

The 22nd Annual  
Aviation International News®  
**FBO SURVEY**  
2009

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



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

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

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



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

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

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

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

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

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

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

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

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



# The Top 5 FBOs

Sugar Land



Meridian Teterboro



Wilson Air Center



Pentastar Aviation Million Air Pontiac



Business Jet Center Dallas

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

## SURVEY RULES AND METHODOLOGY

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

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

Forecast International received 2,661 completed survey returns,

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

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

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

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