



This year marks the 19th for **AIN's** survey of American FBOs. From the start, it has been intended to be an evaluation of the FBOs with which aviation professionals do business, and the survey is compiled from ratings made by those professionals. **AIN** has no input into the ratings. Although the evaluations of individual FBOs give the appearance of a contest, there is no voting for a favorite FBO, only numerical evaluations by those familiar with the service providers and facilities. The categories in the survey were carefully chosen and adjusted over the years to reflect the evolving variety of services and facilities offered at FBOs.

This year has seen one major change in the administration of the survey. For the first time, respondents were invited to perform their evaluations online at a dedicated, secure Web site, rather than filling out a paper survey form and mailing it back. **AIN** partnered with research firm Forecast International of Newtown, Conn., to establish the Web site and collect the data.

A total of 12,582 qualified **AIN** subscribers were selected to participate in the survey. They were notified either by e-mail, fax or letter (including a conventional paper questionnaire form for those without Internet access) and instructed how to file their evaluation on the secure Web site administered by Forecast International. The response was gratifying, as legions of cyber-savvy pilots, flight department managers and dispatchers embraced the new Internet-based survey format.

This year's response rate was dramatic, as 1,985 participants completed the questionnaire (only 161 of whom stuck with the old-style printed version sent via snail mail). That represents a response rate of 15.8 percent, up from 10.3 percent last year when only written responses were received.

Also new for this year, the survey is reporting FBOs' evaluations in all four categories numerically rather than using the colored-dot format from years past. Hard numbers, including the facility's overall average rating covering all four categories, should provide more distinct information for readers.

We at **AIN** prefer not to think of the survey as a contest, but the list of the top-ranked operations always draws enthusiastic readership among FBO management.

This year, we have chosen to list the 40 facilities that received an overall average rating of 8.0 or higher out of a possible 10. Wilson Air Center of Memphis, Tenn. (average rating 9.052), continues its dominance with top-scoring honors for the sixth consecutive survey edition. With its service philosophy based on owner Kemmons Wilson's legacy as founder of the Holiday Inn hotel chain, Wilson topped second-place finisher Regal Aviation of Dallas by 0.291 of a point (average rating 8.761). The latter moved up nine positions from its last-year's placement.

Finishing number three, AirFlite/Avitat at Daugherty Field in Long Beach, Calif. (average rating 8.652), has been a perennial high scorer in the **AIN** survey. In the fourth position this year, newcomer Tampa International Jet Center (average rating 8.628), in its second year of operation, is led by industry veteran Phil Botana. Rounding out the top five, Business Jet Center (average rating 8.589), the popular Love Field (Dallas) facility, moved up one notch this year, led by chairman and managing general partner Robert Wright.

Pilots can have strong feelings about the FBOs they patronize. They are proud professionals in the service business themselves. As aviators, they are trained to have the highest standards of safety and performance. Those standards tend to govern their service mentality as well. The relationship between a business pilot and an FBO is critical. The pilot depends on the FBO to meet or exceed the service standards each passenger encounters inside the cabin.

When pilots feel they, or their passengers, have been treated poorly, they are not shy about passing on the bad news. Conversely, when they find good service, they are equally quick to pass on the information. The purpose of **AIN's** annual FBO survey is to provide a formal, scientific vehicle for that exchange of information.—Mark Phelps, Senior Editor

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2006

★ Indicates FBOs with overall average ratings of 8.0 or higher.

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Alabama							
Birmingham	Birmingham Int'l (BHM)	JetSouth	7.907	7.093	7.340	7.198	7.385
	Birmingham Int'l (BHM)	Mercury Air Center	7.058	6.269	6.462	6.558	6.587
Huntsville	Huntsville Int'l (HSV)	Signature Flight Support	6.036	6.211	5.909	6.107	6.066
Alaska							
Anchorage	Anchorage Int'l (ANC)	Era Aviation	8.598	7.149	7.361	7.549	7.664
Arizona							
Phoenix	Sky Harbor Int'l (PHX)	Cutter Aviation	7.652	7.585	7.301	7.762	7.575
	Sky Harbor Int'l (PHX)	Swift Aviation ★	7.764	8.452	8.025	8.570	8.203
Scottsdale	Scottsdale Municipal (SDL)	Corporate Jets ★	8.277	7.798	7.895	8.044	8.004
	Scottsdale Municipal (SDL)	Scottsdale Air Center ★	8.248	8.464	8.255	8.778	8.436
Tucson	Tucson Int'l (TUS)	Executive Terminal	7.306	6.565	6.306	6.677	6.714
	Tucson Int'l (TUS)	Trajen FBO Network	7.580	7.020	7.280	7.180	7.265
Arkansas							
Little Rock	Adams Field (LIT)	Central Flying Service	7.177	7.027	6.920	7.161	7.071
Rogers	Rogers Municipal/Carter Field (ROG)	Beaver Lake Aviation	7.672	7.817	8.000	8.300	7.947
California							
Burbank	Bob Hope (BUR)	Mercury Air Center	7.424	7.628	7.426	7.885	7.591
	Bob Hope (BUR)	Million Air	7.838	7.765	7.579	8.075	7.814
Camarillo	Camarillo (CMA)	Sun Air Jets ★	8.271	8.208	8.104	8.458	8.260
Carlsbad	McClellan-Palomar (CRQ)	Jet Source ★	7.854	8.042	7.979	8.146	8.005
	McClellan-Palomar (CRQ)	Western Flight	7.970	6.788	6.919	6.758	7.109
Livermore	Livermore Municipal (LVK)	City of Livermore	4.077	3.475	3.450	3.925	3.732
Long Beach	Daugherty Field (LGB)	AirFite/Avitat ★	8.705	8.644	8.442	8.817	8.652
	Daugherty Field (LGB)	Mercury Air Center	6.870	6.848	6.826	6.913	6.864
Los Angeles	Los Angeles Int'l (LAX)	Landmark Aviation	7.537	5.238	5.926	5.352	6.013
	Los Angeles Int'l (LAX)	Mercury Air Center	7.188	6.356	6.447	6.356	6.587
Monterey	Monterey Peninsula Airport (MRJ)	Million Air ★	8.372	8.369	8.221	8.566	8.382
	Monterey Peninsula Airport (MRJ)	Monterey Jet Center ★	8.699	8.404	8.397	8.571	8.518
Napa	Napa County (APC)	Bridgeford Flying Service	7.092	6.317	6.421	6.275	6.526
Oakland	Metropolitan Oakland Int'l (OAK)	Business Jet Center ★	8.289	8.461	8.145	8.421	8.329
	Metropolitan Oakland Int'l (OAK)	KaiserAir	7.575	7.090	7.114	7.060	7.210
Ontario	Ontario Int'l (ONT)	Mercury Air Center	7.435	6.826	7.000	6.756	7.004
Palm Springs	Jacqueline Cochran Regional (TRM)	Million Air (now Signature)	7.677	6.548	6.672	6.623	6.880
	Palm Springs Regional (PSP)	Atlantic Aviation	7.596	7.426	7.243	7.417	7.421
	Palm Springs Regional (PSP)	Signature Flight Support	6.806	6.328	6.388	6.418	6.485
San Diego	San Diego Int'l (SAN)	Jimsair Aviation Services	5.914	5.134	5.039	4.819	5.226
San Francisco	San Francisco Int'l (SFO)	Signature Flight Support	6.675	6.958	6.802	7.194	6.907
San Jose	Norman Mineta San Jose Int'l (SJC)	ACM Aviation	8.143	7.364	7.429	7.156	7.523
	Norman Mineta San Jose Int'l (SJC)	San Jose Jet Center	7.680	7.639	7.578	7.898	7.699
Santa Ana	John Wayne/Orange County (SNA)	Atlantic Aviation	7.633	7.353	7.550	7.607	7.536
	John Wayne/Orange County (SNA)	Signature Flight Support	7.654	7.395	7.309	7.617	7.494
Santa Barbara	Santa Barbara Municipal (SBA)	Mercury Air Center	7.156	5.756	5.622	5.533	6.017
	Santa Barbara Municipal (SBA)	Signature Flight Support	7.170	5.489	6.043	5.723	6.106
Santa Monica	Santa Monica Municipal (SMO)	Supermarine	7.250	6.771	6.586	6.950	6.889
Van Nuys	Van Nuys (VNY)	Clay Lacy Aviation	7.712	6.955	6.939	7.015	7.155
	Van Nuys (VNY)	Million Air	7.185	6.574	6.836	6.327	6.731
	Van Nuys (VNY)	Petersen Aviation/Avitat ★	7.957	8.300	8.043	8.643	8.236
	Van Nuys (VNY)	Raytheon Aircraft Services	7.342	7.367	7.316	7.633	7.415

Colorado

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Aspen	Pitkin County/Sardy Field (ASE)	Trajen FBO Network	7.886	7.828	7.300	7.966	7.745
Colorado Springs	Colorado Springs Municipal (COS)	Colorado Jet Center	8.103	7.167	7.323	7.247	7.460
Denver	Centennial (APA)	Denver Jet Center ★	8.352	8.198	8.324	8.370	8.311
	Centennial (APA)	Signature Flight Support	7.354	7.538	7.487	7.937	7.579
	Centennial (APA)	Tac Air	7.880	7.826	7.848	8.087	7.910
	Denver Int'l (DEN)	Signature Flight Support	7.265	7.456	7.368	7.544	7.408
	Jeffco (BJC)	Denver Air Center	7.868	7.776	7.671	7.750	7.766
	Jeffco (BJC)	Stevens Aviation	7.538	6.410	6.692	6.603	6.811
Grand Junction	Walker Field (GJT)	West Star Aviation	8.437	7.698	7.721	7.690	7.886
Pueblo	Pueblo Memorial (PUB)	Flower Aviation	8.635	7.039	7.147	6.825	7.412
Vail	Eagle County Regional (EGE)	Vail Valley Jet Center ★	8.103	8.458	8.227	8.618	8.351

Connecticut

Windsor Locks	Bradley Int'l (BDL)	Signature Flight Support ★	7.796	8.000	8.061	8.204	8.015
	Bradley Int'l (BDL)	Tac Air	7.267	7.483	7.373	7.627	7.438

District of Columbia

Washington, D.C.	Dulles Int'l (IAD)	Landmark Aviation	7.095	7.390	7.074	7.489	7.262
	Dulles Int'l (IAD)	Signature Flight Support	6.489	7.032	6.979	7.328	6.957

Florida

Boca Raton	Boca Raton Airport (BCT)	Avitat Boca Raton ★	8.130	8.506	8.468	8.763	8.467
	Boca Raton Airport (BCT)	Boca Aviation	7.931	7.292	7.503	7.628	7.588
Daytona Beach	Daytona Beach Int'l (DAB)	SheltAir Aviation Services	6.891	5.839	5.946	5.911	6.147
Destin	Destin-Fort Walton Beach (DTS)	Miracle Strip Aviation	6.045	4.727	4.758	4.273	4.951
Fort Lauderdale	Fort Lauderdale Executive (FXE)	Banyan Air Services	8.167	6.920	7.376	6.928	7.348
	Fort Lauderdale Executive (FXE)	Executive Jet Center	8.270	7.847	7.737	8.010	7.966
	Fort Lauderdale/Hollywood Int'l (FLL)	National Jets ★	8.932	8.171	8.315	8.336	8.438
	Fort Lauderdale/Hollywood Int'l (FLL)	SheltAir Aviation Services ★	8.108	8.054	8.269	8.430	8.215
	Fort Lauderdale/Hollywood Int'l (FLL)	Signature Flight Support	7.255	7.043	7.000	7.170	7.117
Fort Myers	Page Field (FMY)	Page Field Aviation Center	7.984	6.919	7.000	6.968	7.218
	Southwest Florida Int'l (RSW)	Private Sky/Avitat	7.569	7.245	7.072	7.387	7.318
Kissimmee Municipal	Kissimmee Municipal (ISM)	Marathon Flight Services	8.463	7.552	7.716	7.940	7.918
	Kissimmee Municipal (ISM)	Ranger Jet Center	8.321	7.685	7.815	7.926	7.937
Miami	Miami Int'l (MIA)	Signature Flight Support	6.629	6.860	6.781	7.091	6.840
	Opa Locka (OPF)	Miami Executive Aviation	6.716	6.657	6.254	6.591	6.554
Naples	Naples Municipal (APF)	Jet 1 Center	7.838	7.900	7.658	7.873	7.817
	Naples Municipal (APF)	Naples Airport Authority	6.667	6.006	6.006	6.165	6.211
Orlando	Orlando Executive (ORL)	SheltAir Aviation Services	7.938	7.708	7.500	8.104	7.813
	Orlando Executive (ORL)	Showalter Flying Service ★	8.373	7.901	8.050	8.131	8.114
	Orlando Int'l (MCO)	Galaxy Aviation	7.957	7.170	7.241	7.028	7.349
	Orlando Int'l (MCO)	Signature Flight Support	6.810	7.079	7.079	7.178	7.037
Sarasota	Bradenton Airport (SRQ)	Dolphin Aviation	6.730	6.378	6.260	6.260	6.407
St. Petersburg	St. Petersburg/Clearwater (PIE)	SheltAir Aviation Services	7.391	6.783	6.891	6.644	6.927
Stuart	Witham Field (SUA)	Galaxy Aviation	8.388	7.204	7.388	7.469	7.612
	Witham Field (SUA)	Stuart Jet Center	8.294	7.482	7.494	7.835	7.776
Tampa	Tampa Int'l (TPA)	Raytheon Aircraft Service ★	8.099	8.059	7.987	8.151	8.074
	Tampa Int'l (TPA)	Tampa Int'l Jet Center ★	8.500	8.645	8.532	8.836	8.628
West Palm Beach	Palm Beach Int'l (PBI)	Galaxy Aviation	7.891	7.570	7.596	7.803	7.715
	Palm Beach Int'l (PBI)	Jet Aviation/Avitat W. Palm Beach★	8.491	8.360	8.421	8.614	8.471
	Palm Beach Int'l (PBI)	Signature Flight Support	7.324	7.133	7.171	7.171	7.200

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			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Georgia							
Atlanta	DeKalb-Peachtree (PDK)	Epps Aviation	8.103	7.436	7.302	7.303	7.536
	DeKalb-Peachtree (PDK)	Mercury Air Center	6.911	6.717	6.549	6.460	6.659
	DeKalb-Peachtree (PDK)	Signature Flight Support	7.011	7.102	7.091	7.170	7.094
	Fulton County (FTY)	Hill Aircraft	8.118	7.340	7.451	7.431	7.585
	Fulton County (FTY)	Raytheon Aircraft Service	7.514	7.383	7.245	7.462	7.401
	Hartsfield Int'l (ATL)	Mercury Air Center	6.957	6.278	6.132	6.071	6.359
Augusta	Daniel Field (DNL)	Augusta Aviation	7.548	6.855	6.855	6.855	7.028
Savannah	Savannah Int'l (SAV)	Signature Flight Support	5.947	6.637	6.442	6.894	6.480
Hawaii							
Honolulu	Honolulu Int'l (HNL)	Air Service Hawaii	8.912	7.554	7.807	7.393	7.916
Idaho							
Hailey	Friedman Memorial (SUN)	Sun Valley Aviation ★	8.015	8.059	7.824	8.162	8.015
Illinois							
Chicago	DuPage (DPA)	DuPage Flight Center	7.443	7.770	7.835	8.240	7.822
	Midway (MDW)	Atlantic Aviation	8.057	7.809	7.730	7.670	7.816
	Midway (MDW)	Million Air	7.076	5.838	6.200	5.629	6.186
	Midway (MDW)	Signature Flight Support	6.593	6.212	6.425	6.398	6.407
	O'Hare Int'l (ORD)	Signature Flight Support	6.154	6.699	6.639	6.984	6.619
	Palwaukee (PWK)	North American Jet	7.327	7.436	7.273	7.418	7.364
	Palwaukee (PWK)	Signature Flight Support	6.800	5.867	6.081	5.662	6.102
Waukegan	Waukegan Regional (UGN)	DB Aviation	7.944	7.775	7.586	7.915	7.805
Indiana							
Indianapolis	Indianapolis Int'l (IND)	Raytheon Aircraft Services	7.274	6.213	6.511	6.479	6.619
	Indianapolis Int'l (IND)	Signature Flight Support	6.699	6.136	6.038	6.163	6.259
Iowa							
Des Moines	Des Moines Int'l (DSM)	Elliott Aviation	8.016	7.159	7.161	7.145	7.370
Kansas							
Salina	Salina Municipal (SLN)	Flower Aviation	8.884	6.798	6.968	6.745	7.349
Wichita	Mid-Continent (ICT)	Raytheon Aircraft Services	7.386	7.138	7.017	7.190	7.183
Kentucky							
Lexington	Blue Grass (LEX)	TAC Air	7.456	7.427	7.218	7.605	7.427
Louisville	Louisville Int'l (SDF)	Atlantic Aviation	7.034	7.420	7.182	7.568	7.301
Louisiana							
Baton Rouge	Baton Rouge Metro (BTR)	Louisiana Aircraft/Avitat	7.241	6.621	6.845	6.966	6.918
New Orleans	Lakefront (NEW)	Million Air	7.727	7.240	7.351	7.360	7.420
	Louis Armstrong New Orleans Int'l (MSY)	Atlantic	7.403	7.254	7.119	7.439	7.304
Maine							
Portland	Portland Int'l (PWM)	Northeast Airmotive	6.857	5.944	5.873	5.775	6.112
Maryland							
Baltimore	Martin State (MTN)	Martin State/Avitat	6.311	5.400	5.667	5.422	5.700
	Baltimore/Washington Int'l (BWI)	Signature Flight Support	6.158	6.954	6.684	7.026	6.706
Massachusetts							
Bedford	Hanscom Field (BED)	Jet Aviation/Avitat	7.598	7.218	7.234	7.288	7.334
	Hanscom Field (BED)	Signature Flight Support	6.508	6.108	6.200	6.400	6.304
Boston	Logan Int'l (BOS)	Signature Flight Support	5.707	4.770	4.869	4.454	4.950
Michigan							
Detroit City	Detroit City (DET)	Signature Flight Support	5.549	4.789	4.944	4.556	4.960
Pontiac	Oakland County Int'l (PTK)	Aerodynamics (ADI)	7.625	6.771	6.417	6.313	6.781

Michigan (cont'd.)

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
Pontiac	Oakland County Int'l (PTK)	Pentastar Aviation (now Million Air)★	8.263	8.495	8.388	8.673	8.455

Minnesota

Minneapolis	Minn./St. Paul Int'l (MSP)	Signature Flight Support	7.463	7.574	7.674	7.815	7.631
	St. Paul Downtown (STP)	Million Air ★	8.653	8.475	8.492	8.610	8.557
Rochester	Rochester Int'l (RST)	Rochester Aviation	7.796	7.469	7.592	7.714	7.643

Mississippi

Jackson	Jackson-Evers Int'l (JAN)	Mercury Air Center	5.767	6.047	5.814	6.000	5.907
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Missouri

Kansas City	Kansas City Int'l (MCI)	Executive Beechcraft	7.378	6.778	6.711	6.667	6.883
	Wheeler Downtown (MCK)	Executive Beechcraft	7.887	7.289	7.062	7.134	7.343
St. Louis	Lambert-St. Louis Int'l (STL)	Signature Flight Support	7.034	6.867	6.667	6.867	6.858
St. Louis/Cahokia, Ill.	Downtown Parks (CPS)	Midcoast Aviation	7.780	7.540	7.490	7.776	7.646

Montana

Bozeman	Gallatin Field (BZN)	Yellowstone Jet Center ★	8.111	8.037	7.944	8.259	8.088
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Nebraska

Lincoln	Lincoln Municipal (LNK)	Duncan Aviation	8.343	7.586	7.643	7.757	7.832
Omaha	Eppley Airfield (OMA)	TAC Air	7.758	7.774	7.689	7.770	7.748

Nevada

Las Vegas	McCarran Int'l (LAS)	Atlantic Aviation	6.915	7.026	7.030	7.251	7.055
	McCarran Int'l (LAS)	Signature Flight Support	7.012	7.017	6.948	7.339	7.079
Reno	Reno/Tahoe Int'l (RNO)	Jet West	8.116	7.581	7.698	7.535	7.733

New Jersey

Atlantic City	Atlantic City Int'l (ACY)	Midlantic Jet Aviation	7.273	6.197	6.136	6.152	6.439
Morristown	Morristown Municipal (MMU)	Signature Flight Support	7.097	7.296	7.153	7.413	7.240
Newark	Newark Liberty Int'l (EWR)	Signature Flight Support	6.953	6.738	6.840	6.744	6.819
Teterboro	Teterboro (TEB)	Atlantic Aviation	7.785	7.254	7.401	7.335	7.444
	Teterboro (TEB)	First Aviation Service	6.010	5.078	5.228	4.853	5.292
	Teterboro (TEB)	Jet Aviation/Avitac ★	8.018	8.264	8.258	8.529	8.267
	Teterboro (TEB)	Million Air	7.708	5.818	6.194	5.498	6.305
	Teterboro (TEB)	Signature Flight Support	6.420	6.690	6.743	6.982	6.709
Trenton	Trenton Mercer County	Ronson Aviation	6.109	5.043	5.130	5.133	5.354

New Mexico

Albuquerque	Albuquerque Int'l (ABQ)	Cutter Aviation	7.778	7.292	7.236	7.292	7.399
Santa Fe	Santa Fe Municipal (SAF)	Santa Fe Jet Center	7.618	7.364	7.255	7.327	7.391

New York

Buffalo	Buffalo Int'l (BUF)	Prior Aviation	6.235	6.000	5.851	5.896	5.995
Farmingdale	Republic (FRG)	Atlantic Aviation	7.600	7.323	7.308	7.292	7.381
	Republic (FRG)	Long Island Jet Center	7.000	6.279	6.286	6.048	6.403
Islip	Long Island Mac Arthur (ISP)	Long Island Jet Center	6.736	5.981	5.981	6.000	6.174
New York	John F. Kennedy Int'l (JFK)	General Aviation Terminal (GAT)	4.660	3.720	3.551	3.776	3.927
	La Guardia (LGA)	SheltAir Aviation Services	6.404	6.044	5.889	5.767	6.026
White Plains	Westchester County (HPN)	Avitac-Westchester	7.967	7.014	7.019	6.910	7.228
	Westchester County (HPN)	Panorama	7.824	7.015	7.418	6.970	7.307
	Westchester County (HPN)	Signature Flight Support	6.108	6.008	5.967	5.900	5.996

North Carolina

Charlotte	Douglas Int'l (CLT)	Wilson Air Center	8.157	7.237	7.470	6.918	7.445
Concord	Concord Regional (JQF)	Concord Regional Airport	7.262	6.869	6.950	7.017	7.024
Greensboro	Piedmont Triad Int'l (GSO)	Atlantic Aero	6.980	6.551	6.429	6.490	6.612

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			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
North Carolina (cont'd.)							
Raleigh-Durham	Raleigh-Durham Int'l (RDU)	Landmark Aviation	7.750	7.684	7.579	7.895	7.727
	Raleigh-Durham Int'l (RDU)	Southern Jet ★	8.512	8.169	8.345	8.512	8.384
Wilmington	Wilmington Int'l (ILM)	Air Wilmington	7.333	5.906	6.038	5.736	6.253
North Dakota							
Fargo	Fargo Hector Int'l (FAR)	Fargo Jet Center	8.111	7.759	7.704	7.981	7.889
Ohio							
Akron	Akron Canton Regional (CAK)	McKinley Air ★	7.983	8.034	7.845	8.207	8.017
Cincinnati	Cincinnati Int'l (CVG)	Delta Air Elite Jet Center	7.388	7.653	7.429	7.653	7.531
	Lunken Field (LUK)	Million Air	8.010	7.611	7.766	7.809	7.799
Cleveland	Burke Lakefront (BKL)	Million Air	7.407	6.901	6.875	6.763	6.987
	Cleveland-Hopkins Int'l (CLE)	I-X Jet Center	7.754	7.967	7.787	8.000	7.877
Columbus	Port Columbus Int'l (CMH)	Lane Aviation	8.012	7.518	7.639	7.530	7.675
	Port Columbus Int'l (CMH)	Million Air	7.810	8.034	7.914	8.017	7.944
Toledo	Toledo Express (TOL)	National Flight Services	6.918	6.204	6.292	6.250	6.416
Oklahoma							
Oklahoma City	Will Rogers World (OKC)	AAR Aircraft Service	6.959	5.702	5.596	5.447	5.926
Oregon							
Portland	Portland Int'l (PDX)	Flightcraft	7.862	8.009	7.688	8.174	7.933
Pennsylvania							
Philadelphia	Northeast Philadelphia (PNE)	Atlantic Aviation	7.011	6.907	6.779	6.929	6.907
	Philadelphia Int'l (PHL)	Atlantic Aviation	7.602	7.836	7.780	7.945	7.790
Pittsburgh	Pittsburgh Int'l (PIT)	Atlantic Aviation	7.385	7.481	7.421	7.711	7.499
	Allegheny County (AGC)	Corporate Air	7.159	7.048	7.000	7.016	7.056
South Carolina							
Charleston	Charleston Int'l (CHS)	Corporate Wings	6.319	6.714	6.633	6.956	6.655
Hilton Head	Hilton Head (HXD)	Carolina Air Center ★	8.353	7.961	7.784	8.098	8.049
Tennessee							
Knoxville	McGhee Tyson (TYS)	TAC Air	7.111	7.397	7.016	7.387	7.228
Memphis	Memphis Int'l (MEM)	Signature Flight Support	6.796	6.918	7.020	7.122	6.964
	Memphis Int'l (MEM)	Wilson Air Center ★	9.103	9.017	8.943	9.144	9.052
Nashville	Nashville Int'l (BNA)	Mercury Air Center	7.727	7.618	7.398	7.533	7.569
	Nashville Int'l (BNA)	Signature Flight Support	7.361	6.901	6.859	6.806	6.982
Texas							
Amarillo	Husband Amarillo Int'l (AMA)	TAC Air	7.320	6.837	6.714	6.700	6.893
Austin	Austin Bergstrom Int'l (AUS)	Signature Flight Support	7.203	7.362	7.232	7.478	7.319
	Austin Bergstrom Int'l (AUS)	Trajen FBO Network	7.936	7.794	7.716	8.007	7.863
Dallas	Addison (ADS)	Million Air ★	8.622	8.372	8.385	8.468	8.462
	Love Field (DAL)	Business Jet Center ★	8.556	8.544	8.500	8.756	8.589
	Love Field (DAL)	Jet Aviation/Avitat	8.018	7.474	7.439	7.561	7.623
	Love Field (DAL)	Landmark Aviation	8.431	7.745	7.941	7.686	7.951
	Love Field (DAL)	Regal Aviation ★	9.159	8.591	8.636	8.659	8.761
	Love Field (DAL)	Signature Flight Support	7.381	7.226	7.310	7.333	7.313
El Paso	El Paso Int'l (ELP)	Cutter Aviation	7.956	6.647	6.853	6.441	6.974
Fort Worth	Meacham Field (FTW)	Texas Jet	8.339	7.532	7.806	7.602	7.820
Houston	Bush Intercontinental (IAH)	Trajen FBO Network	7.347	7.293	7.253	7.480	7.343
	Hobby (HOU)	Atlantic Aviation	8.000	7.505	7.577	7.567	7.662
	Hobby (HOU)	Million Air ★	8.042	7.916	8.000	8.102	8.015
	Hobby (HOU)	Raytheon Aircraft Service	7.600	7.189	7.122	7.189	7.275
San Antonio	San Antonio Int'l (SAT)	Million Air	7.913	7.522	7.522	7.449	7.601

Texas (cont'd.)

			Line service	Pax amenities	Pilot amenities	Facilities	Overall average
San Antonio	San Antonio Int'l (SAT)	Raytheon Aircraft Services	7.766	7.078	7.182	7.247	7.318
Sugar Land	Sugarland Hull Field (SGR)	City Municipal	8.244	6.933	7.222	7.000	7.350

Utah

Salt Lake City	Salt Lake City Int'l (SLC)	Million Air	8.418	7.692	7.846	7.835	7.948
	Salt Lake City Int'l (SLC)	Salt Lake Jet Center	8.075	7.225	7.213	7.288	7.450

Virginia

Manassas	Manassas Regional (HEF)	Dulles Aviation	6.958	5.729	5.792	5.750	6.057
Norfolk	Norfolk Int'l (ORF)	Landmark Aviation	6.755	6.189	6.434	6.434	6.453
Richmond	Richmond Int'l (RIC)	Million Air	7.763	6.988	7.075	6.975	7.200
	Richmond Int'l (RIC)	Richmond Jet Center	6.824	6.840	6.600	6.680	6.736

Washington

Seattle	Boeing Field (BFI)	Clay Lacy Flight Center	7.339	7.484	7.419	7.557	7.450
	Boeing Field (BFI)	Galvin Flying Services	8.450	7.358	7.483	7.217	7.627

Wisconsin

Madison	Dane County/Traux Field (MSN)	Aviation Services	7.709	7.873	7.741	8.182	7.876
Milwaukee	Mitchell Int'l (MKE)	Signature Flight Support	6.354	6.537	6.444	6.543	6.469

Wyoming

Jackson Hole	Jackson Hole Airport (JAC)	Jackson Hole Aviation	7.177	6.937	6.671	6.975	6.940
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Canada

Calgary, Alberta	Calgary Int'l (CYXC)	Avitat Calgary	8.058	7.551	7.551	7.543	7.676
	Calgary Int'l (CYXC)	Landmark Aviation	7.423	7.538	7.577	7.654	7.548
Edmonton, Alberta	City Centre (CYXD)	Avitat-Edmonton	7.704	6.407	6.556	6.821	6.872
Gander, Newfoundland	Newfoundland/Gander Int'l (CYQX)	Avitat Gander-Edward Burry	8.594	7.250	7.438	7.303	7.646
	Newfoundland/Gander Int'l (CYQX)	Irving Aviation Services ★	9.014	7.986	7.875	7.712	8.147
Goose Bay, Labrador	Goose (CYJR)	Irving Aviation Services	8.917	7.778	7.694	7.571	7.990
Montreal, Quebec	Dorval-Montreal Int'l (CYUL)	Aerocentre FBO/Shell	7.595	7.108	7.162	7.432	7.324
	Dorval-Montreal Int'l (CYUL)	Avitat Skyservice	7.881	7.817	7.743	8.037	7.869
Ottawa, Ontario	Ottawa Int'l (CYOW)	Avitat Ottawa	8.588	7.794	7.765	7.824	7.993
Toronto, Ontario	Pearson Int'l (CYYZ)	Avitat Skyservice ★	8.483	8.378	8.235	8.579	8.419
	Pearson Int'l (CYYZ)	Landmark Aviation	7.488	7.233	6.953	7.023	7.174
Vancouver, B.C.	Vancouver Int'l (CYVR)	Avitat Vancouver ★	8.415	7.942	7.774	8.019	8.037
	Vancouver Int'l (CYVR)	Million Air ★	8.400	7.840	7.840	8.120	8.050
Winnipeg, Manitoba	Manitoba/Winnipeg Int'l (CYWG)	Avitat Winnipeg ★	9.071	7.893	7.714	7.750	8.107

Mexico

Cancun	Cancun Int'l (MMUN)	Asur	7.283	6.849	6.660	6.852	6.911
Puerto Vallarta	Puerto Vallarta (MMPR)	Aerotron	7.625	6.725	6.800	6.350	6.875
San Jose del Cabo	Los Cabos Int'l (MMSD)	Grupo Pacifico	7.488	6.439	6.122	6.390	6.610
Toluca (Mexico City)	Lic. Adolfo Lopez Mateos Int'l (MMTO)	Manny Aviation ★	9.133	8.167	8.333	8.258	8.473
	Lic. Adolfo Lopez Mateos Int'l (MMTO)	Avemex ★	8.695	8.483	8.035	8.386	8.400

South America, Central America and the Caribbean

Buenos Aires, Argentina	Ezeiza Int'l (EZE)	NBC	7.000	5.600	6.240	5.680	6.130
Nassau, Bahamas	Nassau Int'l (MYNN)	Executive Flight Support	7.955	7.295	7.159	7.500	7.477
	Nassau Int'l (MYNN)	Million Air Nassau	7.933	7.533	7.590	7.676	7.683
Rio de Janeiro, Brazil	Rio de Janeiro Int'l (SBGL)	Líder Taxi Aéreo	7.641	6.615	6.641	6.000	6.724
São Paulo, Brazil	Congonhas (SBSP)	Líder Taxi Aéreo	7.400	6.756	6.533	6.533	6.806
Santiago, Chile	Arturo Merino Benitz (SCEL)	Aero Cardal	8.286	7.463	7.585	7.952	7.822
St. Maarten	Princess Juliana (TNCM)	TLC	8.480	6.542	7.167	6.125	7.078
	Princess Juliana (TNCM)	Arrindell	6.653	4.583	4.979	4.489	5.176
St. Thomas, VI	Cyril King (TIST)	Bohlke	7.259	6.481	6.481	5.852	6.519



All evaluations for the 2006 **Aviation International News** survey of American FBOs were made by business aviation professionals who actually used these facilities. The evaluations were made purely for the benefit of fellow pilots. **AIN** provided no opinions of its own, nor did it in any way attempt to influence the opinions of the survey participants.

This year's American survey—**AIN**'s 19th since 1981—asked participants to evaluate FBOs they visited in 2005. (**AIN** has also surveyed European FBOs five times.) A total of 12,582 flight department managers, dispatchers and other company executives were selected from **AIN**'s subscription list. All were contacted either by e-mail, fax or letter and asked to go to a secure Web site to complete the survey form. Paper forms were also mailed for those who chose to use them. A total of 161 respondents returned paper forms.

it must receive a minimum of 40 evaluations; the minimum for FBOs located in Canada or Latin America is 25 evaluations.

One noteworthy turn of events in this year's survey involves write-in evaluations. The most any facility received last year was five—not even close to the number needed for inclusion in the final report.

This year, 17 write-in facilities received the requisite number of evaluations—40 for U.S. operations (of which there were 10) and 25 evaluations for non-U.S. facilities (of which there were seven that made the final cut). That illustrates the flexibility of the new Web-based format. The results can only be seen as more accurate representations of where business aviation is flying.

Respondents were asked to rate each FBO based on the following criteria: line service; passenger amenities; pilot amenities and services; and facilities. Survey respondents judged each category on a scale of one to 10, with 10 indicating the highest rating. (Previously, the category rat-

ing scale was from zero to nine, so readers should consider this when comparing ratings from earlier surveys with this year's survey.) The average number of FBOs rated by each participant this year was 14.9, down from last year's 23.3.

Each FBO's ratings for each of the four categories were added, with the resulting sum divided by the number of responses received for the particular FBO to arrive at an average for that category. An overall average was computed by adding the FBO's scores for each category and dividing that sum by the total number of responses received in all four categories. The result is the FBO's overall average score.

For the second year in a row respondents were not shy about slamming facilities they saw as lacking. Two facilities, ranging from the U.S. East to West Coasts, elicited average ratings of lower than four out of 10. If your travel plans include a trip between New York JFK Airport's general aviation terminal (average rating 3.927) and Livermore (Calif.) Municipal Airport (average rating 3.732), you should adjust your expectations accordingly. —M.P.

survey rules and methodology

This is the only FBO survey consistently conducted under the same controlled, scientific format year after year. Results are based on empirical data collected from a random sample of business aviation professionals. A total of 1,985 respondents completed acceptable survey forms, for a 15.8-percent return—a major leap from the 10.3-percent return last year when only paper forms were involved.

The response to the new format shows that aviation professionals have embraced the Web, and the results are indicative of the importance **AIN** readers place on the information contained in this report. As further evidence of the reach of the aptly named World Wide Web, for the third time this year's survey included **AIN** readers based in Central and South America.

The list that appears here includes 245 FBOs represented on the survey form. Facilities that failed to meet the required cutoff number of evaluations do not appear on the final report. To ensure the statistical validity of the results, **AIN** required that for a U.S. FBO to be included in the final report

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