

# Aviation International News

# FBO SURVEY

2011 • THE AMERICAS



## INSIDE >

- Survey results
- Survey methodology

This is a listing of the results of the **AIN** 2011 FBO Survey, covering FBOs in the Americas (North, Central and South America and the Caribbean). The FBOs included in this printable document qualified for listing by receiving at least 30 evaluations by **AIN** readers. A total of 160 FBOs are included in this list, and FBOs that received overall ratings of 8.0 or higher are identified with a yellow highlight. The **AIN** FBO Survey was devised by **AIN**'s editors and designed and administered by Forecast International of Newtown, Conn.

State/City	Airport	FBO	Line Service	Pax Amenities	Pilot Amenities	Facilities	Overall Average
<b>Alabama</b>							
Birmingham	Birmingham International (BHM)	Atlantic	6.98	6.33	6.29	6.40	<b>6.50</b>
<b>Arizona</b>							
Phoenix	Sky Harbor International (PHX)	Cutter Aviation	8.58	8.32	8.35	8.51	<b>8.44</b>
		Swift Aviation	8.55	8.63	8.63	8.94	<b>8.69</b>
Scottsdale	Scottsdale Municipal (SDL)	Landmark Aviation	8.13	7.82	7.87	7.87	<b>7.92</b>
		Scottsdale Air Center	8.57	8.56	8.64	8.92	<b>8.67</b>
<b>Arkansas</b>							
Little Rock	Adams Field (LIT)	Central Flying Service	7.76	7.65	7.74	7.79	<b>7.74</b>
<b>California</b>							
Burbank	Bob Hope (BUR)	Atlantic	7.40	7.48	7.38	7.75	<b>7.50</b>
		Million Air	8.24	8.27	8.12	8.34	<b>8.24</b>
Carlsbad	McClellan-Palomar (CRQ)	Jet Source	8.16	7.81	7.92	8.27	<b>8.04</b>
		Premier Jet	8.77	8.58	8.49	8.85	<b>8.67</b>
Long Beach	Long Beach Airport Daugherty Field (LGB)	AirFlite	8.89	8.73	8.68	9.01	<b>8.83</b>
Los Angeles	Los Angeles International (LAX)	Atlantic	7.88	7.96	7.86	8.13	<b>7.96</b>
		Landmark Aviation	7.99	7.05	7.23	7.11	<b>7.35</b>
Monterey	Monterey Peninsula (MRY)	Del Monte Aviation	8.70	8.66	8.66	8.84	<b>8.72</b>
		Monterey Jet Center	8.58	8.35	8.40	8.41	<b>8.43</b>
Napa	Napa County (APC)	Bridgeford Flying Service	7.68	6.66	6.94	6.63	<b>6.98</b>
Oakland	Metropolitan Oakland International (OAK)	Business Jet Center	8.44	8.19	8.27	8.31	<b>8.30</b>
		KaiserAir-Oakland Jet Center	8.07	7.30	7.35	7.19	<b>7.48</b>
Palm Springs	Palm Springs International (PSP)	Atlantic	8.29	7.84	7.79	7.90	<b>7.96</b>
San Diego	Lindbergh Field (SAN)	Landmark Aviation	6.88	5.73	5.87	5.29	<b>5.94</b>
San Francisco	San Francisco International (SFO)	Signature Flight Support	6.76	6.95	6.93	7.28	<b>6.98</b>
San Jose	Norman Mineta San Jose International (SJC)	Atlantic	7.86	7.63	7.24	7.72	<b>7.61</b>
Santa Ana	John Wayne/Orange County (SNA)	Atlantic	8.13	7.63	7.89	7.88	<b>7.88</b>
		Signature Flight Support	8.08	7.67	7.90	8.11	<b>7.94</b>
Santa Barbara	Santa Barbara Municipal (SBA)	Signature Flight Support	7.84	6.94	7.25	6.34	<b>7.09</b>
Santa Monica	Santa Monica Municipal (SMO)	Atlantic	7.07	7.02	6.97	6.69	<b>6.94</b>
Van Nuys	Van Nuys (VNY)	Clay Lacy Aviation	8.41	7.56	7.57	7.04	<b>7.64</b>
		Maguire	8.14	7.91	7.83	7.94	<b>7.95</b>
		Signature Flight Support	7.33	7.33	7.21	7.35	<b>7.31</b>
<b>Colorado</b>							
Aspen	Pitkin County/Sardy Field (ASE)	Atlantic	7.80	7.92	7.34	7.86	<b>7.73</b>
Colorado Springs	Colorado Springs Municipal (COS)	Colorado jetCenter	7.66	6.87	7.11	6.89	<b>7.13</b>
Denver	Centennial (APA)	Denver jetCenter	8.44	8.19	8.29	8.31	<b>8.31</b>
		Signature Flight Support	8.08	7.92	7.92	8.37	<b>8.07</b>
		Tac Air	8.36	8.31	8.27	8.24	<b>8.29</b>
		XJet	9.13	9.11	9.11	9.32	<b>9.16</b>
	Rocky Mountain Metropolitan (BJC)	Denver AirCenter	8.24	7.75	7.68	7.88	<b>7.89</b>
	Denver International (DEN)	Signature Flight Support	7.30	7.67	7.16	7.58	<b>7.43</b>
Eagle	Eagle County Regional (EGE)	Vail Valley Jet Center	8.32	8.37	8.16	8.60	<b>8.36</b>
Grand Junction	Walker Field (GJT)	West Star Aviation	8.31	7.95	7.95	8.32	<b>8.13</b>
Rifle	Garfield County Regional (RIL)	Atlantic Aviation	8.03	7.03	7.30	7.15	<b>7.38</b>
<b>Florida</b>							
Boca Raton	Boca Raton (BCT)	Avitat Boca Raton	8.38	8.50	8.54	8.75	<b>8.54</b>
		Boca Aviation	8.21	7.88	7.93	7.97	<b>8.00</b>
Fort Lauderdale	Fort Lauderdale Executive (FXE)	Banyan Air Services	8.82	8.88	8.76	9.15	<b>8.90</b>
		Executive Jet Center/Aero Toy Store	7.83	7.68	7.23	7.68	<b>7.61</b>
	Fort Lauderdale/Hollywood International (FLL)	National Jets	9.12	8.45	8.57	8.54	<b>8.67</b>

State/City	Airport	FBO	Line Service	Pax Amenities	Pilot Amenities	Facilities	Overall Average
<b>Florida (continued)</b>							
		SheltAir Aviation Services	7.98	8.06	8.01	8.09	<b>8.03</b>
		Signature Flight Support	7.69	7.19	7.23	7.17	<b>7.32</b>
Fort Myers	Southwest Florida International (RSW)	PrivateSky Aviation	8.26	7.89	7.94	7.81	<b>7.98</b>
	Page Field (FMY)	The Aviation Center	7.60	6.29	6.86	6.46	<b>6.80</b>
Jacksonville	Jacksonville International (JAX)	SheltAir Aviation Services	8.09	8.30	8.44	8.56	<b>8.35</b>
		Signature Flight Support	8.03	7.77	7.80	7.69	<b>7.82</b>
Key West	Key West International (EYW)	Island City Flying Service	6.59	4.50	5.18	4.53	<b>5.20</b>
Miami	Miami International (MIA)	Signature Flight Support	6.72	7.05	7.04	7.21	<b>7.01</b>
Naples	Naples Municipal (APF)	Naples Airport Authority	7.60	7.04	7.03	7.17	<b>7.21</b>
Opa Locka	Opa-locka Executive (OPF)	Miami Executive Aviation	8.15	7.50	7.74	7.51	<b>7.73</b>
Orlando	Orlando International (MCO)	Galaxy Aviation	8.45	8.15	8.22	8.43	<b>8.31</b>
		Signature Flight Support	7.91	7.78	7.83	7.94	<b>7.86</b>
	Orlando Executive (ORL)	SheltAir Aviation Services	7.97	7.50	7.50	7.87	<b>7.71</b>
		Showalter Flying Service	7.98	7.35	7.42	7.69	<b>7.61</b>
Stuart	Witham Field (SUA)	Galaxy Aviation	8.94	8.15	8.32	8.09	<b>8.38</b>
Tampa	Tampa International (TPA)	Signature Flight Support	7.51	7.19	7.43	7.24	<b>7.34</b>
		Tampa International Jet Center	9.13	9.00	8.98	9.15	<b>9.07</b>
West Palm Beach	Palm Beach International (PBI)	Galaxy Aviation	8.33	8.01	8.11	8.13	<b>8.14</b>
		Jet Aviation Palm Beach	9.05	8.72	8.85	8.88	<b>8.88</b>
		Signature Flight Support	7.84	7.26	7.16	7.34	<b>7.40</b>
<b>Georgia</b>							
Atlanta	DeKalb-Peachtree (PDK)	Atlantic	7.76	7.28	7.43	7.36	<b>7.46</b>
		Epps Aviation	8.47	7.72	7.78	7.65	<b>7.91</b>
		Signature Flight Support	7.56	7.51	7.53	7.72	<b>7.58</b>
	Fulton County Brown Field (FTY)	Hill Aircraft	7.89	7.69	7.92	7.69	<b>7.80</b>
	Hartsfield-Jackson Atlanta International (ATL)	Atlantic	7.28	6.69	6.79	6.62	<b>6.85</b>
Savannah	Savannah/Hilton Head International (SAV)	Signature Flight Support	7.26	6.96	7.02	7.15	<b>7.10</b>
<b>Illinois</b>							
Chicago	Aurora Municipal Airport (ARR)	J.A. Air Center	9.43	9.51	9.49	9.65	<b>9.52</b>
	DuPage (DPA)	DuPage Flight Center	8.04	8.21	8.23	8.60	<b>8.27</b>
	Executive (PWK)	Atlantic	8.26	7.79	7.77	7.84	<b>7.92</b>
		Signature Flight Support	7.88	7.83	7.96	8.19	<b>7.97</b>
	Midway International (MDW)	Atlantic	8.40	8.08	8.10	8.19	<b>8.19</b>
		Signature Flight Support	7.40	6.81	6.71	6.87	<b>6.95</b>
	O'Hare International (ORD)	Signature Flight Support	7.02	7.00	7.06	7.06	<b>7.04</b>
Waukegan	Waukegan Regional (UGN)	DB Aviation	8.30	7.88	8.00	8.00	<b>8.05</b>
<b>Indiana</b>							
Indianapolis	Indianapolis International (IND)	Million Air	8.70	8.52	8.55	8.94	<b>8.67</b>
		Signature Flight Support	7.76	7.68	7.65	7.92	<b>7.75</b>
<b>Iowa</b>							
Des Moines	Des Moines International (DSM)	Elliott Aviation	7.88	8.06	8.09	8.26	<b>8.07</b>
<b>Kentucky</b>							
Lexington	Blue Grass (LEX)	Tac Air	7.88	7.78	7.76	8.19	<b>7.90</b>
Louisville	Louisville International-Standiford Field (SDF)	Atlantic	8.02	8.00	7.98	8.14	<b>8.04</b>
<b>Louisiana</b>							
New Orleans	Lakefront (NEW)	Odyssey Aviation	7.73	7.58	7.64	8.06	<b>7.75</b>
	Louis Armstrong New Orleans International (MSY)	Atlantic	7.47	7.07	7.33	7.13	<b>7.25</b>
<b>Maine</b>							
Portland	Portland International Jetport (PWM)	Northeast Airmotive	7.53	5.80	5.93	5.70	<b>6.24</b>

State/City	Airport	FBO	Line Service	Pax Amenities	Pilot Amenities	Facilities	Overall Average
<b>Massachusetts</b>							
Bedford	Hanscom Field (BED)	Jet Aviation	7.98	7.56	7.68	7.51	<b>7.68</b>
		Signature Flight Support	7.72	6.86	6.94	7.06	<b>7.15</b>
Boston	Logan International (BOS)	Signature Flight Support	6.68	6.82	6.65	6.84	<b>6.75</b>
Nantucket	Nantucket Memorial (ACK)	Nantucket Airport	6.72	5.59	5.38	5.59	<b>5.82</b>
<b>Michigan</b>							
Pontiac	Oakland County International (PTK)	Pentastar Aviation	9.07	9.16	9.09	9.22	<b>9.14</b>
<b>Minnesota</b>							
Minneapolis	St. Paul Downtown-Holman Field (STP)	Signature Flight Support	9.05	8.52	8.59	8.70	<b>8.72</b>
	Minn./St. Paul International (MSP)	Signature Flight Support	8.57	8.52	8.54	8.77	<b>8.60</b>
<b>Missouri</b>							
Kansas City	Charles B. Wheeler Downtown (MKC)	Executive Beechcraft	6.90	6.71	6.71	6.45	<b>6.69</b>
		Hangar 10	9.38	9.00	8.89	9.14	<b>9.10</b>
<b>Nevada</b>							
Las Vegas	Henderson Executive Airport (HND)	Henderson Executive Airport	7.81	7.94	8.22	8.44	<b>8.10</b>
	McCarran International (LAS)	Atlantic	7.59	7.38	7.48	7.63	<b>7.52</b>
		Signature Flight Support	8.07	7.69	7.79	8.04	<b>7.90</b>
<b>New Jersey</b>							
Morristown	Morristown Municipal (MMU)	Signature Flight Support	7.40	7.76	7.59	7.84	<b>7.65</b>
Newark	Newark Liberty International (EWR)	Signature Flight Support	7.68	7.11	7.23	7.19	<b>7.30</b>
Teterboro	Teterboro (TEB)	Atlantic	7.64	7.14	7.12	6.97	<b>7.22</b>
		First Aviation Services	7.99	8.54	8.25	8.77	<b>8.39</b>
		Jet Aviation	8.28	8.55	8.46	8.73	<b>8.50</b>
		Meridian Teterboro	8.73	8.72	8.92	9.10	<b>8.87</b>
		Signature Flight Support	7.68	7.45	7.52	7.76	<b>7.60</b>
<b>New York</b>							
Farmingdale	Republic (FRG)	Atlantic	7.78	7.37	7.46	7.51	<b>7.53</b>
New York City	La Guardia (LGA)	SheltAir Aviation Services	6.97	6.44	6.47	6.59	<b>6.62</b>
White Plains	Westchester County (HPN)	Avitat Westchester	8.53	8.33	8.18	8.30	<b>8.34</b>
		Landmark Aviation	7.80	7.64	7.57	7.86	<b>7.72</b>
		Panorama Flight Service	8.44	8.16	8.08	8.18	<b>8.22</b>
		Signature Flight Support	7.56	7.02	7.16	6.67	<b>7.10</b>
<b>North Carolina</b>							
Charlotte	Douglas International (CLT)	Wilson Air Center	9.21	8.84	8.86	8.81	<b>8.93</b>
Raleigh-Durham	Raleigh-Durham International (RDU)	Landmark Aviation	8.14	8.02	7.86	7.90	<b>7.98</b>
<b>North Dakota</b>							
Fargo	Hector International (FAR)	Fargo Jet Center	9.18	8.71	8.82	9.06	<b>8.94</b>
<b>Ohio</b>							
Cleveland	Burke Lakefront (BKL)	Landmark Aviation	7.41	6.46	6.67	6.33	<b>6.72</b>
Columbus	Port Columbus International (CMH)	Lane Aviation	8.45	7.89	7.94	8.11	<b>8.10</b>
<b>Oregon</b>							
Portland	Portland International (PDX)	Flightcraft	8.27	8.24	8.12	8.41	<b>8.26</b>
<b>Pennsylvania</b>							
Philadelphia	Northeast Philadelphia (PNE)	Atlantic	7.46	7.08	6.98	7.15	<b>7.17</b>
	Philadelphia International (PHL)	Atlantic	6.80	7.20	6.94	7.29	<b>7.06</b>
Pittsburgh	Pittsburgh International (PIT)	Atlantic	7.66	7.77	7.57	7.77	<b>7.69</b>
<b>South Carolina</b>							
Charleston	Charleston International (CHS)	Atlantic	7.78	7.61	7.72	8.06	<b>7.79</b>
<b>Tennessee</b>							
Knoxville	McGhee Tyson (TYS)	Tac Air	8.00	7.77	7.28	7.72	<b>7.69</b>
Memphis	Memphis International (MEM)	Wilson Air Center	9.10	8.92	8.84	9.05	<b>8.98</b>

State/City	Airport	FBO	Line Service	Pax Amenities	Pilot Amenities	Facilities	Overall Average
<b>Tennessee (continued)</b>							
Nashville	Nashville International (BNA)	Atlantic	7.93	7.76	8.00	8.20	<b>7.97</b>
<b>Texas</b>							
Addison	Addison (ADS)	Million Air	8.66	8.60	8.49	8.64	<b>8.60</b>
Austin	Austin Bergstrom International (AUS)	Atlantic	8.21	7.86	7.93	8.14	<b>8.03</b>
		Signature Flight Support	7.71	7.71	7.74	8.05	<b>7.80</b>
Dallas	Dallas Love Field (DAL)	Business Jet Center	8.65	8.71	8.64	8.85	<b>8.71</b>
		Jet Aviation	8.51	8.14	8.09	8.12	<b>8.22</b>
		Landmark Aviation	8.42	7.75	7.83	7.81	<b>7.95</b>
		Signature Flight Support	7.98	7.52	7.58	7.57	<b>7.67</b>
Fort Worth	Meacham International (FTW)	Texas Jet	8.92	8.44	8.76	8.63	<b>8.69</b>
Houston	Hobby (HOU)	Atlantic	8.59	8.29	8.29	8.20	<b>8.34</b>
		Enterprise Jet Center	8.35	8.32	8.35	8.68	<b>8.43</b>
		Million Air	8.86	8.55	8.46	8.45	<b>8.58</b>
		Wilson Air Center	9.20	7.91	8.24	7.96	<b>8.33</b>
	Bush Intercontinental (IAH)	Atlantic	7.31	7.42	7.50	7.10	<b>7.33</b>
San Antonio	San Antonio International (SAT)	Landmark Aviation	7.65	6.52	6.65	6.42	<b>6.81</b>
		Million Air	8.45	8.33	8.41	8.22	<b>8.35</b>
		Signature Flight Support	8.13	7.47	7.56	7.41	<b>7.64</b>
Sugar Land	Sugar Land Regional (SGR)	Global Select (formerly City of Sugar Land)	9.15	9.39	9.52	9.75	<b>9.45</b>
<b>Utah</b>							
Salt Lake City	Salt Lake City International (SLC)	Million Air	8.89	8.43	8.33	8.49	<b>8.53</b>
		Salt Lake jetCenter	7.16	6.91	6.88	7.00	<b>6.98</b>
<b>Virginia</b>							
Sterling (Dulles)	Washington Dulles International (IAD)	Landmark Aviation	7.62	8.00	7.75	8.00	<b>7.84</b>
<b>Washington</b>							
Seattle	Boeing Field/King County International (BFI)	Clay Lacy Aviation	8.38	7.92	7.68	7.90	<b>7.97</b>
		Galvin Flying	8.68	7.55	7.94	7.49	<b>7.92</b>
<b>Wyoming</b>							
Jackson Hole	Jackson Hole Airport (JAC)	Jackson Hole Aviation	7.52	7.19	6.93	7.19	<b>7.21</b>
<b>Canada</b>							
Calgary	Calgary International (CYXC)	Landmark Aviation	8.03	7.53	7.43	7.77	<b>7.69</b>
		Skyservice Avitat	7.89	7.78	7.67	8.24	<b>7.90</b>
Gander, Newfoundland	Gander International (CYQX)	Irving Aviation Services	9.23	8.34	8.66	8.57	<b>8.70</b>
Montreal, Quebec	Pierre Trudeau International (CYUL)	Skyservice Avitat	8.29	8.07	7.87	8.17	<b>8.10</b>
Toronto, Ontario	Lester B. Pearson International (YYZ)	Landmark Aviation	7.51	7.00	6.81	6.92	<b>7.06</b>
		Skyservice Avitat	8.54	8.53	8.41	8.71	<b>8.55</b>
<b>South America, Central America &amp; the Caribbean</b>							
Nassau, Bahamas	Nassau International (MYNN)	Odyssey Aviation	8.28	7.83	8.07	7.83	<b>8.00</b>
Grand Cayman	Owen Roberts International (MWCR)	Island Air	7.47	6.03	6.53	6.00	<b>6.51</b>
St. Maarten	Princess Juliana International (TNCM)	Arrindell Aviation Services	6.75	4.47	5.44	4.81	<b>5.37</b>
		Provo Air Center	7.05	5.88	6.15	5.88	<b>6.24</b>
Providenciales	Providenciales (MBPV)	TLC Aviation	8.40	5.88	6.40	5.97	<b>6.67</b>
<b>Mexico</b>							
Toluca	Adolfo Lopez Mateos International (MMTO)	Uvavemex	8.00	7.45	7.39	7.49	<b>7.58</b>

© 2011 AIN





J.A. Air Center



XJet



Tampa Jet Center



Fargo Jet Center

## FBO survey rules and methodology

This report of AIN's 2011 FBO survey covers FBOs in the U.S., Canada, Mexico, South and Central America and the Caribbean—in other words, the Western Hemisphere. Next month's report will cover FBOs in the Eastern Hemisphere.

AIN has been conducting surveys asking about the service that FBOs provide their customers and publishing reports of the results from these surveys since 1981. Initially, AIN mailed a paper survey questionnaire to qualified subscribers in the U.S. (Qualified subscribers include pilots, flight attendants and dispatchers, the people who use or make arrangements with FBOs.) In later years, qualified subscribers in the rest of North America and Europe were added.

In 2006, AIN moved the FBO survey online and engaged Forecast International of Newtown, Conn., to design the survey questionnaire to AIN's specifications, administer the survey and tabulate the results. One unexpected benefit of offering the survey online was that survey respondents could add FBOs not already in the questionnaire, making these added FBOs immediately available for other respondents to evaluate. The following year this Web-based survey was expanded to include qualified subscribers throughout the world.

AIN invites all qualified subscribers to participate in the survey via Web site. Each invitee receives a code that must be used to enter the Web site, to prevent individuals from filling out the survey questionnaire more than once. The Web site was open from January 1 to midnight on February 7 for subscribers in the Western Hemisphere and until midnight on February 28 for subscribers in the Eastern Hemisphere.

The survey questionnaire asks readers to evaluate FBOs they have visited in the last year in four categories: line service; passenger amenities; pilot amenities; and facilities. For each of these categories, the participant is asked to assign a number from one to 10, one being the lowest and 10 being the highest.

To arrive at the averages for the categories, each FBO's ratings in each of the four categories are added separately and the resulting sums are then divided by the total number of responses received for each rating.

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 these 50 evaluators gave that FBO a rating in each of the four categories), then the FBO would receive a total of 200 category ratings. These 200 category ratings are added together and then the sum is divided by 200 to get the overall average for this FBO.

### AIN's 2011 FBO Survey By the Numbers

- ▶ Number of FBO evaluations provided by all respondents: 23,452
- ▶ Number of respondents who evaluated at least one FBO: 1,970
- ▶ Number of FBOs evaluated by at least one respondent: 1,718
- ▶ Number of FBOs evaluated by only one respondent: 236
- ▶ Highest number of evaluations received by one FBO (Jet Aviation, Teterboro): 255
- ▶ Number of FBOs that received the requisite number of evaluations (30) to be included in the AIN FBO ratings tables: 187
- ▶ Number of FBOs added to the online survey questionnaire by respondents this year: 177
- ▶ Average number of evaluations received per FBO: 13.4
- ▶ Average number of FBOs evaluated per respondent: 11.9