL	4.41	0.00
<b>TORONTO</b>			
SKYSERVICE	CYYZ	4.62	0.00
SIGNATURE FLIGHT SUPPORT	CYYZ	3.50	-0.02

TOP RATED FBOS IN BRAZIL	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>SAO PAULO</b>			
EMBRAER FBO	SDCO	4.61	0.02
WORLD-WAY AVIATION	SDCO	4.53	0.02
LIDER AVIACAO	SBSP	3.77	0.02

TOP RATED FBOS IN CARRIBBEAN	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CARRIBBEAN</b>			
PROVO AIR CENTER	MBPV	4.45	0.08
ODYSSEY AVIATION	MYNN	4.36	0.00
JET NASSAU	MYNN	4.06	-0.02
EXECUJET	TNCM	3.68	0.00

FBOs with same overall average are listed in alphabetical order

## 4.67 Global Select

SUGAR LAND REGIONAL AIRPORT (KSGR),  
HOUSTON, TEXAS



Continually refuting the notion that airport-operated FBOs can't be exceptional is Global Select, the lone municipally-owned service provider at Houston-area Sugar Land Regional Airport. The perennially highly-regarded facility for the second year in a row took home the highest score in the Facilities category (4.82), as well as the top ranking in the Pilot Amenities category (4.76). It garnered a top 10 placement under Passenger Amenities (4.72).

The City of Sugar Land has owned and operated the airport since 1990, and in 2010 branded its FBO as Global Select. It has a 20,000-sq-ft terminal with a crew suite that includes three snooze rooms, a relaxation room with a zero-gravity recliner that is in constant demand, kitchen, library, shower and bathrooms, flight planning area, TV room, and theater room with an 80-inch screen and dedicated sound system featuring movie concession snacks, as well as a 3,000-sq-ft passenger lobby with gift shop, walls decorated with available artwork from local artists, and a café. Other services include a dedicated staff member to shuttle crew members to and from hotels, grocery stores, or restaurants as requested and valet parking/ramp positioning for passenger vehicles.

With flooding a major concern in Houston, the airport recently concluded a drainage project, and a new parallel 8,000-foot taxiway is slated to be completed next year. According to director of aviation Elizabeth

Rosenbaum, the Titan Fuels-supplied GA gateway pumped more than three and a quarter million gallons of fuel last year with a 55 percent increase in international traffic from a diminished 2020.

The FBO, which is open from 5 a.m. until 11 p.m. and has a staff of 22, has 90,000 sq ft of community hangar space that can handle the latest large cabin/ultra-long-range business jets. It is home to 45 jets, 18 turboprops, and four helicopters.

## 4.67 Henriksen Jet Center

HOUSTON EXECUTIVE AIRPORT (KTME),  
HOUSTON, TEXAS.



Henriksen Jet Center's original location at Houston Executive Airport once again joins its younger sibling at KEDC in the top 5 percent of this year's AIN FBO Survey. Both KEDC and KTME are privately owned and built by Ron Henriksen. KTME opened in 2006 and its 22,000-sq-ft terminal arrived in 2013. It ranked second this year in the Pilot Amenities category (4.74, not surprisingly tallying the same score as its sibling, which it closely resembles), as well as landing in the top 10 in the Facilities category (4.76).

It includes 8,000 sq ft of tenant office space, as well as a two-story lobby with an authentic Ferrari 333SP race car on display, floor-to-ceiling windows overlooking the ramp, crew suite with theater room, shower facilities, a pair of snooze/quiet rooms, kitchenette and dining area, flight planning room, 10-seat A/V-equipped conference room, refreshment bar, and concierge. A complimentary valet parking garage is available to customers, and as one

of its most prominent amenities, the FBO has what is believed to be the world's largest aircraft canopy, covering three-quarters of an acre from the unforgiving Texas sun.

The location added a new 23,400-sq-ft hangar last year, bringing it to 179,000 sq ft of community aircraft storage able to shelter business jets up to a Gulfstream G650. The complex, a member of the Paragon FBO

Network, is home to 78 jets and turboprops.

Andrew Perry, who is the executive director of both of Henriksen's airports, noted that a ramp greeter was recently instituted to meet all arriving aircraft and ensure their pilots' needs are taken care of. "This addition has really aided our communication between the ramp and the FBO," he told AIN.

## 4.67 Sheltair

### JACKSONVILLE INTERNATIONAL AIRPORT (KJAX), JACKSONVILLE, FLORIDA

Continuing Sheltair's strong showing in the top tier of this year's FBO survey is its facility at Jacksonville International Airport, the Florida-based chain's fourth location to place in the top 5 percent.

## Above & Beyond

PERSON	FBO	AIRPORT CODE
Aholibah Joaquin	CLAY LACY AVIATION	KVNY
Aneika Simpson	NATIONAL JETS	KFLL
Ashley Rainer	SHELTAIR	KBJC
Betsy Wines	MERIDIAN TETERBORO	KTEB
Bianca Davila	BASE OPERATIONS AT PAGE FIELD	KFMY
Caden Rodning	PREMIER JET CENTER	KFCM
Cat Wren	BUSINESS JET CENTER	KDAL
Celine Cannizzaro	SHELTAIR	KISP
Cheryl Bush	AVFLIGHT COLUMBUS	KGTR
Cindy Hayden	MILLION AIR	KSUS
Danielle Hendricks	AERO CHARTER, INC	KSUS
Daryl Gair	JETPORT INC	CYHM
Deborah Aharon	PROVO AIR CENTER	MBPV
Estrella Flores	CARLSBAD JET CENTER	KCRQ
Francois-Luc Jutras	LUX FBO	CYHU
Gail Sadler	MODERN AVIATION	KAPA
Gregory Chomko	SHELTAIR	KPIE
Hannah Johns	MILLION AIR	KADS
Holly Fletcher	STANDARD AVIATION	TIST
Holly Hopkins	TEXAS JET	KFTW
Janette Licastro	MILLION AIR	HPN KHPN
Jasmine Gonzalez	SHELTAIR	KDAB
Jean Ballou	ATLANTIC AVIATION	KSUA
Jeff Jackson	JACKSON JET CENTER	KBOI
Jenna Emerizy	MCKINNEY AIR CENTER	KTKI
Jenny Dietschman	MERIDIAN HAYWARD	KHWD
Jessica Rowden	CUTTER AVIATION	KABQ
Johanna Echeto	SHELTAIR	KORL
Josie Dacosta	SKYSERVICE	CYYZ
Karah Brubaker	VAIL VALLEY JET CENTER	KEGE
Katie Kornegay	SUN VALLEY AVIATION	KHRL
Kawai Lopez	MONTEREY JET CENTER	KMRY
Kaysya Strong	SHELTAIR	KJAX

PERSON	FBO	AIRPORT CODE
Kelly Deeds	CARVER AERO	KCBF
Keyara Allen	ALLIANCE AVIATION SERVICES	KAFW
Kyan Niblett	SHELTAIR	KECP
Lindee Sellers	ASTIN AVIATION	KCLL
Lindsey Leland	AMERICAN AERO	KFTW
Lita Tanner	SHELTAIR	KFLL
Maria Fernanda	SÃO PAULO CATARINA AEROPORTO EXECUTIVO	SBJH
Mark Goodwin	NORTHEAST AIR	KPWM
Marlena Taylor	SHELTAIR	KSAV
Meatha Southern	US TRINITY AVIATION	KDTO
Megan Rubio	CUTTER AVIATION	KCOS
Melina Verdugo	DESERT JET CENTER	KTRM
Melissa Thompson-Shollenbarger	MILLION AIR	KADS
Michelle Nickerson	SHELTAIR	KTPA
Pablo Garcia	BANYAN AIR SERVICE	KFXE
Reed Brickley	HENRIKSEN JET CENTER	KEDC
Richard Campbell	CUTTER AVIATION	KPHX
Sabrina Elias	MILLION AIR	KHOU
Savanah Dowling	CLAY LACY	KSNA
Seth Mager	ATLANTIC AVIATION	KPBI
Shalene England	J. A. AIR CENTER	KARR
Shanna Ash	HILL AIRCRAFT	KFTY
Shannon Auty	AERO-ONE AVIATION	KDHN
Symone Carey	FONTAINEBLEAU AVIATION	KOPF
Tara Creel-Cesena	CUTTER AVIATION	KDVT
TiffAnny Anderson	SIGNATURE FLIGHT SUPPORT	KAPA
Tim Krayem	SIGNATURE FLIGHT SUPPORT	KMMU
Valerie Boes	ROSS AVIATION	KLGB
Yascara Sanchez	SHELTAIR	KLAL
Ysabella Tetley	HENRIKSEN JET CENTER	KTME
Aholibah Joaquin	CLAY LACY AVIATION	KVNY
Holly Fletcher	STANDARD AVIATION	TIST

The above FBO staff members were recognized multiple times for going "Above & Beyond" in the field of customer service.

The FBO, one of two service providers at KJAX, has been in operation for nearly two decades and is open every day from 5 a.m. until 11 p.m. with after-hours call-out available.

The FBO's 26,000-sq-ft, two-story terminal offers a variety of top-tier amenities including a gym with locker rooms and showers, pilot lounge with snooze rooms, refreshment bar, concierge, a pair of A/V-equipped conference rooms seating 10 and six respectively, crew cars, shuttle service, and onsite car rental. Last year Sheltair added 1,750 sq ft of office space on the



second floor and a similar-sized space is scheduled for development this year.

The facility has 40,000 sq ft of hangar space, which can shelter aircraft up to a Gulfstream G550. It is home to a dozen

turbine-powered aircraft, and plans are underway for the addition of another 20,000-sq-ft hangar. It earned its top score this year (4.72) in the CSR category, and according to general manager Kirk Svoboda, his staff's philosophy is "to develop a positive relationship and provide a good experience to each customer by giving safe, efficient, and prompt service, by listening to and understanding the customer's needs, and by meeting or exceeding those needs."

The location has achieved IS-BAH Stage 2 registration and also serves as an official Bahamas gateway. ■

## FBO SURVEY RULES AND METHODOLOGY

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

### History

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

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

### The Survey

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

The scores in this report and on our website reflect the cumulative average of scores from

2014 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 April 1, 2021, until Feb. 4, 2022, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via email and announcements in our e-newsletters. The bulk of this promotion took place from Dec. 1, 2021 through Feb. 4, 2022.

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

### Observations

Each year we review ratings to ensure their accuracy. On our new site we have a system to flag, review, and, if necessary, remove rat-

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

### Score Calculations

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

Overall averages are calculated using the cumulative average of all ratings given from 2014 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.