

The 22nd Annual
Aviation International News®
FBO SURVEY
2009

COVERING
NORTH, SOUTH & CENTRAL AMERICA
PLUS
U.S. TERRITORIES AND THE CARIBBEAN



Enclosed is a listing of the results of the **Aviation International News 2009 FBO Survey**, covering FBOs in the Americas (North, Central and South America, U.S. territories and the Caribbean). The U.S. FBOs included qualified for listing by receiving at least 40 evaluations by **AIN** readers; non-U.S. FBOs listed must have received at least 25 evaluations. A total of 267 FBOs are evaluated in this insert, and FBOs that received overall ratings of 8.0 or higher are identified with a yellow highlight. The **AIN** FBO Survey was devised by the editors of **AIN** and designed and administered by Forecast Int'l of Newtown, Conn.

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

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
Alabama							
Birmingham	Birmingham Int'l (BHM)	Atlantic	7.22	6.55	6.80	6.60	6.79
	Huntsville Int'l-Carl T. Jones Field (HSV)	Signature Flight Support	6.83	6.49	6.34	6.41	6.52
Alaska							
Anchorage	Ted Stevens Anchorage Int'l (ANC)	Million Air	8.58	8.21	8.49	8.35	8.41
		Signature Flight Support	8.45	7.64	7.91	8.00	8.00
Arizona							
Flagstaff	Flagstaff Pulliam (FLG)	Wiseman Aviation	7.50	6.60	6.76	6.95	6.95
Phoenix	Sky Harbor Int'l (PHX)	Cutter Aviation	8.03	7.86	8.02	8.18	8.02
		Swift Aviation Services	8.12	8.40	8.32	8.73	8.39
Scottsdale	Scottsdale Municipal (SDL)	Landmark Aviation	8.18	7.88	8.01	7.91	7.99
		Scottsdale Air Center	8.46	8.56	8.56	8.82	8.60
Tucson	Tucson Int'l (TUS)	Atlantic	7.76	7.21	7.41	7.52	7.47
Arkansas							
Little Rock	Adams Field (LIT)	Central Flying Service	7.25	6.83	6.88	6.85	6.95
Rogers	Rogers Municipal/Carter Field (ROG)	Beaver Lake Aviation	7.68	7.88	8.03	8.30	7.97
California							
Burbank	Bob Hope (BUR)	Atlantic	7.61	7.75	7.58	7.88	7.71
		Million Air	7.86	7.63	7.72	7.97	7.80
Camarillo	Camarillo (CMA)	Sun Air Jets	8.20	8.03	7.90	8.50	8.16
Carlsbad	McClellan-Palomar (CRQ)	Jet Source	8.06	7.90	7.90	8.23	8.02
		Premier Jet	8.66	8.34	8.45	8.74	8.55
		Western Flight	7.99	6.65	6.94	6.72	7.07
Long Beach	Long Beach Airport Daugherty Field (LGB)	AirFlite	8.55	8.68	8.62	8.99	8.71
		Signature Flight Support	6.12	6.07	6.37	6.54	6.27
Los Angeles	Los Angeles Int'l (LAX)	Atlantic	7.61	7.35	7.45	7.61	7.50
		Landmark Aviation	7.31	6.55	6.84	6.53	6.81
Monterey	Monterey Peninsula (MRY)	Del Monte Aviation (formerly Million Air)	8.33	8.13	7.91	8.34	8.18
		Monterey Jet Center	8.84	8.49	8.54	8.65	8.63
Napa	Napa County (APC)	Bridgeford Flying Service	6.95	6.07	6.16	6.17	6.34
Oakland	Metropolitan Oakland Int'l (OAK)	Business Jet Center	8.25	8.03	8.12	8.33	8.18
		KaiserAir Jet Center	7.93	7.07	7.33	7.22	7.39
Palm Springs	Jacqueline Cochran Regional (TRM)	Signature Flight Support	6.94	6.04	6.06	6.00	6.26
		Tradition Aviation	8.58	7.62	8.08	7.89	8.04
	Palm Springs Int'l (PSP)	Atlantic	7.78	7.47	7.46	7.45	7.54
		Signature Flight Support	7.15	7.00	6.93	7.17	7.06
Sacramento	Mather Field (MHR)	Atlantic	6.82	6.72	6.72	6.76	6.76
San Diego	Brown Field Municipal (SDM)	San Diego Jet Center	6.98	5.73	5.96	5.84	6.13
	Lindbergh Field (SAN)	Landmark Aviation (formerly Jimsair Aviation Service)	6.23	5.52	5.62	5.28	5.66

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California							
San Francisco	San Francisco Int'l (SFO)	Signature Flight Support	6.35	6.79	6.75	7.05	6.74
San Jose	Norman Mineta San Jose Int'l (SJC)	Atlantic (formerly ACM Aviation and San Jose)	7.79	7.64	7.51	7.63	7.64
Santa Ana	John Wayne/Orange County (SNA)	Atlantic	7.94	7.49	7.73	7.76	7.73
		Signature Flight Support	7.70	7.61	7.70	7.76	7.69
Santa Barbara	Santa Barbara Municipal (SBA)	Atlantic	7.02	6.87	7.00	7.13	7.00
		Signature Flight Support	7.41	6.08	6.33	5.75	6.39
Santa Monica	Santa Monica Municipal (SMO)	Atlantic	6.93	6.30	6.35	6.30	6.47
Van Nuys	Van Nuys (VNY)	Clay Lacy Aviation	7.86	6.80	7.09	7.02	7.19
		Maguire	8.14	7.95	7.78	7.98	7.96
		Signature Flight Support (formerly Hawker Beechcraft)	6.74	6.50	6.71	6.90	6.71
		Skytrails Aviation	8.24	6.82	7.47	6.84	7.34
Colorado							
Aspen	Pitkin County/Sardy Field (ASE)	Atlantic	7.56	7.52	6.90	7.55	7.38
Colorado Springs	Colorado Springs Municipal (COS)	Colorado jetCenter	7.64	6.79	7.04	6.69	7.04
Denver	Centennial (APA)	Denver jetCenter	8.39	8.27	8.37	8.44	8.37
		Signature Flight Support	8.10	7.87	8.05	8.26	8.07
		TAC Air	7.84	7.45	7.55	7.63	7.62
	Denver Int'l (DEN)	Signature Flight Support	7.24	7.28	7.39	7.57	7.37
	Rocky Mountain Metropolitan (BJC)	Denver AirCenter	8.23	7.94	7.96	8.09	8.06
		Stevens Aviation	7.85	6.58	6.65	6.44	6.88
Eagle	Eagle County Regional (EGE)	Vail Valley Jet Center	8.15	8.22	8.02	8.44	8.21
Grand Junction	Walker Field (GJT)	West Star Aviation	8.16	7.87	7.84	8.13	8.00
Montrose	Montrose Regional (MTJ)	Black Canyon Jet Center	7.93	7.43	7.43	7.60	7.59
Pueblo	Pueblo Memorial (PUB)	Flower Aviation	8.56	6.92	7.23	6.81	7.38
Rifle	Garfield County Regional (RIL)	Atlantic	7.67	6.68	6.83	6.65	6.96
Telluride	Telluride Regional (TEX)	Telluride Regional Airport	6.82	5.63	6.02	5.61	6.02
Connecticut							
Bridgeport	Igor I. Sikorsky Memorial (BDR)	Atlantic	7.60	5.62	6.18	5.54	6.24
Windsor Locks	Bradley Int'l (BDL)	Signature Flight Support	7.79	7.88	7.74	8.05	7.86
		TAC Air	7.42	7.36	7.25	7.25	7.32
Florida							
Boca Raton	Boca Raton (BCT)	Aviat Boca Raton	8.43	8.38	8.39	8.68	8.47
		Boca Aviation	8.20	7.69	7.80	7.97	7.92
Daytona Beach	Daytona Beach Int'l (DAB)	SheltAir Aviation Services	7.55	7.50	7.52	7.57	7.53
Destin	Destin-Fort Walton Beach (DTS)	Miracle Strip Aviation	6.97	6.60	6.54	6.82	6.73
Fort Lauderdale	Fort Lauderdale Executive (FXE)	Banyan Air Services	8.53	8.68	8.44	8.96	8.65
		Executive Jet Center/Aero Toy Store	8.52	8.15	7.86	8.19	8.18
	Fort Lauderdale/Hollywood Int'l (FLL)	National Jets	8.90	8.34	8.47	8.41	8.53
		SheltAir Aviation Services	8.04	8.23	8.26	8.52	8.26
		Signature Flight Support	7.53	7.32	7.25	7.43	7.38

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Florida							
Fort Myers	Page Field (FMY)	The Aviation Center	7.53	6.46	6.50	6.47	6.74
	Southwest Florida Int'l (RSW)	PrivateSky Aviation	7.84	7.58	7.28	7.82	7.63
Jacksonville	Jacksonville Int'l (JAX)	SheltAir Aviation Services	8.00	8.26	8.14	8.44	8.21
		Signature Flight Support	7.69	7.37	7.40	7.51	7.49
Key West	Key West Int'l (EYW)	Island City Flying Service	6.73	4.20	4.96	4.07	4.99
Kissimmee	Kissimmee Gateway (ISM)	Atlantic	8.07	7.18	7.63	7.54	7.60
Marathon	Florida Keys Marathon (MTH)	Marathon Jet Center	8.33	6.64	6.96	6.56	7.12
Miami	Kendall-Tamiami Executive (TMB)	FalconTrust Air	7.68	8.57	8.14	8.89	8.32
	Miami Int'l (MIA)	Signature Flight Support	6.89	7.05	6.86	7.23	7.01
Naples	Naples Municipal (APF)	Naples Airport Authority	6.94	5.97	6.31	6.24	6.37
Opa Locka	Opa Locka (OPF)	Miami Executive Aviation	7.64	6.96	6.99	7.05	7.16
Orlando	Orlando Executive (ORL)	SheltAir Aviation Services	7.94	7.79	7.92	8.17	7.96
		Showalter Flying Service	8.43	7.96	7.99	8.10	8.12
	Orlando Int'l (MCO)	Galaxy Aviation	7.96	7.49	7.50	7.42	7.59
		Signature Flight Support	7.57	7.41	7.42	7.66	7.51
Sarasota	Sarasota/Bradenton Int'l (SRQ)	Dolphin Aviation	6.75	6.41	6.22	6.31	6.42
St. Augustine	St. Augustine (SGJ)	Galaxy Aviation	7.78	7.14	7.02	7.10	7.26
Stuart	Witham Field (SUA)	Galaxy Aviation	8.70	7.81	8.02	8.13	8.17
		Stuart Jet Center	8.51	7.75	7.94	7.89	8.02
Tallahassee	Tallahassee Regional (TLH)	Flightline Group Avitat Tallahassee	7.53	7.18	7.48	7.68	7.46
Tampa	Tampa Int'l (TPA)	Signature Flight Support (formerly Hawker Beechcraft)	7.44	7.18	7.27	7.37	7.31
		Tampa Int'l Jet Center	8.63	8.56	8.50	8.86	8.64
West Palm Beach	Palm Beach Int'l (PBI)	Galaxy Aviation	8.36	7.92	7.93	8.03	8.06
		Jet Aviation Palm Beach	8.67	8.45	8.49	8.59	8.55
		Signature Flight Support	7.81	7.12	7.19	7.17	7.32
Georgia							
Atlanta	DeKalb-Peachtree (PDK)	Atlantic Aviation	7.67	7.43	7.47	7.42	7.50
		Epps Aviation	8.40	7.52	7.70	7.49	7.78
		Signature Flight Support	7.64	7.53	7.53	7.64	7.59
	Fulton County-Brown Field (FTY)	Hill Aircraft	8.28	7.75	7.62	7.62	7.82
		Signature Flight Support (formerly Hawker Beechcraft)	7.33	7.02	7.09	7.33	7.19
	Hartsfield-Jackson Atlanta Int'l (ATL)	Atlantic	7.11	6.49	6.47	6.47	6.63
Augusta	Augusta Regional at Bush Field (AGS)	Augusta Airport Aviation Services	6.63	5.85	5.69	5.98	6.04
Savannah	Savannah/Hilton Head Int'l (SAV)	Signature Flight Support	6.31	6.72	6.69	6.83	6.64
St. Simons Island	McKinnon/St. Simons (SSI)	Golden Isles Aviation	7.37	6.65	6.86	6.86	6.93
Hawaii							
Honolulu	Honolulu Int'l (HNL)	Bradley Pacific Aviation	9.17	8.00	8.41	7.93	8.38
Idaho							
Boise	Boise Air Terminal/Gowen Field (BOI)	Western Aircraft	7.76	7.62	7.67	7.91	7.74
Hailey	Friedman Memorial (SUN)	Atlantic (formerly Sun Valley Aviation)	8.27	8.36	8.12	8.61	8.34
Illinois							
Chicago	Chicago Executive (PWK)	Atlantic	7.91	7.58	7.68	7.78	7.73
		Signature Flight Support	7.99	7.66	7.75	7.90	7.82
	Chicago Midway Int'l (MDW)	Atlantic	8.16	7.96	8.12	8.13	8.09
		Odyssey Aviation (formerly Million Air)	7.31	5.96	6.32	5.61	6.30
		Signature Flight Support	7.28	7.02	6.92	6.85	7.02
	DuPage (DPA)	DuPage Flight Center	7.51	7.75	7.97	8.27	7.88
O'Hare Int'l (ORD)	Signature Flight Support	6.63	6.89	6.81	7.20	6.88	
Waukegan	Waukegan Regional (UGN)	DB Aviation	8.63	7.87	7.94	8.08	8.13

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Indiana							
Indianapolis	Indianapolis Int'l (IND)	Hawker Beechcraft Services	7.42	6.21	6.51	5.94	6.52
		Signature Flight Support	7.30	7.41	7.33	7.72	7.44
Iowa							
Des Moines	Des Moines Int'l (DSM)	Elliott Aviation	8.05	7.86	7.98	8.21	8.02
Kansas							
Salina	Salina Municipal (SLN)	Flower Aviation	8.69	7.77	7.73	7.82	8.01
Kentucky							
Lexington	Blue Grass (LEX)	TAC Air	7.51	7.22	6.95	7.27	7.24
Louisville	Louisville Int'l-Standiford Field (SDF)	Atlantic	7.66	7.80	7.64	7.98	7.77
Louisiana							
Baton Rouge	Baton Rouge Metropolitan Ryan Field (BTR)	Louisiana Aircraft	7.07	7.00	6.93	6.72	6.93
New Orleans	Lakefront (NEW)	Odyssey Aviation (formerly Million Air)	7.63	6.40	6.29	5.41	6.43
	Louis Armstrong New Orleans Int'l (MSY)	Atlantic	8.08	7.74	7.88	7.79	7.87
Maine							
Bangor	Bangor Int'l (BGR)	Avitat Bangor	7.84	5.90	6.59	5.78	6.53
Portland	Portland Int'l Jetport (PWM)	Northeast Airmotive	7.21	6.14	6.50	6.19	6.51
Maryland							
Baltimore	Baltimore/Wash. Int'l/Thurgood Marshall (BWI)	Signature Flight Support	6.68	6.85	6.89	7.02	6.86
Massachusetts							
Bedford	Hanscom Field (BED)	Jet Aviation	7.66	7.34	7.45	7.34	7.45
		Signature Flight Support	7.48	6.92	7.07	7.19	7.17
Boston	Logan Int'l (BOS)	Signature Flight Support	6.07	6.32	6.24	6.47	6.28
Nantucket	Nantucket Memorial (ACK)	Nantucket Airport	6.63	5.22	5.41	5.08	5.58
Michigan							
Battle Creek	W.K. Kellogg (BTL)	Duncan Aviation	8.35	8.20	8.08	8.35	8.24
Detroit	Detroit Metropolitan Wayne County (DTW)	ASIG	7.54	6.49	6.93	6.49	6.86
Grand Rapids	Gerald R. Ford Int'l (GRR)	Northern Air	8.02	6.75	6.95	6.75	7.12
Pontiac	Oakland County Int'l (PTK)	Pentastar Aviation	8.73	8.79	8.82	9.01	8.84
Minnesota							
Minneapolis	Minn./St. Paul Int'l (MSP)	Signature Flight Support	7.82	7.81	7.78	8.07	7.87
	St. Paul Downtown-Holman Field (STP)	Signature Flight Support (formerly Million Air)	8.39	7.99	7.99	8.11	8.12
Rochester	Rochester Int'l (RST)	Signature Flight Support	8.24	7.63	7.89	7.72	7.87
Missouri							
Kansas City	Charles B. Wheeler Downtown (MKC)	Executive Beechcraft	7.61	7.03	7.12	7.01	7.19
	Kansas City Int'l (MCI)	Executive Beechcraft	7.28	7.00	6.85	6.75	6.97
St. Louis	Lambert-St. Louis Int'l (STL)	Signature Flight Support	8.13	7.10	6.95	6.93	7.28
Montana							
Bozeman	Gallatin Field (BZN)	Yellowstone Jet Center	8.34	8.20	8.25	8.43	8.30
Nebraska							
Lincoln	Lincoln Municipal (LNK)	Duncan Aviation	8.20	7.31	7.63	7.59	7.69
Omaha	Eppley Airfield (OMA)	TAC Air	7.72	7.80	7.91	8.02	7.86
Nevada							
Las Vegas	Henderson Executive Airport (HND)	Henderson Executive Airport	8.05	8.07	7.90	8.41	8.11
	McCarran Int'l (LAS)	Atlantic	7.98	7.86	7.90	8.15	7.97
		Signature Flight Support	7.59	7.42	7.43	7.70	7.53
Reno	Reno/Tahoe Int'l (RNO)	Jet West	8.46	7.46	7.46	7.56	7.74

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New Jersey							
Atlantic City	Atlantic City Int'l (ACY)	Midlantic Jet Aviation	7.51	6.76	6.89	6.64	6.95
Morristown	Morristown Municipal (MMU)	Signature Flight Support	7.24	7.54	7.47	7.61	7.46
Newark	Newark Liberty Int'l (EWR)	Signature Flight Support	7.67	6.98	7.27	6.99	7.23
Teterboro	Teterboro (TEB)	Atlantic	7.70	7.22	7.50	7.19	7.40
		First Aviation Services	6.15	7.58	6.72	7.81	7.06
		Jet Aviation	8.04	8.31	8.28	8.49	8.28
		Meridian Teterboro	8.46	8.58	8.85	9.06	8.74
		Signature Flight Support	7.71	7.48	7.60	7.65	7.61
Trenton	Trenton Mercer County (TTN)	Ronson Aviation	6.61	5.37	5.61	5.30	5.72
New Mexico							
Albuquerque	Albuquerque Int'l (ABQ)	Cutter Aviation	8.02	7.27	7.22	7.31	7.45
Santa Fe	Santa Fe Municipal (SAF)	Santa Fe AirCenter	7.58	7.08	6.88	7.20	7.18
New York							
Albany	Albany Int'l (ALB)	Million Air	8.03	8.00	8.06	8.21	8.07
Buffalo	Buffalo Niagara Int'l (BUF)	Prior Aviation	7.02	6.02	5.96	5.88	6.22
Farmingdale	Republic (FRG)	Atlantic	7.61	7.10	7.27	7.08	7.27
Newburgh	Stewart Int'l (SWF)	Atlantic	7.63	6.63	6.90	6.63	6.95
New York City	John F. Kennedy Int'l (JFK)	General Aviation Terminal	4.74	3.56	3.64	3.31	3.81
	La Guardia (LGA)	SheltAir Aviation Services	6.39	5.95	6.10	5.97	6.10
White Plains	Westchester County (HPN)	Avitat Westchester	8.53	8.34	8.27	8.51	8.41
		Landmark Aviation	7.23	6.45	6.74	6.05	6.62
		Panorama Flight Service	7.87	7.10	7.39	7.03	7.35
		Signature Flight Support	6.90	6.56	6.67	6.54	6.67
North Carolina							
Asheville	Asheville Regional (AVL)	Odyssey Aviation (formerly Million Air)	7.44	7.17	7.31	7.34	7.31
Charlotte	Douglas Int'l (CLT)	Wilson Air Center	8.62	8.39	8.42	8.44	8.47
Concord	Concord Regional Airport (JQF)	Concord Regional Airport	7.40	6.90	7.19	7.02	7.13
Greensboro	Piedmont Triad Int'l (GSO)	Atlantic Aero	7.86	7.14	7.33	7.29	7.41
		Landmark Aviation	7.07	6.28	6.35	6.39	6.52
Raleigh-Durham	Raleigh-Durham Int'l (RDU)	Landmark Aviation	7.50	7.44	7.33	7.57	7.46
		TAC Air	8.18	8.05	8.02	8.16	8.10
Wilmington	Wilmington Int'l (ILM)	Air Wilmington	8.17	7.72	7.72	7.96	7.89
Ohio							
Cleveland	Burke Lakefront (BKL)	Landmark Aviation	7.41	6.34	6.53	6.26	6.64
Columbus	Port Columbus Int'l (CMH)	Lane Aviation	8.03	7.20	7.41	7.44	7.52
		Odyssey Aviation (formerly Million Air)	8.00	7.96	8.14	8.12	8.06
Oregon							
Portland	Portland Int'l (PDX)	Flightcraft	7.75	7.66	7.67	8.01	7.77
Pennsylvania							
Philadelphia	Northeast Philadelphia (PNE)	Atlantic	6.61	6.66	6.48	6.49	6.56
	Philadelphia Int'l (PHL)	Atlantic	7.44	7.57	7.58	7.80	7.60
Pittsburgh	Pittsburgh Int'l (PIT)	Atlantic	7.71	7.84	7.85	8.01	7.85
South Carolina							
Charleston	Charleston Int'l (CHS)	Atlantic	7.82	7.69	7.71	8.02	7.81
		Odyssey Aviation (formerly Million Air)	8.27	8.34	8.46	8.61	8.42
	Yeager (CRW)	Avitat - CRW/Executive Air	7.10	6.48	6.33	6.35	6.57
	Hilton Head (HXD)	Signature Flight Support	7.88	7.31	7.23	7.33	7.44

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Tennessee							
Chattanooga	Lovell Field (CHA)	TAC Air	7.71	7.27	7.25	7.00	7.31
Knoxville	McGhee Tyson (TYS)	TAC Air	8.09	7.87	7.68	7.84	7.87
Memphis	Memphis Int'l (MEM)	Wilson Air Center	9.12	8.91	8.83	9.01	8.97
Nashville	Nashville Int'l (BNA)	Atlantic	7.97	7.78	7.83	7.78	7.84
		Signature Flight Support	8.25	7.82	7.85	7.82	7.94
Texas							
Amarillo	Rick Husband Amarillo Int'l (AMA)	TAC Air	8.10	7.30	7.58	7.35	7.58
Austin	Austin Bergstrom Int'l (AUS)	Atlantic	7.98	7.81	7.90	8.11	7.95
		Signature Flight Support	7.77	7.72	7.51	8.00	7.75
Dallas	Addison (ADS)	Million Air	8.67	8.55	8.62	8.70	8.63
	Dallas/Fort Worth Int'l (DFW)	General Aviation Facility	6.18	5.26	5.19	4.75	5.35
	Dallas Love Field (DAL)	Business Jet Center	8.68	8.65	8.71	8.95	8.75
		Jet Aviation	8.20	7.72	7.97	7.73	7.90
		Landmark Aviation	7.76	7.55	7.49	7.53	7.58
Signature Flight Support	8.01	7.44	7.85	7.70	7.75		
El Paso	El Paso Int'l (ELP)	Cutter Aviation	8.34	7.76	7.80	7.72	7.91
Fort Worth	Meacham Int'l (FTW)	Texas Jet	9.11	8.45	8.58	8.38	8.63
Houston	Hobby (HOU)	Atlantic	8.06	7.63	7.55	7.60	7.71
		Atlantic	8.40	7.93	7.88	7.65	7.97
		Enterprise Jet Center	8.66	8.46	8.47	8.80	8.60
		Million Air	8.45	8.06	8.24	8.26	8.25
		Signature Flight Support (formerly Hawker Beechcraft)	7.30	6.70	6.88	6.89	6.94
		Wilson Air Center	8.93	7.68	8.12	7.55	8.07
San Antonio	San Antonio Int'l (SAT)	Landmark Aviation	8.14	7.09	7.16	6.55	7.24
		Million Air	8.36	7.86	7.98	8.05	8.06
		Signature Flight Support (formerly Hawker Beechcraft)	7.12	6.94	6.81	6.84	6.93
Sugar Land	Sugar Land Regional (SGR)	City of Sugar Land	8.89	8.96	9.22	9.30	9.09
Utah							
Salt Lake City	Salt Lake City Int'l (SLC)	Million Air	8.33	8.17	8.16	8.25	8.23
		Salt Lake Jet Center	7.83	7.24	7.33	7.28	7.42
Vermont							
Burlington	Burlington Int'l (BTV)	Atlantic	7.77	6.98	7.18	6.64	7.14
Virginia							
Charlottesville	Charlottesville-Albemarle (CHO)	Landmark Aviation	6.98	6.83	6.76	7.02	6.90
Norfolk	Norfolk Int'l (ORF)	Landmark Aviation	6.30	5.72	5.86	5.81	5.92
Sterling (Dulles)	Washington Dulles Int'l (IAD)	Dulles Jet Center	8.29	8.23	8.25	8.63	8.35
		Landmark Aviation	7.28	7.50	7.29	7.43	7.38
		Signature Flight Support	7.42	7.76	7.66	8.03	7.72
Washington							
Seattle	Boeing Field/King County Int'l (BFI)	Clay Lacy Aviation	7.74	7.55	7.32	7.65	7.57
		Galvin Flying	8.51	7.49	7.85	7.40	7.81
Wisconsin							
Madison	Dane County Regional-Truax Field (MSN)	Wisconsin Aviation-Madison	7.40	7.52	7.29	7.71	7.48
Milwaukee	General Mitchell Int'l (MKE)	Signature Flight Support	7.17	7.08	6.93	7.03	7.06
Waukesha	Waukesha County (UES)	Atlantic	8.51	8.33	8.24	8.36	8.36
Wyoming							
Jackson Hole	Jackson Hole Airport (JAC)	Jackson Hole Aviation	7.64	7.12	6.83	7.07	7.16

Outside the 50 states *Yellow shaded area indicates FBOs with overall average ratings of 8.0 or higher.*

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
Canada							
Calgary, Alberta	Calgary Int'l (CYYC)	Landmark Aviation	7.37	7.06	7.00	7.45	7.22
		Skyservice Avitat	8.19	7.65	7.65	7.79	7.82
Gander, Newfoundland	Gander Int'l (CYQX)	Avitat Gander	8.69	7.74	7.69	7.72	7.96
		Irving Aviation Services	9.09	8.35	8.45	8.41	8.57
	Goose Bay (CYJR)	Irving Aviation Services	8.85	8.20	8.29	8.05	8.35
Montreal, Quebec	Pierre Trudeau Int'l (CYUL)	Aerocentre	7.35	6.55	6.85	6.78	6.88
		Skyservice	8.16	7.89	7.80	8.23	8.02
Ottawa	MacDonald Int'l (CYOW)	Avitat Ottawa	8.84	8.00	8.20	8.15	8.30
Toronto, Ontario	Lester B. Pearson Int'l (CYYZ)	Landmark Aviation	7.67	7.38	7.06	7.31	7.36
		Skycharter	7.67	6.81	6.81	6.82	7.03
		Skyservice Avitat	8.68	8.48	8.35	8.68	8.55
Vancouver, B.C.	Vancouver Int'l (CYVR)	Avitat Vancouver	8.09	7.70	7.64	7.70	7.78
		Landmark Aviation	8.22	7.68	7.63	8.12	7.91
Winnipeg, Manitoba	Manitoba/Winnipeg Int'l (CYWG)	Avitat Winnipeg (Central Aviation)	9.07	7.78	7.96	8.00	8.20
Mexico							
Cancun	Cancun Int'l (MMUN)	Asur Cancun FBO	7.10	6.90	6.86	7.13	7.00
Puerta Vallarta	Lic Diaz Ordaz (MMPR)	Aerotron	7.79	6.98	6.98	7.02	7.20
San Jose del Cabo	Los Cabos Int'l (MMSD)	Aero Center	6.93	6.05	6.10	6.36	6.36
Toluca	Adolfo Lopez Mateos Int'l (MMTO)	Manny Aviation Services	8.28	7.76	7.69	7.97	7.92
		UVavemex	8.31	8.19	7.92	8.17	8.15
South America, Central America, The Caribbean							
Antigua	VC Bird Int'l (TAPA)	FBO 2000 Antigua	7.03	5.78	6.19	5.78	6.20
Belo Horizonte	Pampulha (SBBH)	Lider Signature	7.59	7.21	7.06	7.57	7.35
Brasilia	J. Kubitscheck Int'l (SBBR)	Lider Signature	7.81	7.03	6.81	7.19	7.21
Bridgetown, Barbados	Grantby Adams Int'l (TBPB)	IAM Jet Center	7.42	6.67	6.61	6.81	6.88
Caracas	Maiquetia (SVMI)	Universal Aviation	6.96	5.61	6.32	5.67	6.15
Grand Cayman	Owen Roberts Int'l (MWCR)	Island Air	6.76	5.34	6.03	5.68	5.95
Hamilton, Bermuda	Bermuda Int'l (TXKF)	Bermuda Aviation Services	6.90	5.26	6.14	5.12	5.86
La Romana, Dominican Republic	La Romana (MDLR)	Serv-Air	7.69	7.32	7.37	7.59	7.49
Manuas	Eduardo Gomes (SBEG)	Lider Signature	7.21	6.19	6.52	6.28	6.56
Montevideo, Uruguay	Carrasco Int'l (SUMU)	Rumi	7.17	6.91	6.88	6.76	6.93
Nassau, Bahamas	Nassau Int'l (MYNN)	Executive Flight Support	7.50	6.88	6.95	6.91	7.06
		Odyssey Aviation (formerly Million Air Nassau)	7.88	7.08	7.32	7.27	7.39
Oranjestad, Aruba	Reina Beatrix Int'l (TNCA)	Universal Aviation	7.08	6.89	6.27	7.19	6.86
Providenciales, Turks and Caicos	Providenciales (MBPV)	Provo Air Center	6.88	5.88	6.02	5.93	6.18
Rio de Janeiro, Brazil	Santos Dumont (SBRJ)	Lider Signature	7.16	6.95	6.84	6.81	6.94
São Paulo, Brazil	Congonhas (SBSP)	Lider Signature	7.86	7.47	7.67	7.61	7.65
Santiago, Chile	Com. Arturo Merino Benitez Int'l (SCEL)	FBO Aerocardal	7.93	7.87	8.00	8.10	7.98
St. Maarten	Princess Juliana Int'l (TNCM)	Arrindell Aviation Services	6.45	4.29	5.38	3.90	5.03
		TLC Aviation	7.70	6.19	6.76	5.13	6.46

The Top 5 FBOs

Sugar Land



Meridian Teterboro



Wilson Air Center



Pentastar Aviation Million Air Pontiac



Business Jet Center Dallas

FBOs at the top ranking in the annual AIN FBO Survey share universal characteristics, including top-notch service, attractive and passenger-friendly facilities, people who enjoy getting up in the morning to go to work and unfailing attention to the smallest detail. Pictured here are the best of the best, according to this year's survey of AIN readers.

SURVEY RULES AND METHODOLOGY

The **AIN** FBO Survey asks readers to rate FBOs that they frequent in four key categories: line service; passenger amenities; pilot amenities and services; and facilities. For each of the four categories, the survey participant can assign a number from one to 10, one being worst and 10 the highest rating. To arrive at the averages for the categories, each FBO's ratings for each of the four categories are added, and the resulting sum is divided by the number of responses received for that FBO. The overall average for that FBO is computed by adding the FBO's four category scores and dividing that sum by the total number of responses received in all four categories.

Only those invited to participate in the **AIN** FBO Survey can access the Web site to fill out the online ballot form. Each invitee receives a code that must be used when filling out the ballot, and that code can't be used by anyone else, thus preventing ballot-box stuffing and ensuring that only those invited to participate can post their opinions.

Forecast International received 2,661 completed survey returns,

up substantially from last year's 1,963. The completed return rate was 18.1 percent compared with 13.3 percent last year.

Respondents provided a total of 41,098 FBO ratings, which averages to roughly 15 FBOs each (this includes 141 who entered data but did not complete the survey). Last year respondents averaged 16 FBOs each, and the 2007 number was the same as this year.

While the survey asks **AIN** readers to rate FBOs and handlers worldwide, in the April issue only the results for the Americas facilities are listed. This online report includes the Americas FBOs (North, Central and South America, and the Caribbean); the rest-of-world results will appear in **AIN's** May issue.

Survey participants added 110 FBOs to this year's list by writing in their ratings. The total number of FBOs originally available to be rated was 1,509, so 1,619 received ratings. Write-in FBOs are added to the final results if they receive enough ratings, and they are also added to the list for next year's FBO survey.
-M.T.