



## FBO Survey 2019: Facilities serve growing market

Report by Curt Epstein, charts and data by Dave Leach

Flight activity continued to grow in the world's largest business aviation market in 2018, but at a slower pace, according to statistics from industry data provider Argus International. Last year's activity rose by nearly one percent over 2017's, topping the 3 million-flight mark for the second consecutive year, while flight hours increased by 0.7 percent. Those proved less than the 5.5 percent increase in flight activity reported in Argus's TraqPak 2017 business aviation review.

"The overall health of the FBO industry I'd characterize as strong, but I'd hedge that statement to clarify that it's only in a regional sense," said Douglas Wilson, president and senior partner of industry consultancy FBO Partners. He noted that while regional markets in the country and their FBOs are doing well, when looking at the national picture and averaging the strong markets with those lagging, the view dims somewhat. "Call it a low-grade fever at this point, annoying, but far from life-threatening," he added.

In its annual FBO fuel sales survey and industry forecast, released at the end of January, Aviation Business Strategies Group found that 75 percent of its respondents

experienced positive fuel sales year-over-year, while 43 percent reported increases in transient ramp traffic. "For the third consecutive year, we've seen an increase in fuel sales by more than half of the FBOs responding to our survey," said company co-principal, and industry veteran John Enticknap. "This includes some standout [increases] of more than 8 percent year-over-year, by nearly 20 percent of the FBOs reporting."

Nearly 60 percent of the audience predicted they would again increase their fuel sales over 2018's totals. Yet survey participants were less bullish on the direction the economy was headed than they were in 2017, with 61 percent now taking a positive view, compared with 73 percent the previous year.

What was a frothy consolidation market among the major FBO operators earlier in the decade has cooled, after Landmark Aviation, a major player in the market, was acquired and absorbed by Signature Flight Support. "The U.S. FBO industry continues its consolidation, albeit at a slower pace," said Stephen Dennis, CEO of Aviation Resource Group International. "From the mid-1980s through entry into the 21st century, the majority of FBO

consolidation was carried out by existing operating companies, with the focus of expanding their networks. However," he told *AIN*, "at the turn of the century, FBOs became the investment of choice of private equity. Consequently, many of the acquisitions in recent times have been made by new operating companies funded by private equity."

Longtime FBO operators such as Jet Aviation have continued to expand, with the General Dynamics subsidiary adding several locations over the past year through its purchase of Hawker Pacific and KLM Jet Center. However, newcomers such as Lynx FBO (backed by Sterling Group private equity), Modern Aviation (by Tiger Infrastructure Partners), along with a once-again reconstituted Ross Aviation (KSL Capital Partners), provided much of the consolidation activity over the past year. These companies added four, three, and eight FBOs, respectively, to their networks over the past year.

Indeed, that infusion of private investment capital has changed the playing field in the FBO industry. According to one expert, as a result of these companies' need to grow, they are paying price and earnings multiples that in many cases are

more than double the valuation models that the industry has long followed.

Wilson also noted that the industry may soon experience a shortfall of general managers, citing many factors, including the pilot and mechanic shortage. "Years ago, many line service employees with hopes of becoming pilots one day, found a home within the management structure of an FBO," he said. With the airlines increasing demand for pilots, those individuals are earning their licenses and departing for the cockpit, rather than a corner office in the FBO.

Another concern is in the model of airports expecting multimillion-dollar development projects from FBOs in return for long-term leases. "I'm not suggesting there shouldn't be a meaningful investment at lease renewal," Wilson explained, "but in some cases that airport-mandated capital requirement is forcing FBOs to accept a position of significant leverage, simply to do business. If those customers are not willing to pay more, if prices do not increase and the economy does slide into a recession, there may be some FBOs out there that are not positioned to weather the next storm."

FBO SURVEY RULES AND METHODOLOGY

This report of AIN's FBO survey covers fixed-base operations worldwide.

History

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

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

The Survey

This year's annual FBO Special Report marks the fourth in which we have reported overall averages on a cumulative basis and the first in which the FBO survey site was live for the entire year.

The survey site allows subscribers to keep a list of personalized FBOs and from this list they can easily change or affirm a prior rating and leave an updated comment. During this survey period we saw a dramatic increase in ratings compared with last year.

The scores in this report and on our website reflect the cumulative average of scores from 2013 through today. Only the most recent rating of an FBO is counted on a per-user basis and only FBOs that have received 30 or more ratings are eligible for their scores to be published.

From April 1, 2018, until Feb. 9, 2019, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via e-mail, announcements in our e-newsletters, and in the January issue of Aviation International News. The bulk of this promotion took place from Dec. 1, 2018, through Feb. 9, 2019.

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

Observations

Each year we review ratings to ensure their accuracy. On our new site we have a system to flag, review and, if necessary, remove ratings identified as dubious by factors such as e-mail address, IP address, and concentration of scores.

Score Calculations

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

Overall averages are calculated using the cumulative average of all ratings given from 2013 through the present. This year's results will show an FBO's increase or decrease versus that FBO's cumulative rating from one year ago.

REMINDER

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

Top Rated FBOs in the Americas (by overall average)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.75	0.04	Top 5%
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.74	0.06	Top 5%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.74	0.02	Top 5%
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.74	0.00	Top 5%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.74	0.07	Top 5%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.72	0.03	Top 5%
GLOBALSELECT	KSGR	SUGAR LAND REGIONAL	4.71	0.03	Top 5%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.70	0.02	Top 5%
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.70	0.08	Top 5%
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.69	0.01	Top 5%
MERIDIAN TETERBORO	KTEB	TETERBORO	4.68	0.01	Top 5%
ATLANTIC AVIATION	KMTJ	MONTROSE REGIONAL	4.67	-0.03	Top 10%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.67	0.01	Top 10%
MODERN AVIATION (formerly XJET)	KAPA	CENTENNIAL	4.67	-0.03	Top 10%
SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.67	-0.02	Top 10%
ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.66	0.05	Top 10%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.66	-0.03	Top 10%
MONTEREY JET CENTER	KMRV	MONTEREY PENINSULA	4.66	0.04	Top 10%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.65	-0.01	Top 10%
STUART JET CENTER	KSUA	WITHAM FIELD	4.65	0.09	Top 10%
HERITAGE AVIATION	KBTV	BURLINGTON INTERNATIONAL	4.64	0.04	Top 10%
J. A. AIR CENTER	KARR	AURORA MUNI	4.64	-0.04	Top 10%
ROSS AVIATION (Formerly Rectrix)	KSRQ	SARASOTA/BRADENTON INTERNATIONAL	4.64	0.00	Top 10%
MILLION AIR	KADS	ADDISON	4.63	-0.02	Top 20%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.63	0.07	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.63	0.00	Top 20%
MILLION AIR	KIND	INDIANAPOLIS INTERNATIONAL	4.62	-0.01	Top 20%
SIGNATURE FLIGHT SUPPORT	KSDL	SCOTTSDALE	4.62	-0.02	Top 20%
ROSS AVIATION	KLGB	LONG BEACH /DAUGHERTY FIELD	4.60	-0.06	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.60	0.01	Top 20%
VAIL VALLEY JET CENTER	KEGE	EAGLE COUNTY REGIONAL	4.60	0.01	Top 20%
WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.60	-0.02	Top 20%
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	BOZEMAN YELLOWSTONE INTERNATIONAL	4.60	0.07	Top 20%
LYNX FBO DESTIN	KDTS	DESTIN-FORT WALTON BEACH	4.59	-0.11	Top 20%
DEL MONTE AVIATION	KMRV	MONTEREY PENINSULA	4.58	-0.05	Top 20%
SWIFT AVIATION SERVICES	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.58	0.03	Top 20%
SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.57	0.02	Top 20%
SIGNATURE FLIGHT SUPPORT	KSTP	ST. PAUL DOWNTOWN HOLMAN FLD	4.57	-0.07	Top 20%
CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.56	0.00	Top 20%
ELLIOTT AVIATION	KDSM	DES MOINES INTERNATIONAL	4.56	0.04	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.56	0.06	Top 20%
SIGNATURE FLIGHT SUPPORT	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.56	-0.04	Top 20%
EMBRAER FBO	SDCO	SOROCABA	4.55	0	Top 20%
MILLION AIR	KSAT	SAN ANTONIO INTERNATIONAL	4.55	-0.02	Top 20%
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.55	0.03	Top 20%
SHELTAIR	KFOK	FRANCIS S. GABRESKI	4.55	0.14	Top 20%

FBOs with same overall average are listed in alphabetical order

Most Improved FBOs over the Past 12 Months

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR
JET AVIATION	WSSL	SINGAPORE/SELETAR	3.92	0.15
SHELTAIR	KFOK	FRANCIS S GABRESKI	4.55	0.14
SHELTAIR	KLGA	LA GUARDIA	3.80	0.14
SIGNATURE FLIGHT SUPPORT	CYYZ	LESTER B. PEARSON INTERNATIONAL	3.78	0.14
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.96	0.11
MILLION AIR/CJET	ZBAA	BEIJING/CAPITAL	3.36	0.10
SIGNATURE FLIGHT SUPPORT	KHOU	WILLIAM P HOBBY	4.03	0.10
SIGNATURE FLIGHT SUPPORT	KSAF	SANTA FE MUNI	3.88	0.10
STUART JET CENTER	KSUA	WITHAM FIELD	4.65	0.09
TAC AIR	KLEX	BLUE GRASS	4.49	0.09
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.70	0.08
SIGNATURE FLIGHT SUPPORT	KSAN	SAN DIEGO INTERNATIONAL	3.76	0.08

\*FBOs with same c hange are listed in alphabetical order

## AIN FBO survey 2019 » The Americas top 5 percent

### 4.75 Pentastar Aviation

Oakland County International Airport (PTK),  
Pontiac, Michigan

The top scoring facility in this year's survey demonstrates the all-around consistency AIN's survey respondents look for in their FBO experiences, with Pentastar Aviation ranking among the very top in three categories: Pilot Amenities, Facilities, and CSRs, and it was one of only two FBOs to score 4.70 (out of a possible 5) or above in all five categories this year. The company, which began operation in 1964, works hard to keep its complex attractive and up-to-date, whether that represents something as mundane as painting its corporate administration building over the past year, or installing GPS repeater units in its hangars to allow the avionics on modern aircraft to run diagnostics while indoors.

One of six FBOs at the Motor City gateway, Pentastar offers a variety of services to its guests, including what is likely the only FBO-operated jetway in the country. It is attached to the Stargate, a separate two-story, 6,000-sq-ft terminal, which is used for large charter groups such as sports teams and entertainers or even large government aircraft. The building, which is also used as the FBO's secure DCA departure lounge under the DASSP protocol, has direct gate access from one of the FBO's parking lots, and features its own luggage carousel.

Another feature that sets it apart is its in-house catering department Fivestar Gourmet, which experienced a banner year in 2018. "Frankly, last year was our best year ever in catering," said company president and CEO Greg Schmidt. "We do in fact deliver to a number of airports around the area in addition to serving other FBOs here at PTK."



A one-stop shop, Pentastar, which occupies 22 acres on the field, also operates an FAA Class IV, Part 145 repair station. The location, which is staffed 24/7, also features an interior design showroom for cabin refurbishments.

The Avfuel-branded FBO offers 130,000 sq ft of hangar space and is home to 26 turbine-powered aircraft, ranging from a BBJ to an EC135 helicopter. The 6,000-sq-ft main terminal offers a crew lounge and snooze room, two shower facilities, a refreshment bar featuring local Michigan products, and no fewer than six A/V-equipped conference rooms, encompassing four seats to as many as 25.

Yet, when asked what gives Pentastar the edge over its competition, Schmidt points to its staff of 250, which he believes is empowered to serve the customer. "We just stress upon them that they have the ability, the flexibility and frankly, the responsibility to go above and beyond," he said. "Yes, it's our facility and the capability, but it's really our people that set us apart."

### 4.74 Sheltair

Tampa International Airport (TPA), Tampa, Florida

Having been named as the overall highest scoring FBO by AIN's readers for the previous two years, and having

spent much of its 14-year existence in the top rungs of our annual FBO Survey, it is not surprising to see Sheltair's facility at Tampa International airport once again near the top. For the second year in a row, it scored 4.70 or above in all categories, as it prepares to celebrate its 15th anniversary.

One of two FBOs on the field, Sheltair occupies 25 acres and continues to increase its hangar space, with demand outstripping supply. Over the past year, the company completed its fifth hangar, with the \$6.5 million project adding 27,000 sq ft of aircraft storage and 4,500 sq ft of office space. In October, it purchased a han-



gar adjacent to its leasehold, for another 12,500 sq ft of hangar floor and 5,000 sq ft of offices. Combined, the Avfuel-branded facility, which is home to 38 turbine-powered aircraft ranging from a G550 to a TBM 850, now has approximately 150,000 sq ft of hangar space, which can accommodate the latest big business jets, and just under 30,000 sq ft of office space. In the works are another pair of hangars and a major ramp expansion, which the company expects to break ground on this year. According to general manager Clayton Lackey, the area's growth has translated into a rise in transient traffic, which was up 15 percent year over year. The location also expects to earn its IS-BAH Stage II registration this year.

The FBO's staff works diligently to maintain the 11,000-sq-ft, two-story terminal, with its inlaid map floor, a fact that was appreciated by the survey respondents as the location earned its highest score in the facilities category. Upgraded last year was the pilot lounge and flight planning area, and on tap for this year is a refreshing of the CSR counter area, the two A/V-equipped conference rooms and the pilot kitchen. "Our facility is not just a garage," Lackey told AIN. "It's where people work and have a business and careers, so we kind of provide that first-class facility for them to exist in every day and they appreciate that, and see the value. That's why they're there and why we're growing."

Among the amenities are the shower-equipped pilot lounge with snooze room, business center, a porte-cochere on the land side and on the airside an 11,000-sq-ft arrivals canopy, which provides shelter for up to the largest business jets, from the Florida sun or from the state's notorious rainstorms.

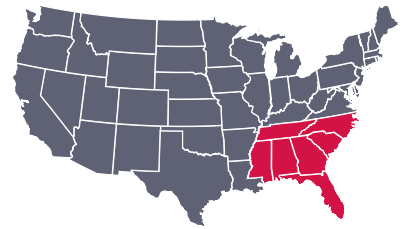
### 4.74 Jet Aviation

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

Jet Aviation's West Palm Beach, Florida FBO maintained its high ranking in the AIN FBO Survey this year with a second-place overall rating, in a tie with three other FBOs.

What makes this FBO special is the people who run it, and this is reflected in Jet Aviation's scores for CSRs (4.81) and line service (4.78). According to general manager Nuno Da Silva, "The critical differentiating factors...are primarily our people and their longevity at Jet Aviation Palm Beach [the average FBO employee

## Top Rated FBOs in the Americas by Region SOUTHEAST



FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ATLANTA</b>			
EPSS AVIATION	KPKD	4.36	-0.02
ATLANTIC AVIATION	KPKD	4.24	-0.07
SIGNATURE FLIGHT SUPPORT	KPKD	4.18	0.04
HILL AIRCRAFT	KFTY	4.12	-0.23
SIGNATURE FLIGHT SUPPORT	KFTY	4.02	-0.07
<b>CHARLESTON</b>			
SIGNATURE FLIGHT SUPPORT	KCHS	4.52	-0.01
ATLANTIC AVIATION	KCHS	4.37	-0.02
<b>CHARLOTTE</b>			
WILSON AIR CENTER	KCLT	4.60	-0.02
<b>CHATTANOOGA</b>			
WILSON AIR CENTER	KCHA	4.70	0.08
<b>DAYTONA BEACH</b>			
SHELTAIR	KDAB	4.52	-0.03
<b>FORT LAUDERDALE / PALM BEACH</b>			
JET AVIATION	KPBI	4.74	0.02
BANYAN AIR SERVICE	KFXE	4.67	0.01
STUART JET CENTER	KSUA	4.65	0.09
SHELTAIR	KFLL	4.63	0.07
NATIONAL JETS	KFLL	4.55	0.03
<b>FORT MYERS / NAPLES</b>			
BASE OPERATIONS AT PAGE FIELD	KFMY	4.65	-0.01
PRIVATESKY AVIATION SERVICES	KRSW	4.35	-0.02
NAPLES AVIATION	KAPF	4.31	-0.01
<b>JACKSONVILLE</b>			
SHELTAIR	KJAX	4.60	0.01
<b>MEMPHIS</b>			
WILSON AIR CENTER	KMEM	4.74	0.07
SIGNATURE FLIGHT SUPPORT	KMEM	4.00	0.06
<b>MIAMI</b>			
SIGNATURE FLIGHT SUPPORT	KBCT	4.51	-0.01
FONTAINEBLEAU AVIATION	KOPF	4.41	-0.17
ATLANTIC AVIATION	KBCT	4.32	0.01
ATLANTIC AVIATION	KOPF	4.31	-0.26
SIGNATURE FLIGHT SUPPORT	KMIA	4.25	0.02
<b>NASHVILLE</b>			
ATLANTIC AVIATION	KBNA	4.15	-0.01
SIGNATURE FLIGHT SUPPORT	KBNA	4.05	-0.01
<b>NORTHWEST FLORIDA</b>			
LYNX FBO DESTIN	KDTS	4.59	-0.11
SHELTAIR	KECP	4.57	0.02
MILLION AIR	KTLH	4.08	-0.09
<b>ORLANDO</b>			
SHELTAIR	KORL	4.56	0.06
ATLANTIC AVIATION	KMCO	4.51	0.03
ATLANTIC AVIATION	KORL	4.51	0.03
SIGNATURE FLIGHT SUPPORT	KMCO	4.35	0.00
<b>RALEIGH/DURHAM</b>			
TAC AIR	KRDU	4.26	-0.08
SIGNATURE FLIGHT SUPPORT	KRDU	3.95	-0.06
<b>TAMPA</b>			
SHELTAIR	KTPA	4.74	0.00
SHELTAIR	KPIE	4.37	-0.19
SIGNATURE FLIGHT SUPPORT	KTPA	3.96	-0.01
<b>SAVANNAH</b>			
SHELTAIR	KSAV	4.52	0.01
<b>SARASOTA</b>			
ROSS AVIATION (Formerly Rectrix)	KSQD	4.64	0.00



## AIN FBO survey 2019 » The Americas top 5 percent

experience is 20 years].” The high experience level of its employees enables Jet Aviation PBI “to provide a safety-driven environment. Finally, our personalized service by anticipating our clients’ needs and creating an experience every time they visit us. We don’t believe in the word ‘No’ and rather we find a solution to our clients’ requests always.” The Phillips 66-branded FBO (fuel provided by World Fuel) employs 48 and is open 24/7.

An IS-BAH stage II-registered facility, Jet Aviation PBI believes that hiring the right person is an important first step. Employees are then trained in the NATA Safety 1st and Ritz-Carlton customer service programs as well as internal Jet Aviation training. “Over the years our team has contributed to a fun family culture and environment, which enables us to maintain a very low turnover rate,” said Da Silva.

The PBI facility will see new developments this year, including a new 40,000-sq-ft hangar with 10,000 sq ft for offices; groundbreaking was held on March 22, and it will open by the end of the year. The FBO’s interior will be upgraded to Jet Aviation’s global design and finish standards.



The 18,000-sq-ft, two story terminal, includes a massage chair-equipped pilot lounge, with showers, coffee area, and a flight planning station. The FBO’s current five hangars enclose 160,000 sq ft and can fit airplanes as large as Boeing BBJs. Jet Aviation PBI offers visitors in the main lobby freshly baked cookies, coffee, tea, and cocoa as well as freshly made lemonade and Rich’s ice cream.

Jet Aviation PBI has been in business since 1985, starting with two hangars. “Our business overall has been steady, with some modest growth year over year in certain areas,” Da Silva told AIN. “We see two very specific trends: our tenant base and transient customers remaining loyal consistently over the years, and the TFR [temporary flight restriction from presidential travel] effect on particular weekends has caused a trend of business slowdown for PBI.”

### 4.74 American Aero

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

Despite having just occupied its permanent facility in 2017, American Aero has already had two top 5 percent finishes in the AIN survey. One of two FBOs at FTW, the Signature Select facility with its 29-acre leasehold ranked among the top in the categories of pilot amenities (4.79) and CSRs (4.83).

The FBO’s terminal occupies 8,600 sq ft in the refurbished aviation department building at FTW, and is sheathed in electronically activated photochromic glass that darkens automatically, providing shade from the strong sun. That system allows the company to save on utility costs to cool the interior, which is also clad in sound-dampening materials and has embedded white noise speakers, to improve the lobby environment for customers.

Among its amenities are a pilot lounge with showers, a



soundproof snooze room, a dining area with china and silverware, a 25-seat A/V-equipped conference room, a well-stocked refreshment bar, high speed Wi-Fi, Volvo crew cars, covered parking spaces for 80 vehicles, a TSA-approved secure lounge with en suite bathroom and direct ramp access for use under the DASSP program for flights to Washington Reagan National Airport. And starting this summer, U.S. Customs service will begin adjacent to American Aero’s ramp. In the service galley, the FBO has a 90-second dish washer, making it ideal for quick turns, and on the ramp, the fuel trucks are equipped with wireless data transmission and metering, relaying the information instantly to the CSR desk.

In addition to 11 acres of ramp, the complex, which normally operates from 6 a.m. until 10 p.m., also has more than 300,000 sq ft of hangars, which are home to 37 turbine-powered aircraft ranging from a G650 to an Eclipse 500. Over the past year, the Avfuel-branded facility noted a 20 percent growth in fuel sales.

Angela Thurmond began as a CSR, before being recently promoted to general manager. “All of our staff here has been Ritz-Carlton trained in customer service and of course, training is a continual process, she told AIN. “Our mission is to provide an exceptional customer experience at every single touch point.”

Safety has been one of the company’s mantras, and the facility was the world’s first to achieve Stage III registration under IBAC’s International Standard for Business Aviation Handling (IS-BAH). “When we tug your airplane, instead of having one guy on a tug, we have somebody on the tug and two wing walkers always, just to ensure that the airplane doesn’t get a mark put on it,” said company vice president Bob Agostino. “Since we’ve been open, we have not scratched the paint on anything.”

### 4.74 Wilson Air Center

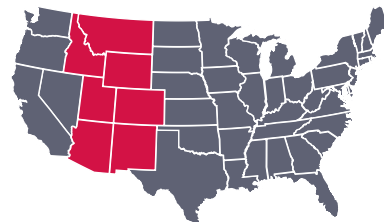
Memphis International Airport (MEM),  
Memphis, Tennessee

Wilson Air Center operates a chain of four FBOs in Tennessee, Texas, and North Carolina, and two of them were ranked by AIN’s readers in the top 5 percent in this year’s survey. The company’s flagship facility at Memphis International Airport, which tied for second overall, occupies more than 17 acres, and among its most popular features is its 26,000-sq-ft airside canopy, which can shelter multiple arriving and departing aircraft, up to a Bombardier Global. The facility, one of two service providers on the field, is open 24/7/365, and it placed among the top of all FBOs this year in the passenger amenity category (4.75).

The terminal includes two conference rooms, a large business center, pilot lounge with snooze room and quiet room, 30,000 sq ft of offices, crew cars and onsite car rental. Improvements on tap for this year include a complete renovation of the lobby and restrooms. The company’s staff is trained and certified to do TSA screening for large charter aircraft and with its own airstairs, air-start units and belt loaders, it can handle anything up to a Boeing 767 on its ramp.

## Top Rated FBOs in the Americas by Region

### ROCKY MOUNTAIN



FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBUQUERQUE</b>			
CUTTER AVIATION	KABQ	4.32	0.07
<b>BOISE</b>			
JACKSON JET CENTER	KBOI	4.39	-0.03
<b>DENVER</b>			
MODERN AVIATION (Formerly XJET)	KAPA	4.67	-0.03
DENVER JETCENTER	KAPA	4.53	0.03
SIGNATURE FLIGHT SUPPORT	KDEN	4.43	0.01
SIGNATURE FLIGHT SUPPORT	KAPA	4.23	0.07
TAC AIR	KAPA	4.15	-0.05
<b>GLACIER &amp; YELLOWSTONE</b>			
YELLOWSTONE JETCENTER BY SIGNATURE	KBZN	4.60	0.07
GLACIER JET CENTER	KGPI	4.38	-0.18
<b>GRAND JUNCTION</b>			
WEST STAR AVIATION	KGJT	4.45	-0.01
<b>JACKSON HOLE</b>			
JACKSON HOLE AVIATION	KJAC	3.82	-0.05
<b>COLORADO MOUNTAINS</b>			
ATLANTIC AVIATION	KMTJ	4.67	-0.03
VAIL VALLEY JET CENTER	KEGE	4.60	0.01
ATLANTIC AVIATION	KRIL	4.25	0.04
TELLURIDE REGIONAL AIRPORT	KTEX	4.12	-0.19
ATLANTIC AVIATION	KASE	4.09	0.00
<b>PHOENIX/SCOTTSDALE</b>			
SIGNATURE FLIGHT SUPPORT	KSDL	4.62	-0.02
SWIFT AVIATION SERVICES	KPHX	4.58	0.03
CUTTER AVIATION	KPHX	4.56	0.00
ROSS AVIATION	KSDL	4.32	0.00
CUTTER AVIATION	KDVT	4.19	0.03
<b>SALT LAKE CITY</b>			
TAC AIR	KSLC	4.46	0.00
<b>SUN VALLEY</b>			
ATLANTIC AVIATION	KSUN	4.52	0.02
<b>TUCSON</b>			
ATLANTIC AVIATION	KTUS	4.34	-0.03

## Top Rated FBOs in Americas by Region

### CANADA

FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CALGARY</b>			
SKYSERVICE	CYYC	4.49	0.06
<b>MONTREAL</b>			
SIGNATURE FLIGHT SUPPORT	CYUL	4.56	-0.04
SKYSERVICE	CYUL	4.37	-0.06
<b>TORONTO</b>			
SKYSERVICE	CYYZ	4.67	-0.02
SIGNATURE FLIGHT SUPPORT	CYYZ	3.78	0.14



The facility also specializes in serving military aircraft, with such hardware a near-daily sight on the ramp. The Shell Fuels-branded FBO has 35 full-time staff, and a host of part time workers to help in periods of heavy demand. With the city hosting the FedEx/St. Jude Golf Tournament this year, company president Bob Wilson expects a large turnout of private aircraft.

When it comes to customer service, Wilson has but one rule: take care of the customer. "I ask them to go above and beyond to make sure the customer's needs are met," he told **AIN**. As a recent example, when a private aircraft had to divert to Memphis on a very hot day, one of the customer's bulldogs began to exhibit signs of heat stroke. The FBO's crew immediately jumped in to help it with ice, water and cooling fans, until it began to breathe more easily. "The customers were impressed for our 'can-do' attitude," said Wilson.

## 4.72 Henriksen Jet Center

Austin Executive Airport (EDC), Austin, Texas

With Texas's capital city experiencing massive growth, it's little wonder that privately owned Austin Executive Airport and its Henriksen Jet Center is mirroring that growth. Over the past year, the FBO, which is making its second consecutive appearance among the top 5 percent in the survey, saw a 25 percent increase in business, according to Jodie Kaluza, who serves as the manager of both the dedicated general aviation airport and its FBO.

In operation for eight years, the airport is now home to 35 jets and 20 turboprops, running the gamut from a Global 6000 to a King Air. Those aircraft are sheltered in 140,000 sq ft of hangars, which can accommodate any size business jet. Indeed the location's fifth community hangar, which came online over the past year is now fully occupied. Construction on a private hangar for a local flight department just began, but with 50 acres developed out of nearly 600 available at the airport, there is plenty of room to expand.

For the second year in a row, the location, which is open 24/7, earned the top score among FBOs in the passenger amenities category (4.79) and also tallied among the highest in the facilities category. Its modern 22,500-sq-ft, two-story terminal features a Rolls-Royce/Snecma Olympus engine that once powered the Concorde, and a fully restored 1914 Indian motorcycle as focal points in the soaring lobby atrium, which is accented with locally quarried limestone. Amenities include a theater room with stadium seating, a pilot lounge with two "Zen"



relaxation rooms, showers, A/V-equipped 12-seat meeting room with a custom aviation-themed conference table, and a coffee and refreshment bar.

On the airside, a 15,500-sq-ft canopy, which can shelter aircraft as large as a BBJ, welcomes arriving aircraft and provides a respite from the blistering Texas sun. The FBO also offers complimentary air conditioning carts to help cool down aircraft cabins on those sweltering days.

Last February, the airport inaugurated its own control tower, which is staffed from 6 a.m. until 10 p.m., and its surrounding airspace was changed to Class D.

When it comes to customer service, Kaluza and her crew prefer the personal touch. "I don't want people to feel like they are just a customer walking through," she told **AIN**. "We want to develop relationships and bring them back through that."

## 4.71 GlobalSelect

Sugar Land Regional Airport (SGR), Houston, Texas

GlobalSelect in Houston is once again the only municipally owned and operated facility to bust into the top 5 percent of this year's survey. And further, it scored first overall in pilot amenities (4.80) and facilities (4.88) among all FBOs. It was second overall in passenger amenities at 4.76.

Part of the answer for GlobalSelect's prize rating in



facilities could come from the company attitude: not all improvements have to be big ones. "Every two years or so we think of how we can update areas of the terminal building," said Elizabeth Rosenbaum, assistant director of aviation. "Last year we updated the lobby bathrooms, some of the furniture in the lobby, and the massage chairs in the crew lounge. Next year we hope to update the crew lounge kitchen area and the theater room equipment."

Director of aviation Phillip Savko told **AIN** about developments and improvements even beyond the FBO campus that can add value to visiting customers. "While working on the master plan, we are looking at ways to develop commercial property to provide additional amenities such as a hotel, restaurants, and gas stations to benefit our current customers and attract new ones."

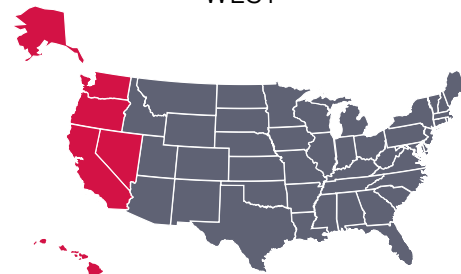
And GlobalSelect makes sure those customers know exactly where they just landed. "From the moment you walk in, you know you are in Texas," said Rosenbaum. "The furniture and decor that you will find in our lobby is something that you would have in your home. Whether simply giving directions, finding a hotel room, or making a recommendation for a restaurant, we want our customers to be happy."

The FBO has 500,000 sq ft of terminal ramp space, and the terminal has a total of 20,000 sq ft. Savko said there is 81,773 sq ft of hangar space, able to accommodate aircraft up to the size of a G650. There are also 99 T-hangars. GlobalSelect is home base to 43 jets, 13 turboprops and two helicopters.

Fuel is supplied by Titan Aviation Fuels providing Shell-branded product. "Last year we budgeted to sell 3 million gallons of fuel, but we sold 3.2 million, a record for GlobalSelect. This year we estimate that we should

### Top Rated FBOs in the Americas by Region

#### WEST



FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ANCHORAGE</b>			
ROSS AVIATION	PANC	4.29	-0.05
<b>HONOLULU</b>			
AIR SERVICE HAWAII	PHNL	4.42	0.00
SIGNATURE FLIGHT SUPPORT	PHNL	4.24	0.03
<b>LAS VEGAS</b>			
SIGNATURE FLIGHT SUPPORT	KLAS	4.39	0.02
ATLANTIC AVIATION	KLAS	4.30	0.01
HENDERSON EXECUTIVE AIRPORT	KHND	4.09	0.03
<b>LOS ANGELES</b>			
ROSS AVIATION	KLGB	4.60	-0.06
MILLION AIR	KBUR	4.49	0.03
ATLANTIC AVIATION	KSNA	4.37	0.01
CASTLE & COOKE AVIATION	KVNY	4.34	-0.01
ATLANTIC AVIATION	KLAX	4.25	0.01
<b>PALM SPRINGS</b>			
ATLANTIC AVIATION	KPSP	4.36	0.07
SIGNATURE FLIGHT SUPPORT	KPSP	4.32	-0.11
ROSS AVIATION	KTRM	4.25	-0.01
<b>PORTLAND</b>			
ATLANTIC AVIATION	KPDX	4.33	0.00
<b>SAN DIEGO</b>			
ATLANTIC AVIATION	KCRQ	4.66	0.05
SIGNATURE FLIGHT SUPPORT	KSAN	3.76	0.08
<b>SAN FRANCISCO</b>			
MONTEREY JET CENTER	KMRY	4.66	0.04
DEL MONTE AVIATION	KMRY	4.58	-0.05
SIGNATURE FLIGHT SUPPORT	KOAK	4.28	-0.04
ATLANTIC AVIATION	KSJC	4.17	-0.01
<b>SEATTLE</b>			
MODERN AVIATION (Formerly Clay Lacy)	KBFI	4.23	0.00
SIGNATURE FLIGHT SUPPORT	KBFI	4.13	-0.05

sell 3.3 - 3.4 million gallons," said Rosenbaum.

Savko added, "Sugar Land Regional Airport [the fourth-largest airport serving Houston] is completing phase two of the new taxiway, an important safety component because it provides proper separation between the taxiway and the runway. There is 5,600 linear feet of new taxiway pavement and the project is 70 percent complete."



## 4.70 Business Jet Center

Dallas Love Field (DAL), Dallas, Texas

The business aviation industry is well represented in Texas, as evidenced by four FBOs from the Lone Star State landing in the top tier in this year's survey, by far the largest concentration of any region in the U.S. Among them is Business Jet Center (BJC) at Dallas Love Field, which has just experienced its fourth consecutive record-breaking year in fuel sales, according to co-owner Michael Wright, who added that the Phillips 66-supplied facility also set a record in terms of operations last year, with more than 32,000.

Since 2000, BJC, which ranked this year among the top in the passenger amenities category, has occupied its modern, 33,000-sq-ft, three-story terminal, featuring a well-stocked complimentary refreshment area including a year-round ice cream assortment, three crew lounges, a trio of snooze rooms (each with restroom and showers), three conference rooms, a large event room, a game room, a pet relief area with a fire hydrant, several Mercedes-Benz crew cars, and a triangular arrivals canopy large enough to shelter aircraft up to a Global.

The family-owned facility, the only one of the four FBOs on the field that hasn't changed hands since 1997, is home to 55 turbine-powered aircraft, housed in more than 245,000 sq ft of hangar space, which can handle the latest big business jets. A new 49,000-sq-ft hangar is under construction, with an anticipated opening this summer.



The FBO is open 24/7 and has a staff of 80. Its CSRs work both behind the lobby desk and outside on the tarmac, according to Cat Wren, the company's manager of sales and marketing. "We believe that it is important for our clients to be greeted on arrival by a CSR, so that our line service team can focus on the technical aspects of their job and increase our overall efficiency," she told AIN. "This system has proven to be effective in a world where service can sometimes be an afterthought."

In response, the company recognizes and rewards its team for exceeding expectations in service and safety with bonuses and other incentives.

"Luxury begins with customer service," Wren explained. "The BJC family really strives to make sure every customer has a better FBO experience than ever before."

## 4.70 Wilson Air Center

Lovell Field Airport (CHA),  
Chattanooga, Tennessee

Wilson Air Center at Chattanooga Lovell Field Airport is the lone FBO on the field, and the second out of the company's four FBOs to reach the top 5 percent in this year's AIN FBO Survey. The company last year completed a new 28,000-sq-ft hangar and office complex, bringing it to 58,000 sq feet of fully occupied hangar space, with more hangars in the design and planning phase.

The Shell Fuels-branded facility, which has 50 employees, is in the process of installing a new fuel farm on the

eastern side of the airport to better serve its fueling demands and provide it with redundancy, as the location fuels all the corporate, commercial and military aircraft at the airport. "Our philosophy on pricing is not based on typical single-location FBOs," company president Bob Wilson told AIN. "We want to give our customer the best pricing for products and accommodations they receive. We normally are in the middle or just below the pricing norm for our location area."



The 9,000-sq-ft, LEED-certified open floor plan terminal landed among the top performers this year in the pilot amenities category (4.71). It offers a coffee bar; a snack bar featuring local favorites Moon Pies, Blue Bell ice cream and RC Cola; conference rooms; pilot lounge with kitchenette, shower facilities and snooze room; courtesy shuttle; business center; concierge; crew cars, and for those wishing to stretch their legs, crew bicycles. To accommodate its frequent military customers and their training needs, the facility also has a separate, dedicated area with briefing rooms and a lounge.

"We are the front door to Chattanooga and want to provide the best first impression," said Wilson. "We want to treat all of our customers like they are family members."

He cited a recent instance when NetJets called to identify one of its pilots, who was retiring after their flight into CHA. As the jet taxied in, it was greeted with a water-cannon salute from the airport's fire department, and once in the terminal, he was presented with a cake, a premier bottle of Tennessee's own Jack Daniel's whiskey, local chocolates, and other goodies.

## 4.69 Atlantic Aviation

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

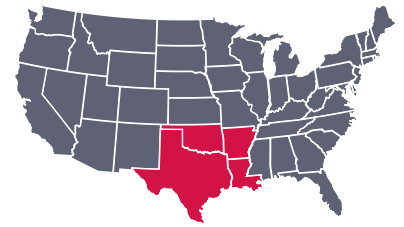
Virtually since the day it opened its permanent facility as the independent Hangar 10 in 2010, the FBO purchased by Atlantic Aviation in 2014 has raised the bar for aviation service at Charles B. Wheeler Downtown Airport, perennially ranking among the top FBOs in AIN's annual survey.

This year, the facility placed among the highest in the category of pilot amenities (4.71). Among its popular offerings are a trio of snooze rooms—each with a bed, television and private bathroom—sponsored by local hotels. A large gym with locker rooms and showers occupies a prominent location in the 26,000-sq-ft, two-story



## Top Rated FBOs in the Americas by Region

### SOUTH



FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>AUSTIN/SAN ANTONIO</b>			
HENRIKSEN JET CENTER	KEDC	4.72	0.03
MILLION AIR	KSAT	4.55	-0.02
ATLANTIC AVIATION	KAUS	4.37	-0.02
SIGNATURE FLIGHT SUPPORT - NORTH TERMINAL	KSAT	4.24	0.05
SIGNATURE FLIGHT SUPPORT	KAUS	4.20	0.02
<b>DALLAS/FORT WORTH</b>			
AMERICAN AERO	KFTW	4.74	0.06
BUSINESS JET CENTER	KDAL	4.70	0.02
MILLION AIR	KADS	4.63	-0.02
TEXAS JET	KFTW	4.63	0.00
ALLIANCE AVIATION SERVICES	KAFW	4.36	-0.29
<b>HOUSTON</b>			
GLOBALSELECT	KSGR	4.71	0.03
MILLION AIR	KHOU	4.53	0.04
JET AVIATION HOUSTON	KHOU	4.47	-0.03
WILSON AIR CENTER	KHOU	4.33	-0.01
ATLANTIC AVIATION	KIAH	4.30	0.00
<b>LITTLE ROCK</b>			
TAC AIR	KLIT	4.07	0.03
<b>NEW ORLEANS</b>			
ATLANTIC AVIATION	KMSY	4.25	-0.03
SIGNATURE FLIGHT SUPPORT	KNEW	4.24	-0.08

### BRAZIL

FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>SÃO PAULO</b>			
EMBRAER FBO	SDCO	4.55	0.00
LIDER AVIACAO	S BSP	3.79	-0.03

### CARIBBEAN

FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CARIBBEAN</b>			
ODYSSEY AVIATION	MYNN	4.40	-0.04
JET AVIATION	MYNN	4.11	-0.04
TLC AVIATION	TNCM	3.69	-0.01

terminal. The building also has two A/V-equipped conference rooms, which seat 8 and 12. Recently added in the FBO's covered parking area was a charger for electric vehicles.

Through a deal with the regional arts council, the halls and spaces of the facility are continually refreshed with artwork from local artists that changes quarterly. "You get really great stuff coming in your door," said general manager Ben Moore. "Some people like it, and if you don't

# AIN FBO survey 2019 » The Americas top 5 percent

like it, then in three months it changes out.”

The location recently completed the final stage of its master plan, with the addition of a fourth hangar, bringing it to 64,000 sq ft of aircraft storage, capable of sheltering aircraft up to a Global 7500. Atlantic added a U.S. Customs facility on to that newest hangar providing added convenience for its based clients. One of the hangars also has an attached 7,000-sq-ft “self-service” terminal, with a private lobby, solely for based customers.

According to Moore, with 26 based aircraft from a Global 5000 on down, the location’s hangars are now at full capacity, as is its 10-acre leasehold. “I think if we had the ability to continue building hangars, we have the demand for it, but we just can’t expand any more due to our lease agreement with the city,” he told AIN.

In January, the city hosted the NFL’s AFC Championship game for the first time. The event attracted more than 60 private aircraft to Atlantic’s 4.5-acre ramp, as the hometown Chiefs saw their Super Bowl dreams end in an overtime thriller.

## 4.68 Meridian

Teterboro Airport (TEB), Teterboro, New Jersey

While the Northeastern U.S. represents a major concentration of the business aviation market, the only FBO from the region to land in the top 5 percent in this year’s AIN FBO Survey is Meridian, the lone independently-owned FBO at Teterboro Airport. The Corporate Aircraft Association-preferred facility, which occupies 17.5 acres at the bustling general aviation airport, scored among the highest this year in the categories of pilot amenities and CSRs.

The 30,000-sq-ft terminal offers a wide array of amenities including a comfortable glass-sheathed lobby, two A/V-equipped 14-seat conference rooms, a theater room with recliners, coffee bar, catering preparation kitchen, pilot lounge with billiard table and four snooze rooms, business center, flight planning area, kitchenette, gym with locker rooms and shower facilities, and crew cars.

Superior customer service has long been a calling card for the location. “I think anyone who knows us knows [what] friendly, really service-oriented employees that we have” said Steve Chandoha, president of Meridian Teterboro. “Our people really make the difference for us and I think that the customer values that.”

The Shell-branded facility, which is open 24/7, set a record for fuel pumped there last year. It is currently working to achieve Stage I registration under the IBAC’s International Standard for Business Aviation Handling (IS-BAH) by year-end.

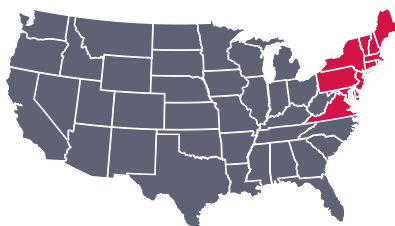
Last summer the FBO, which has 16 based business jets, ranging from a Bombardier Global 6000 to a Gulfstream G200, completed a \$12.5 million redevelopment project, which replaced an obsolete 18,000-sq-ft hangar with a new 40,000-sq-ft structure, essentially doubling its aircraft storage capability, and adding 8,000 sq ft of office space. “It was significant for us,” explained Chandoha, adding it allows the company to better serve its

customers. “We have more hangar space for them, more jet maintenance capacity when they need it, and of course, more space and resources for managed aircraft as well.”

The facility is also a TSA-designated gateway for flights into Washington Reagan National Airport under the DASSP.

With several FBO options on the field, Chandoha stated one mission when it comes to Meridian’s clients. “Just assuring that when the customer leaves, they know that they made the right [FBO] choice when they came to Teterboro.”

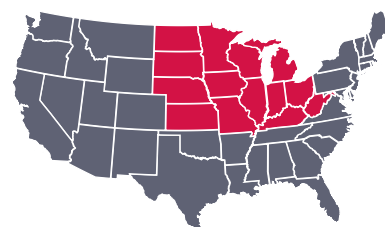
## Top Rated FBOs in the Americas by Region NORTHEAST



FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>ALBANY</b>			
MILLION AIR	KALB	4.53	0.00
<b>BALTIMORE</b>			
SIGNATURE FLIGHT SUPPORT	KBWI	4.03	-0.05
<b>BOSTON</b>			
JET AVIATION	KBED	4.26	0.02
SIGNATURE FLIGHT SUPPORT	KBED	3.98	0.01
SIGNATURE FLIGHT SUPPORT	KBOS	3.65	-0.01
<b>BURLINGTON</b>			
HERITAGE AVIATION	KBTV	4.64	0.04
<b>LONG ISLAND</b>			
SHELTAIR	KFOK	4.55	0.14
SHELTAIR	KISP	4.49	-0.13
SHELTAIR	KFRG	4.36	-0.08
ATLANTIC AVIATION	KFRG	4.27	-0.04
<b>MAINE</b>			
NORTHEAST AIR	KPWM	4.29	0.02
BANGOR AVIATION SERVICES	KBGR	3.92	0.03
<b>NEW YORK CITY</b>			
MERIDIAN TETERBORO	KTEB	4.68	0.01
JET AVIATION	KTEB	4.48	0.03
SIGNATURE FLIGHT SUPPORT - SOUTH TERMINAL	KTEB	4.4	0.02
SIGNATURE FLIGHT SUPPORT WEST	KHPN	4.36	0.01
MILLION AIR	KHPN	4.27	-0.03
<b>PHILADELPHIA</b>			
ATLANTIC AVIATION	KPHL	3.97	-0.01
<b>PITTSBURGH</b>			
ATLANTIC AVIATION	KPIT	4.51	-0.13
<b>WASHINGTON, D.C.</b>			
SIGNATURE FLIGHT SUPPORT	KDCA	4.46	0.02
APP JET CENTER	KHEF	4.36	-0.06
JET AVIATION	KIAD	4.29	0.00
SIGNATURE FLIGHT SUPPORT	KIAD	4.28	-0.02



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



### GREAT LAKES

FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>CHICAGO</b>			
J. A. AIR CENTER	KARR	4.64	-0.04
ATLANTIC AVIATION	KPWK	4.50	0.01
SIGNATURE FLIGHT SUPPORT	KPWK	4.42	0.02
ATLANTIC AVIATION	KMDW	4.37	0.01
SIGNATURE FLIGHT SUPPORT	KUGN	4.36	0.05
<b>CINCINNATI</b>			
SIGNATURE FLIGHT SUPPORT	KLUK	3.98	-0.01
<b>CLEVELAND</b>			
ATLANTIC AVIATION	KCLE	3.98	-0.07
<b>COLUMBUS</b>			
LANE AVIATION	KCMH	4.27	-0.08
<b>DETROIT</b>			
PENTASTAR AVIATION	KPTK	4.75	0.04
<b>INDIANAPOLIS</b>			
MILLION AIR	KIND	4.62	-0.01
SIGNATURE FLIGHT SUPPORT	KIND	4.30	0.03
<b>LEXINGTON/LOUISVILLE</b>			
TAC AIR	KLEX	4.49	0.09
ATLANTIC AVIATION	KSDF	4.19	0.02
<b>MILWAUKEE</b>			
SIGNATURE FLIGHT SUPPORT	KMKE	4.21	0.00

### MIDWEST

FBO	AIRPORT CODE	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DES MOINES</b>			
ELLIOTT AVIATION	KDSM	4.56	0.04
<b>FARGO</b>			
FARGO JET CENTER	KFAR	4.66	-0.03
<b>KANSAS CITY</b>			
ATLANTIC AVIATION	KMKC	4.69	0.01
SIGNATURE FLIGHT SUPPORT	KMKC	3.90	0.07
<b>MINNEAPOLIS/ST. PAUL</b>			
SIGNATURE FLIGHT SUPPORT	KSTP	4.57	-0.07
SIGNATURE FLIGHT SUPPORT	KMSP	4.53	-0.05
PREMIER JET CENTER	KFCM	4.36	-0.21
SIGNATURE FLIGHT SUPPORT	KRST	4.15	-0.05
<b>OMAHA</b>			
TAC AIR	KOMA	4.36	-0.04
<b>ST LOUIS</b>			
MILLION AIR	KSUS	4.44	-0.03
SIGNATURE FLIGHT SUPPORT	KSTL	3.88	-0.01
<b>OMAHA</b>			
YINGLING AVIATION	KICT	4.33	0.06

## 4.66 TAG Farnborough Airport

Farnborough Airport (EGLF), UK

Ever since TAG Aviation Holding acquired the freehold of Farnborough Airport in 2007, renaming it TAG Farnborough Airport, the FBO it operates at the airport has been winning awards, among them topping AIN's annual FBO survey as the highest rated service provider outside North America for 12 consecutive years. Before that, it had started with a 99-year lease and invested more than £200 million creating one of the most iconic airports in the world—and dedicated to business aviation only.



Brandon O'Reilly, Farnborough's long-time CEO, noted the airport recorded 30,729 movements in 2018, a record, and a year-on-year increase of 13.8 percent over 2017 and up 8.2 percent on Farnborough's previous busiest year in 2007, just before the economic crash. The airport saw a major increase in transatlantic traffic, with flights to and from the U.S. up by 22.5 percent in 2018.

O'Reilly added that for January 2019, movements at the airport were up 4.4 percent year-over-year compared with 2018, "representing 90 additional movements. That's the busiest January on record for us."

The FBO tallied its highest score in the facilities category (4.83), ranking second among all FBOs in this year's survey, and placed among the top in pilot amenities as well. Its 52,000-sq-ft terminal features a café, a quiet lounge in the crew area, a bed-equipped snooze room, and crew gym, with shower facilities in both the gym and adjacent main terminal. To handle high-passenger-load private charters such as for sports teams or entertainers, the operator added a separate passenger lounge, able to accommodate up to 80 passengers on the top floor of the three-story terminal. The airport has a fast track entrance for passengers and crew, and direct car access to the ramp is permitted. Customs and immigration service is located in the terminal.

The FBO, which operates from 7 a.m. until 10 p.m. on weekdays, and 8 to 10 on weekends, has 260,000 sq ft of heated hangar space and is home to approximately 40 private jets.

Farnborough also expects to collect approximately 50 percent of Northolt's business when the West London airfield closes for runway work later this year—and there is plenty of capacity for further traffic growth, as the airport is permitted to grow movements to 50,000 per year. Another boost to traffic is expected when Gulfstream completes its new main European MRO there in summer 2020, on the site of the former "A Shed," which was demolished in December.

When asked about the possibility of maintaining its position as the top international FBO, O'Reilly commented: "If that's the case, it's a vote for our employees, customers, Farnborough, and the UK. We're humbled, and we never take it for granted."

## 4.58 Universal Aviation

London Stansted Airport (EGSS), UK

The London market is one of the strongest and most competitive business aviation venues, and Universal Aviation

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

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	PERCENT
TAG FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.66	-0.03	Top 20%
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.58	0.04	Top 20%
XJET	EGSS	LONDON STANSTED	4.47	-0.02	Top 20%
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.45	0.05	Top 20%
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.44	-0.04	Top 20%
TAG AVIATION	LSGG	GENEVA INTERNATIONAL	4.44	-0.05	Top 20%
EXECJET EUROPE	LSZH	ZURICH	4.40	0.03	Top 20%
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.39	-0.08	
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.35	0.00	
ECCELSA AVIATION	LIEO	OLBIA COSTA SMERALDA	4.33	-0.09	
EXECJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.31	0.02	
HARRODS AVIATION	EGGW	LONDON LUTON	4.31	0.01	
HARRODS AVIATION	EGSS	LONDON STANSTED	4.31	-0.01	
JET AVIATION (Formerly Hawker Pacific)	YSSY	SYDNEY KINGSFORD SMITH	4.29	-0.05	
SIGNATURE FLIGHT SUPPORT	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.27	-0.05	
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	PARIS LE BOURGET	4.24	0.05	
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.23	0.03	
EXECJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.20	-0.07	
UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.18	0.04	
DASSAULT FALCON SERVICE	LFPB	PARIS LE BOURGET	4.17	-0.02	
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.16	0.05	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.13	-0.01	
EXECJET BRUSSELS	EBBR	BRUSSELS NATIONAL	4.12	-0.03	
SKY VALET CANNES	LFMD	CANNES-MANDELIEU	4.07	-0.09	
JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.06	-0.03	
SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.04	-0.01	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	LONDON LUTON	3.99	-0.01	
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.96	0.11	
JET AVIATION	LSZH	ZURICH	3.93	-0.02	
JET AVIATION	WSSL	SINGAPORE/SELETAR	3.92	0.15	
JETEX PARIS FBO	LFPB	PARIS LE BOURGET	3.92	-0.02	
VIENNA AIRCRAFT HANDLING	LOWW	VIENNA INTERNATIONAL	3.84	-0.08	
MILLION AIR/CJET	ZBAA	BEIJING/CAPITAL	3.36	0.10	
VIPPORT VNUKOV-3	UUWW	MOSCOW/VNUKOV	3.27	-0.03	

FBOs with same overall average are listed in alphabetical order

at Stansted Airport is among the top choices as a gateway. With an overall score of 4.58, it placed second among all FBOs outside North America. Its focus is on elite service, with its highest scores in customer service representatives (4.76) and line service (4.75).

Sean Raftery, senior director of international business, told AIN, "Business jet operators need to know that someone is taking care of them at all times, before, during and after their trip. They rely on our extensive knowledge and our strong relationships with the regulatory authorities which help benefit the customer. A passenger arriving at London-Stansted can be off their aircraft and on their way to their meeting within minutes of landing."

Jason Hayward, general manager, said, "We place a great deal of focus on the facility, but it will never be as important as the team that actually make the process work. We were awarded IS-BAH Stage 1 in 2017 and are now working towards Stage 2, which we aim to have in place by the second quarter this year." Universal has 60 employees among its UK staff in various roles, and the FBO operates daily from 7 a.m. to 10 p.m. with 24-hour



service on request.

Raftery added, "We believe we have a joined-up view of the complete customer mission, rather than just the ground-service elements. We are also closely connected to our Global Regulatory Services Team and support our clients with the regulatory obligations such as UK Air passenger duties (APD). We are a certified, registered, and approved APD admin center. We have the look and feel of



## Top Rated FBOs in Each Category

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
STUART JET CENTER	KSUA	WITHAM FIELD	4.86
APP JET CENTER	KHEF	MANASSAS REGIONAL/HARRY P. DAVIS FIELD	4.84
WILSON AIR CENTER	KHOU	WILLIAM P HOBBY	4.83
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.80
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.78
NATIONAL JETS	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.78
			<b>PASSENGER AMENITIES</b>
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.79
GLOBALSELECT	KSGR	SUGAR LAND REGIONAL	4.76
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.75
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.74
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.74
			<b>PILOT AMENITIES</b>
GLOBALSELECT	KSGR	SUGAR LAND REGIONAL	4.80
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.79
TAG FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.73
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.72
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.71
MERIDIAN TETERBORO	KTEB	TETERBORO	4.71
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.71
WILSON AIR CENTER	KCHA	LOVELL FIELD	4.71
			<b>FACILITIES</b>
GLOBALSELECT	KSGR	SUGAR LAND REGIONAL	4.88
TAG FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.83
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.82
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.80
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.80
			<b>CSRs</b>
SIGNATURE FLIGHT SUPPORT	KSTP	ST PAUL DOWNTOWN HOLMAN FLD	4.90
ATLANTIC AVIATION	KCRQ	MC CLELLAN-PALOMAR	4.84
AMERICAN AERO	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.83
MERIDIAN TETERBORO	KTEB	TETERBORO	4.83
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.83
STUART JET CENTER	KSUA	WITHAM FIELD	4.83

FBOs with same score are listed in alphabetical order

a nice quality hotel but operate as a VIP terminal building.”

Premium service customs and immigration is available privately in the FBO or onboard the aircraft, Raftery said. “We also offer full trip-support services from the facility, including weather, flight-planning and permits. This is via Universal’s European Operations Centre (EOC) which is based at the FBO.”

Fuel is supplied by Stansted Into-Plane (SIP), which has dedicated business aviation fuel trucks. “Business grew by 10 percent last year, Raftery said, “and this on top of 40 percent growth the year prior. It has flattened off a little this year, maybe as a result of Brexit uncertainty.” Universal has been in business at Stansted since 1984.

### 4.47 XJet

London Stansted Airport (EGSS), UK

Private aviation operators headed to London Stansted are clearly well served with two of the airport’s FBOs ranking among the top international facilities in this year’s AIN survey. XJet earned its highest score this year in the CSR category, taking lessons learned from its first stateside FBO. “We don’t have employees; we have partners,” said company founder and CEO Josh Stewart. “We spend a lot of time in training and developing them to where we deliver a unique type of customer service. They are authorized and encouraged to make decisions on the spot to provide a seamless experience for our customers.”

Last year was somewhat of a transitional year for the company, which sold its flagship facility at Denver’s Centennial Airport, pushing its London location to the fore.

“There’s been growth, even though I think there’s some uncertainty around Brexit,” noted Stewart. “Everyone is sort of holding their breath.”

The FBO, which has been in operation for four years at Stansted, offers a 20,000-sq-ft terminal, full slate of amenities including: a passenger lounge, in-house art gallery, two premium VIP suites with direct private access and their own bathrooms, an espresso bar as well as a bar for alcoholic beverages, a recently upgraded aviation-themed pilot lounge featuring tables constructed from engine nacelles, two snooze rooms with shower facilities, and an 18-seat A/V-equipped conference room.

“The European market is very different from the U.S. in that a lot of these flights are international and you have to clear customs and immigration, and there are a lot of security checks,” Stewart told AIN. “So the facilities are of prime importance because people could be utilizing them for a couple of hours, where often in the U.S., with just domestic flights, they fly in and out very quickly.”



## Top Rated FBOs in the Rest of the World by Region

### EUROPE



FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>GENEVA</b>			
TAG AVIATION	LSGG	4.44	-0.05
JET AVIATION	LSGG	4.35	0.00
<b>LONDON</b>			
TAG FARNBOROUGH AIRPORT	EGLF	4.66	-0.03
UNIVERSAL AVIATION	EGSS	4.58	0.04
XJET	EGSS	4.47	-0.02
HARRODS AVIATION	EGGW	4.31	0.01
HARRODS AVIATION	EGSS	4.31	N/A
<b>PARIS</b>			
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	4.24	0.05
UNIVERSAL AVIATION	LFPB	4.18	0.04
DASSAULT FALCON SERVICES	LFPB	4.17	-0.02
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	4.13	-0.01
JETEX	LFPB	3.92	-0.02
<b>SOUTHERN FRANCE</b>			
SIGNATURE FLIGHT SUPPORT	LFMN	4.27	-0.05
SKY VALET CANNES	LFMD	4.07	-0.09
SWISSPORT EXECUTIVE	LFMN	4.04	-0.01
AVIAPARTNER EXECUTIVE	LFMN	3.96	0.11
<b>STOCKHOLM</b>			
GRAFAIR JET CENTER	ESSB	4.44	-0.04
<b>ZURICH</b>			
EXECUJET EUROPE	LSZH	4.4	0.03
JET AVIATION	LSZH	3.93	-0.02

Newly added is a check-in lounge for large charter flights such as sports teams or entertainers, and an additional security screening area to expedite passenger flow.

The facility, which operates 24/7, is home to 14 private jets including a Boeing 767. It also has a 90,000-sq-ft hangar, one of the largest in Europe, which can accommodate a pair of 747s at the same time, and more than three and a half acres of ramp. It owns all the equipment needed to handle the largest charter aircraft, including covered air stairs.

“Our London operation is heavily focused on heads of state, royal flight departments, sports teams, and celebrities, so we’re never going to be the highest volume FBO on the field,” explained Stewart. “We’re after those folks that really want and demand a higher level of service, privacy, and exclusivity.”

### 4.45 Jet Aviation

Schiphol Airport (EHAM), Amsterdam, Netherlands

Jet Aviation’s new location at Amsterdam Schiphol Airport placed among the top international locations in

this year's AIN FBO Survey, despite a time of significant change for the FBO, formerly known as KLM Jet Center. "Our basic philosophy has not changed," said Edwin Niemoller, who remained with the facility as director of FBO operations with Jet Aviation Netherlands. "Crews need to focus on their flights and should not have to worry about their catering, slots, transportation, and so on. Our job is to ease the minds of the crew by taking care of this business and ultimately help them look good in front of their passengers."

The 35-year-old FBO at Schiphol is the flagship for Jet Aviation Netherlands, the other location is at Rotterdam The Hague Airport (RTM). Its dedicated business and general aviation services include aircraft handling, deicing, and fueling, the latter of which comes through fueling services Jet Aviation acquired as part of the KLM transaction, "eliminating any waiting or queuing times," Niemoller said.

Jet Aviation Schiphol's top score in the survey was for line service. "We certainly have a strong focus on operational excellence and safety," Niemoller told AIN. "We are extremely good at getting the aircraft to depart on time, according to the wishes of the final customer. This also means blending all services and deliverables into one



seamless product."

The FBO has 25 employees, and it is open 17 hours a day, from 6 a.m. to 11 p.m. local time. Hangar space at Schiphol is provided through a partnership with JetSupport. The operation is currently aligning its processes with its new owner, but Niemoller said it intends to receive Stage 1 registration under IBAC's International Standard for Business Aircraft Handling before the end of 2019. "Having been part of a large commercial airline organization [KLM] for over 30 years, we are certainly compliant with the most important aspects of the aviation business," he noted.

Announced in October 2018, the switch to a new corporate parent is under way, Niemoller said, adding that "many of us agree that the new uniforms are a decided improvement!"

"The transition is still in full swing and, though it's challenging to manage alongside the day-to-day operations, good strides are being made," he said.

## 4.44 Grafair

Stockholm City Bromma Airport (ESSB),  
Stockholm, Sweden

Bromma Airport dates back to 1936 and was the first airport in Europe with a paved runway. In 2004, Swedish pilot, flight instructor, and businessman Bengt Grafstrom established the country's first FBO. Having previously spent time flying in the U.S. and operating a flight school in Vero Beach, Florida, Grafstrom wanted to create an American-style FBO.

In addition, rather than the a la carte plan favored by most European service providers, the FBO would import the U.S. model. "At Grafair you just pay one fee and then

## FBO Chains: Top Rated Locations by Overall Average

FBO NAME	AIRPORT ID	AIRPORT NAME	OVERALL AVERAGE	CHANGE FROM LAST YEAR
ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.69	0.01
	KMTJ	MONTROSE REGIONAL	4.67	-0.03
	KSUN	FRIEDMAN MEMORIAL	4.52	0.02
	KORL	ORLANDO EXECUTIVE	4.51	0.03
	KMCO	ORLANDO INTERNATIONAL	4.51	0.03
	KPIT	PITTSBURGH INTERNATIONAL	4.51	-0.13
CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.56	0.00
	KABQ	ALBUQUERQUE INTERNATIONAL SUNPORT	4.32	0.07
	KDVT	PHOENIX DEER VALLEY	4.19	0.03
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.31	0.02
EXECUJET BRUSSELS	EBBR	BRUSSELS NATIONAL	4.12	-0.03
EXECUJET EUROPE	LSZH	ZURICH	4.40	0.03
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.20	-0.07
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.74	0.02
	KTEB	TETERBORO	4.48	0.03
	KHOU	WILLIAM P HOBBY	4.47	-0.03
	EHAM	AMSTERDAM SCHIPHOL	4.45	0.05
	LSGG	GENEVA INTERNATIONAL	4.35	0.00
	KADS	ADDISON	4.63	-0.02
MILLION AIR	KIND	INDIANAPOLIS INTERNATIONAL	4.62	-0.01
	KSAT	SAN ANTONIO INTERNATIONAL	4.55	-0.02
	KHOU	WILLIAM P HOBBY	4.53	0.04
	KALB	ALBANY INTERNATIONAL	4.53	0.00
ROSS AVIATION	KLGB	LONG BEACH /DAUGHERTY FIELD	4.60	-0.06
	KSDL	SCOTTSDALE	4.32	0.00
	PANC	TED STEVENS ANCHORAGE INTERNATIONAL	4.29	-0.05
	KTRM	JACQUELINE COCHRAN REGIONAL	4.25	-0.01
	KHPN	WESTCHESTER COUNTY	4.24	-0.03
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.74	0.00
	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.63	0.07
	KJAX	JACKSONVILLE INTERNATIONAL	4.60	0.01
	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.57	0.02
SIGNATURE FLIGHT SUPPORT	KORL	ORLANDO EXECUTIVE	4.56	0.06
	KSDL	SCOTTSDALE	4.62	-0.02
	KSTP	ST PAUL DOWNTOWN HOLMAN FLD	4.57	-0.07
	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.56	-0.04
	KMSP	MINNEAPOLIS-ST PAUL INTERNATIONAL/WOLD-CHAMBERLAIN	4.53	-0.05
	KCHS	CHARLESTON AFB/INTERNATIONAL	4.52	-0.01
SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.67	-0.02
	CYYC	CALGARY INTERNATIONAL	4.49	0.06
	CYUL	PIERRE ELLIOTT TRUDEAU INTERNATIONAL	4.37	-0.06
TAC AIR	KLEX	BLUE GRASS	4.49	0.09
	KSLC	SALT LAKE CITY INTERNATIONAL	4.46	0.00
	KOMA	EPPLEY AIRFIELD	4.36	-0.04
	KRDU	RALEIGH-DURHAM INTERNATIONAL	4.26	-0.08
	KTYS	MC GHEE TYSON	4.18	0.05
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.74	0.07
	KCHA	LOVELL FIELD	4.70	0.08
	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.60	-0.02
	KHOU	WILLIAM P. HOBBY	4.33	-0.01

everything is included in that," said general manager Johan Emmoth. "It doesn't matter if we spend five hours doing your laundry or if you drink 200 cups of cappuccino, or eat the whole ice cream freezer."

This past year, the company completed a \$4.3 million, nearly 20,000-sq-ft hangar with heated floor, which can accommodate aircraft up to a BBJ2. The new hangar allows the facility to accommodate the latest class of ultra-long-range business jets, such as the G650. It includes a new service kitchen with catering preparation area, dishwashers and ice dispensers, and also has some surprises underneath. A basement contains a well-equipped gym; and, "I think I'm pretty safe in saying we





## AIN FBO survey 2019 » Rest of the World

are the only FBO in the world where we have a real wine cave underneath the hangar floor,” Emmoth told **AIN**. It’s carved into the bedrock, with a humidity monitoring system. “If the customers have any requests for a nice champagne, most likely we will have it in stock in the wine cellar and will be able to deliver that for them to take on the airplane.”

Combined with the earlier existing hangar, the FBO now has more than 37,000 sq ft of hangar space, which contains approximately 10 based turbine-powered aircraft, ranging from a Global Express to an amphibious-float-equipped Cessna Caravan. The company also added a new equipment bay, eliminating the need to open and close the hangar to move vehicles.

The 5,400-sq-ft terminal has a homelike atmosphere with a large passenger lounge featuring a fireplace, grand piano, and aquarium. But the most famous attraction is a parrot, Emmoth’s pet, which has lived at the facility since it opened. Its cage remains open all day, allowing the bird to decide if it wishes to remain inside or be social. It has become the FBO’s official mascot, to the delight of its customers.

### 4.44 TAG Aviation

Geneva International Airport (LSGG),  
Geneva, Switzerland

The activities of what is now TAG Aviation’s FBO activities at Geneva Cointrin Airport started in 1989, with Aeroleasing Handling. With market share increasing to more than 50 percent, it became the main FBO at the airport. According to Erturk Yildiz, FBO handling manager, TAG Aviation Europe, “Today we are still assisting 47.3 percent of all Geneva business and general aviation traffic.” After the 2007-8 economic downturn, Yildiz said, the FBO was able to weather the storm. “We resisted the recession strongly, and our management kept all our staff in place, so as not to lose our know-how.” He said the FBO also managed to retain its market share.



Last year the FBO handled 16,343 movements representing 37,616 passengers. He described the level as “stable,” given that the number of movements it handled in 2017 was 16,938. TAG-managed aircraft represent approximately 10 percent of those movements.

Yildiz said the main challenges are now “slots and parking.” The Geneva Airport system allows slots to be booked only five days before, so “we make sure that we have enough available staff to book slots as soon as the system allows.”

FBOs at Geneva don’t have their own private parking, but arrange airport parking through Geneva Airport. “With parking, we knock on every available door—private parking, hangar space—to find a solution for our clients during busy periods,” Yildiz told **AIN**.

The location earned its highest score this year in

**AIN** asked survey respondents to identify specific FBO employees or teams who routinely go above and beyond when it comes to customer service. Below we have highlighted 41 individuals who were repeatedly recognized in this year’s responses.

## Above & Beyond

PERSON	FBO	AIRPORT CODE
Aleem Mohammed	SHELTAIR	KFRG
Ashley Udick	SHELTAIR	KPMP
Audrey Eisenstein	DESERT JET CENTER	KTRM
Betsy Wines	MERIDIAN TETERBORO	KTEB
Beverly Patton	SHELTAIR	KFLL
Bjorn Ischner	FIREBLADE AVIATION	FAOR
Bobby Kiesz	BANYAN AIR SERVICE	KFXE
Brittany McLaughlin	SHELTAIR	KTPA
Calvin Soong	HONG KONG BUSINESS AVIATION CENTER	VHHH
Cindy Hayden	MILLION AIR	KSUS
Dawndi Ulmer	FARGO JET CENTER	KFAR
Elaine Moreira	EMBRAER FBO	SDCO
Francesco Cossu	ECCLSA GENERAL AVIATION	LIEO
Holly Hopkins	TEXAS JET	KFTW
Jackie Toren	GLACIER JET CENTER	KGPI
Jesus Mateu	SKY VALET	LEVC
Jineen Rush	ATLANTIC AVIATION	KPIT
Johanna Echeto	SHELTAIR	KORL
Kathy Cortez	PENTASTAR AVIATION	KPTK
Kathya Botelho	OMNI HANDLING	LPSC
Katie Kornegay	SUN VALLEY AVIATION	KHRL
Kawai Lopez	MONTEREY JET CENTER	KMRY
Kirsti Hunsley	AMERICAN AERO	KFTW
Linda Hernandez	ATLANTIC AVIATION	KBCT
Lisa LaMantia	ADVANCED AIR INC.	KCBF
Luigui Barragan	ATLANTIC AVIATION	KOPF
Mark Shiels	UNIVERSAL AVIATION	EIDW
Marta Martyniuk	SIGNATURE FLIGHT SUPPORT	CYUL
Mary Morgan	MILLION AIR	KADS
Patricia Junge	SHELTAIR	KISP
Richard Campbell	CUTTER AVIATION	KPHX
Sandy Tachovsky	SIGNATURE FLIGHT SUPPORT	KSTP
Shawn Winpiger	SIGNATURE FLIGHT SUPPORT	KFDK
Stacy Fecho	PREMIER JET CENTER	KFCM
Susan Panos	JET AVIATION	KTEB
Suzanne Johnson	DEL MONTE AVIATION	KMRY
Tara Creel	CUTTER AVIATION	KDVT
Tim Krayem	SIGNATURE FLIGHT SUPPORT	KMMU
Vanessa Aragon	ATLANTIC AVIATION	KSCK
Will Zimdars	SILVERHAWK AVIATION	KLNK
Zelda Evans	ODYSSEY AVIATION	MYNN

### Top Rated FBOs in the Rest of the World by Region

#### MIDDLE EAST



FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>DUBAI</b>			
EXECJET MIDDLE EAST	OMDB	4.2	-0.07
JET AVIATION	OMDB	4.06	-0.03

### Top Rated FBOs in the Rest of the World by Region

#### ASIA PACIFIC



FBO	AIRPORT	2019 OVERALL AVERAGE	CHANGE FROM LAST YEAR
<b>BANGKOK</b>			
MJETS FBO	VTBD	4.39	-0.08
<b>SYDNEY</b>			
EXECJET AUSTRALIA	YSSY	4.31	0.02
JET AVIATION (Formerly Hawker Pacific)	YSSY	4.29	-0.05
<b>BEIJING</b>			
MILLION AIR/CJET	ZBAA	3.36	0.10
<b>HONG KONG</b>			
HONG KONG BUSINESS AVIATION CENTER	VHHH	4.16	0.05



the passenger amenities category (4.61), and in terms of lounge facilities, TAG's Geneva FBO offers three passenger lounges, two crew lounges, and one snooze room. All have "recent and modern" furniture and equipment, said Yildiz. The FBO has its own ground-servicing, fuel, and deicing equipment as well.

Yildiz said that the airport authorities have been "helpful" to business/general aviation, which represents some 30 percent of total airport movements. "They understand very well the importance of business aviation for Geneva."

Although TAG Geneva is in a different situation from TAG Farnborough, where TAG is the airport owner and only FBO operator, Yildiz said, "[Although] TAG GVA FBO is competing with three others, the service mentality is the same." In terms of maintenance approvals TAG Geneva is an approved service center for Dassault and Bombardier aircraft.

## 4.40 Execujet

Zurich Airport (LSZH), Zurich, Switzerland

Execujet has had a presence at Zurich Airport since 2001, when it occupied the former Ruag facility. It is one of four FBOs on the field, but the only one that has its own stand-alone terminal, as its competition operates from the airport's general aviation terminal.



The two-story, 10,800-sq-ft building offers a private passenger lounge, in-house customs and immigration, a landside and smaller airside pilots lounge, shower facilities, kitchen, storage room, lockers, and a 10-seat A/V- equipped conference room, along with indoor and outdoor vehicle parking, all of which served to give the FBO its highest score in the facilities category.

The location also has a private one-acre ramp directly adjacent to its terminal, allowing convenient aircraft parking or easy passenger drop-off or pick-ups, even for larger aircraft.

The FBO, which operates from 5 a.m. until 10:45 p.m., and has a staff of 22, was the first in Switzerland, as well as Execujet's first location, to achieve registration under

IBAC's International Standard for Business Aviation Handling; and it is currently Stage 2. Through its own refuelers, the Execujet line staff provides exclusive fueling on its ramp for Shell Aviation.

The facility also has a nearly-27,000-sq-ft hangar, which is home to a handful of business jets ranging from a G550 to a Phenom 100. "We are the only one that can actually offer hangar space, subject to availability," said Basil Gamper, the company's general manager for its Zurich, Berlin, and Munich locations. "We have yearly contracts with our tenants, but if they are abroad, there is always the option [for transient aircraft] to get into the hangar, especially during wintertime, where there is high demand to avoid deicing."

For Zurich FBOs, the highlight of the year comes in January when the annual World Economic Forum (WEF) is held in the nearby resort town of Davos. It attracts hundreds of private aircraft and thousands of passengers to the region. "During the entire year we handle in Zurich approximately 20 movements a day and we sell around 25,000 liters (6,600 gallons) of fuel," Gamper told AIN. "During the WEF, it can get up to 150,000 liters per day and movements are between 50 and 75, so there is big additional traffic during this week." He added that the Zurich location will draw staff reinforcements from its sister facilities in Berlin and Munich during that time. ■