

2026 AIN FBO Survey

REPORT BY CURT EPSTEIN, DATA BY CAM MACPHERSON



With business aviation activity expanding globally last year by 4.5% over 2024, that spelled good news for the FBO businesses servicing those aircraft. According to data from industry analyst WingX Advance, the nearly 3.9 million private jet departures represented a quarter million more flights year over year. Most of the FBOs AIN spoke with for this year's FBO Survey saw strong growth in 2025, with several reporting it as the busiest in their history.

WingX noted that the active business jet fleet increased by 2% worldwide last year, and according to industry experts, that trend is expected to continue. "New business aircraft deliveries are projected to pick up with fractional demand leading the way," said Ron Jackson, co-principal of the Aviation Business Strategy Group.

He noted that data specialist Argus International forecasts a nearly 2% increase in flight hours for 2026, adding that slow and modest growth is "good

news for the FBO owner and operator."

A recent study from business market researcher Insight Partners predicts the global FBO operator market will nearly double in value by 2031, to nearly \$41.5 billion annually over the next five years.

Given those prognostications, it is little wonder that the FBO arena remains a seller's market, one in which private equity and investment funds are playing an ever increasing role.

"One of our key perspectives is that, over the past 2 to 3 years, for those deals in the \$10 to \$25 million range, we have seen a shift in the buyer base where the percentage of interested 'industry' buyers now seems to be much less than the percentage of those who are funded by private equity [PE] groups," explained FBO industry veteran and consultant Carl Muhs. "While many industry buyers are still out there and are active, the number of independent PE buyer groups that are actively pursuing

FBO sales has increased substantially."

The industry's two mega chains, Signature Aviation and Atlantic Aviation, are both owned by private equity funds. They face stiff competition for new locations from smaller rising chains and new entrants.

Another dynamic is airport sponsors expect considerable investments along with new lease awards, and FBO operators, in return, want much longer terms. "Clearly, over the past five years, the buyers' expectation of the acceptable term of the lease... has increased significantly," Muhs told AIN.

Against this backdrop, for the 45th consecutive year, AIN once again asked its readership to rate the facilities and services at the FBOs they frequent both in the U.S and internationally. For a service provider to reach the highest ranks in the survey, it is not enough to excel in one or even two areas; they must demonstrate consistent quality across all five categories that make up the final score. ■

TOP-RATED FBOS IN THE AMERICAS (BY OVERALL AVERAGE)

| FBO | AIRPORT | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR | | FBO | AIRPORT | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR | |
|--|--|--------------|-----------------|-----------------------|---------|--|--------------------------------------|--------------|-----------------|-----------------------|---------|
| PENTASTAR AVIATION | OAKLAND COUNTY INTL | KPTK | 4.83 | 0.00 | Top 5% | MODERN AVIATION | CENTENNIAL | KAPA | 4.68 | 0.04 | Top 20% |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | FORT WORTH MEACHAM INTL | KFTW | 4.81 | -0.01 | Top 5% | FARGO JET CENTER | HECTOR INTL | KFAR | 4.68 | -0.04 | Top 20% |
| SHELTAIR | TAMPA INTL | KTPA | 4.78 | 0.01 | Top 5% | SHELTAIR | SAVANNAH/HILTON HEAD INTL | KSAV | 4.67 | 0.04 | Top 20% |
| HENRIKSEN JET CENTER | AUSTIN EXECUTIVE | KEDC | 4.78 | 0.02 | Top 5% | SHELTAIR | POMPANO BEACH AIRPARK | KPMP | 4.67 | 0.04 | Top 20% |
| JET AVIATION | PALM BEACH INTL | KPBI | 4.78 | 0.03 | Top 5% | CUTTER AVIATION | PHOENIX SKY HARBOR INTL | KPHX | 4.67 | 0.03 | Top 20% |
| BANYAN AIR SERVICE | FORT LAUDERDALE EXECUTIVE | KFXE | 4.77 | 0.03 | Top 5% | SIGNATURE AVIATION (FORMERLY MERIDIAN) | TETERBORO | KTEB | 4.67 | 0.01 | Top 20% |
| EAGLE AVIATION | COLUMBIA METROPOLITAN | KCAE | 4.77 | 0.03 | Top 5% | STANDARD AVIATION | CYRIL E KING - CHARLOTTE AMALIE | TIST | 4.66 | 0.02 | Top 20% |
| HENRIKSEN JET CENTER | HOUSTON EXECUTIVE | KTME | 4.76 | 0.02 | Top 5% | CUTTER AVIATION | CITY OF COLORADO SPRINGS MUNI | KCOS | 4.66 | 0.04 | Top 20% |
| SHELTAIR | ORLANDO EXECUTIVE | KORL | 4.76 | 0.03 | Top 5% | SIGNATURE AVIATION | ST PAUL DOWNTOWN HOLMAN FLD | KSTP | 4.66 | 0.04 | Top 20% |
| STANCRAFT JET CENTER | COEUR D'ALENE - PAPPY BOYINGTON FIELD | KCOE | 4.76 | N/A | Top 5% | ATLANTIC AVIATION | WILL ROGERS WORLD | KOKC | 4.66 | 0.04 | Top 20% |
| SUN VALLEY AVIATION | VALLEY INTL | KHRL | 4.75 | N/A | Top 5% | NORTHEAST AIR | PORTLAND INTL JETPORT | KPWM | 4.65 | 0.04 | Top 20% |
| SHELTAIR | DAYTONA BEACH INTL | KDAB | 4.74 | 0.03 | Top 5% | WILSON AIR CENTER | LOVELL FIELD | KCHA | 4.65 | 0.01 | Top 20% |
| GALAXY FBO | CONROE NORTH HOUSTON REGIONAL (FORMERLY LONE STAR EXECUTIVE) | KCXO | 4.74 | 0.03 | Top 5% | MCKINNEY AIR CENTER | MCKINNEY NATIONAL AIRPORT | KTKI | 4.64 | 0.02 | Top 20% |
| SHELTAIR | JACKSONVILLE INTL | KJAX | 4.73 | 0.03 | Top 5% | ATLANTIC AVIATION | SANTA FE MUNI | KSAF | 4.64 | 0.02 | Top 20% |
| ASTIN AVIATION | EASTERWOOD FIELD | KCLL | 4.72 | 0.00 | Top 10% | J. A. AIR CENTER | AURORA MUNI | KARR | 4.63 | 0.04 | Top 20% |
| WILSON AIR CENTER | MEMPHIS INTL | KMEM | 4.72 | 0.02 | Top 10% | ATLANTIC AVIATION | MONTROSE RGNL | KMTJ | 4.63 | 0.04 | Top 20% |
| LUX FBO | ST-HUBERT | CYHU | 4.72 | 0.03 | Top 10% | MODERN AVIATION | CHARLOTTE/DOUGLAS INTL | KCLT | 4.63 | 0.03 | Top 20% |
| MILLION AIR | AUSTIN-BERGSTROM INTL | KAUS | 4.72 | 0.03 | Top 10% | AERO-ONE AVIATION | DOTHAN RGNL | KDHN | 4.63 | -0.01 | Top 20% |
| DESERT JET CENTER | JACQUELINE COCHRAN RGNL | KTRM | 4.72 | 0.01 | Top 10% | ATLANTIC AVIATION | CHARLES B. WHEELER DOWNTOWN | KMKC | 4.63 | 0.02 | Top 20% |
| HAWTHORNE GLOBAL AVIATION SERVICES | CHICAGO EXECUTIVE | KPWK | 4.71 | 0.03 | Top 10% | NATIONAL JETS | FORT LAUDERDALE/HOLLYWOOD INTL | KFLL | 4.62 | 0.04 | Top 20% |
| GLOBALSELECT | SUGAR LAND RGNL | KSGR | 4.71 | 0.03 | Top 10% | ATLANTIC AVIATION | CHICAGO EXECUTIVE | KPWK | 4.62 | 0.02 | Top 20% |
| MILLION AIR | WESTCHESTER COUNTY | KHPN | 4.71 | 0.00 | Top 10% | MILLION AIR | GULFPORT-BILOXI INTL | KGPT | 4.61 | -0.02 | Top 20% |
| SHELTAIR | ST PETERSBURG-CLEARWATER INTL | KPIE | 4.70 | 0.03 | Top 10% | ALLIANCE AVIATION | FORT WORTH ALLIANCE | KAFW | 4.61 | 0.02 | Top 20% |
| MILLION AIR | WILLIAM P HOBBY | KHOU | 4.70 | 0.03 | Top 10% | SKYSERVICE | LESTER B. PEARSON INTERNATIONAL | CYYZ | 4.61 | 0.00 | Top 20% |
| SHELTAIR KFLL | FORT LAUDERDALE/HOLLYWOOD INTL | KFLL | 4.70 | -0.05 | Top 10% | PROVO AIR CENTER | PROVIDENCIALES | MBPV | 4.61 | 0.03 | Top 20% |
| SHELTAIR | ROCKY MOUNTAIN METROPOLITAN | KBJC | 4.70 | 0.01 | Top 10% | HERITAGE AVIATION | BURLINGTON INTL | KBTV | 4.61 | 0.02 | Top 20% |
| GALAXY FBO | ADDISON | KADS | 4.70 | 0.01 | Top 10% | AERO CENTER LAKELAND EAST | LAKELAND LINDER INTERNATIONAL | KLAL | 4.60 | 0.04 | Top 20% |
| BUSINESS JET CENTER | DALLAS LOVE FIELD | KDAL | 4.70 | 0.00 | Top 10% | SIGNATURE AVIATION | PIERRE ELLIOTT TRUDEAU INTERNATIONAL | CYUL | 4.60 | 0.04 | Top 20% |
| SONOMA JET CENTER | CHARLES M. SCHULZ - SONOMA COUNTY | KSTS | 4.69 | 0.03 | Top 10% | MODERN AVIATION | LONG ISLAND MAC ARTHUR | KISP | 4.60 | 0.04 | Top 20% |
| TEXAS JET | FORT WORTH MEACHAM INTL | KFTW | 4.68 | 0.01 | Top 20% | ATLANTIC AVIATION - STUART JET CENTER | WITHAM FIELD | KSUA | 4.60 | 0.04 | Top 20% |
| MODERN AVIATION | FERNANDO LUIS RIBAS DOMINICCI (ISLA GRANDE) | TJIG | 4.68 | 0.03 | Top 20% | ATLANTIC AVIATION | GLACIER PARK INTL | KGPI | 4.60 | 0.04 | Top 20% |

Scores rounded to two decimal places. N/A denotes first year qualifying for FBO Survey.

The Americas

Pentastar Aviation at Detroit-area Oakland County International Airport (KPTK) once again earned the highest rating among all aviation service providers worldwide in AIN's annual FBO Survey, repeating its score from last year's survey, and edging out second-place finisher Modern Aviation at Fort Worth Meacham International Airport (KFTW) by two hundredths of a point.

The top 5% of the Americas portion of this year's survey was dominated by Florida and Texas FBOs, with the two states claiming 11 of the 14 top slots between them. Michigan, South Carolina, and Idaho each had one.

Filling out the remaining top five positions in the survey this year were Sheltair Tampa (KTPA), Henriksen Jet Center at Austin Executive Airport (KEDC) in Texas, and Jet Aviation at Palm Beach International (KPBI).

Among the remaining nine FBOs scoring in the top 5%, four celebrated their first time in the top tier of the survey this year: Eagle Aviation at South Carolina's Columbia Metropolitan Airport (KCAE); Stancraft Jet Center at Coeur d'Alene Airport—Pappy Boyington Field (KCOE) in Idaho; Sun Valley Aviation at Harlingen's Valley International Airport (KHRL) in Texas; and Sheltair's facility at Florida's Jacksonville International Airport (KJAX).



4.83

Pentastar Aviation

Oakland County International Airport (KPTK), Pontiac, Michigan

This year marks the sixth in a row of holding the top spot in the AIN FBO Survey for Pentastar Aviation, one of the half-dozen service providers at bustling Detroit-area Oakland County International Airport (KPTK). In operation for more than six decades, the company began life at Willow Run Airport

(KYIP) as automaker Chrysler's flight department before moving to KPTK and transitioning to serving general aviation customers.

The facility repeated its feat from last year as the only FBO in the Americas to place in the top 10 in each category: line service (4.87), passenger amenities (4.78), pilot amenities (4.79), facilities (4.80), and CSRs (4.91).

"We are known for a consistent, high standard of safety and hospitality,

backed by the scale to handle complex operations," said company president and CEO Brad Bruce. "Customers choose Pentastar because they trust our team to deliver the same level of excellence on every visit, whether it is a quick turn, a multi-day hangar stay, or a high-profile movement that requires tight coordination."

As a full-service FBO, Pentastar offers a wide range of services, from aircraft maintenance and completions to

TOP FBOs BY CATEGORY — AMERICAS

charter and management, in addition to the standard aircraft handling, fueling, and sheltering.

It continually invests to ensure that its facility “feels modern, intuitive, and comfortable,” according to Bruce. The 5,000-sq-ft main terminal offers passenger lounges, conference rooms, company offices, and the Fivestar Gourmet—the company’s fully-equipped catering kitchen, which has become so successful that, in addition to serving customers at neighboring FBOs at KPTK, it services other airports in the region.

Another unique feature is the Stargate, a two-story, 10,000-sq-ft-plus satellite facility, with a dedicated departure lounge, workstations, a baggage carousel, and the only privately-owned jet bridge in the country. “Stargate was designed for larger-cabin aircraft, higher passenger volumes, professional sports teams, and international groups,” Bruce told *AIN*. “It allows passengers to transition from aircraft to terminal with a level of comfort and security that is uncommon in general aviation.”

Pentastar offers 130,000 sq ft of hangar space, capable of sheltering the latest ultra-long-range business jets, and 10 acres of reinforced ramp to handle virtually anything else. The Avfuel-branded facility has 167 staff members and is open 24/7, 365 days a year, with trained line service and customer service teams available around the clock.

At the IS-BAH Stage II-registered FBO, improvement is an obsession, and the company runs its own internal customer surveys; any reported problems are followed up on by senior staff within 24 hours. In some cases, company owner Edsel Ford II has even personally responded.

“Our customer service philosophy is simple: safety and hospitality are non-negotiable, and consistency matters,” said Ben Hammond, the company’s v-p of FBO services. “Our goal is to exceed

| FBO | AIRPORT CODE | AIRPORT | LINE SERVICE |
|--|--------------|--|---------------------|
| CLAY LACY AVIATION | KSNA | JOHN WAYNE-ORANGE COUNTY | 4.93 |
| DESERT JET CENTER | KTRM | JACQUELINE COCHRAN RGNL | 4.89 |
| PENTASTAR AVIATION | KPTK | OAKLAND COUNTY INTL | 4.87 |
| APP JET CENTER | KSUA | WITHAM FIELD | 4.86 |
| ASTIN AVIATION | KCLL | EASTERWOOD FIELD | 4.83 |
| JET AVIATION | KPBI | PALM BEACH INTL | 4.83 |
| SHELTAIR | KTPA | TAMPA INTL | 4.82 |
| ATLANTIC AVIATION | KSAF | SANTA FE MUNI | 4.82 |
| NATIONAL JETS | KFLL | FORT LAUDERDALE/HOLLYWOOD INTL | 4.81 |
| AERO-ONE AVIATION | KDHN | DOTHAN RGNL | 4.81 |
| FBO | AIRPORT CODE | AIRPORT | PASSENGER AMENITIES |
| HENRIKSEN JET CENTER | KEDC | AUSTIN EXECUTIVE | 4.85 |
| MILLION AIR | KAUS | AUSTIN-BERGSTROM INTL | 4.85 |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | KFTW | FORT WORTH MEACHAM INTL | 4.81 |
| PENTASTAR AVIATION | KPTK | OAKLAND COUNTY INTL | 4.78 |
| SUN VALLEY AVIATION | KHRL | VALLEY INTL | 4.77 |
| SHELTAIR KTPA | KTPA | TAMPA INTL | 4.76 |
| BANYAN AIR SERVICE | KFXE | FORT LAUDERDALE EXECUTIVE | 4.76 |
| LUX FBO | CYHU | ST-HUBERT | 4.76 |
| STANCRAFT JET CENTER | KCOE | COEUR D'ALENE - PAPPY BOYINGTON FIELD | 4.76 |
| GALAXY FBO | KCXO | CONROE NORTH HOUSTON REGIONAL (FORMERLY LONE STAR EXECUTIVE) | 4.75 |
| FBO | AIRPORT CODE | AIRPORT | PILOT AMENITIES |
| MILLION AIR | KAUS | AUSTIN-BERGSTROM INTL | 4.82 |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | KFTW | FORT WORTH MEACHAM INTL | 4.79 |
| PENTASTAR AVIATION | KPTK | OAKLAND COUNTY INTL | 4.79 |
| HENRIKSEN JET CENTER | KEDC | AUSTIN EXECUTIVE | 4.79 |
| GLOBALSELECT | KSGR | SUGAR LAND RGNL | 4.77 |
| HENRIKSEN JET CENTER | KTME | HOUSTON EXECUTIVE | 4.77 |
| SHELTAIR KTPA | KTPA | TAMPA INTL | 4.76 |
| STANCRAFT JET CENTER | KCOE | COEUR D'ALENE - PAPPY BOYINGTON FIELD | 4.76 |
| EAGLE AVIATION | KCAE | COLUMBIA METROPOLITAN | 4.74 |
| FBO | AIRPORT CODE | AIRPORT | FACILITIES |
| STANCRAFT JET CENTER | KCOE | COEUR D'ALENE - PAPPY BOYINGTON FIELD | 4.93 |
| MILLION AIR | KAUS | AUSTIN-BERGSTROM INTL | 4.87 |
| GALAXY FBO | KCXO | CONROE NORTH HOUSTON REGIONAL (FORMERLY LONE STAR EXECUTIVE) | 4.87 |
| HENRIKSEN JET CENTER | KEDC | AUSTIN EXECUTIVE | 4.86 |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | KFTW | FORT WORTH MEACHAM INTL | 4.83 |
| GLOBALSELECT | KSGR | SUGAR LAND RGNL | 4.83 |
| BANYAN AIR SERVICE | KFXE | FORT LAUDERDALE EXECUTIVE | 4.82 |
| HENRIKSEN JET CENTER | KTME | HOUSTON EXECUTIVE | 4.81 |
| SHELTAIR KTPA | KTPA | TAMPA INTL | 4.81 |
| PENTASTAR AVIATION | KPTK | OAKLAND COUNTY INTL | 4.80 |
| FBO | AIRPORT CODE | AIRPORT | CSRS |
| CLAY LACY AVIATION-KSNA | KSNA | JOHN WAYNE AIRPORT-ORANGE COUNTY | 4.94 |
| PENTASTAR AVIATION | KPTK | OAKLAND COUNTY INTL | 4.91 |
| SIGNATURE AVIATION | KSTP | ST PAUL DOWNTOWN HOLMAN FLD | 4.91 |
| EAGLE AVIATION | KCAE | COLUMBIA METROPOLITAN | 4.87 |
| DESERT JET CENTER | KTRM | JACQUELINE COCHRAN RGNL | 4.87 |
| APP JET CENTER | KSUA | WITHAM FIELD | 4.86 |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | KFTW | FORT WORTH MEACHAM INTL | 4.85 |
| AERO CENTER EPPS ATLANTA | KPDK | DEKALB-PEACHTREE | 4.84 |
| JET AVIATION | KPBI | PALM BEACH INTL | 4.83 |
| TEXAS JET | KFTW | FORT WORTH MEACHAM INTL | 4.82 |

expectations in a way that feels effortless and genuine, from first contact to wheels up.”

4.81

Modern Aviation

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

Two years ago, Modern Aviation made a big splash in the industry when it acquired the highly regarded American Aero FTW FBO, and this year the facility clearly demonstrated once again why it has been a favorite among AIN’s readers in our annual FBO Survey since it opened in 2012.

As the first in the world to achieve Stage 3—the highest level of the International Business Aviation Council’s (IBAC) International Standard of Business Aircraft Handling (IS-BAH)—safety has been baked into the facility’s DNA, and in its new role as one of the flagship locations in the growing Modern Aviation chain, it is serving as a model for its new siblings. “We studied and adopted many of the best practices developed here and applied them across our broader network,” explained general manager Mark Kindred.

The FBO, one of two service providers at Dallas-area Fort Worth Meacham International Airport (KFTW), ranked among the top 10 in four of the five categories and was one of only two facilities overall this year to tally a score of 4.78 or higher in every category. It earned its highest score (4.85) in the CSR category. “While facilities and certifications matter, what truly differentiates us is our people,” Kindred told



SOUTHEAST REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|---|--------------|-----------------|-----------------------|
| ATLANTA | | | |
| HILL AIRCRAFT | KFTY | 4.53 | 0.05 |
| AERO CENTER EPPS ATLANTA | KPDK | 4.43 | 0.05 |
| ATLANTIC AVIATION | KPDK | 4.24 | 0.09 |
| SIGNATURE AVIATION | KPDK | 3.96 | -0.44 |
| SIGNATURE AVIATION | KFTY | 3.58 | -0.4 |
| BIRMINGHAM | | | |
| MILLION AIR (Formerly Atlantic Aviation East) | KBHM | 4.00 | 0.07 |
| BOCA RATON/POMPANO BEACH | | | |
| SHELTAIR | KPMP | 4.67 | 0.04 |
| SIGNATURE AVIATION | KBCT | 3.83 | -0.43 |
| ATLANTIC AVIATION | KBCT | 3.78 | -0.42 |
| CHARLESTON | | | |
| SIGNATURE AVIATION | KCHS | 4.09 | -0.45 |
| ATLANTIC AVIATION | KCHS | 3.71 | -0.41 |
| CHARLOTTE | | | |
| MODERN AVIATION | KCLT | 4.63 | 0.03 |
| CHATTANOOGA | | | |
| WILSON AIR CENTER | KCHA | 4.65 | 0.01 |
| COLUMBIA | | | |
| EAGLE AVIATION | KCAE | 4.77 | 0.03 |
| DAYTONA BEACH | | | |
| SHELTAIR KDAB | KDAB | 4.74 | 0.03 |
| DOTHAN | | | |
| AERO-ONE AVIATION | KDHN | 4.63 | -0.01 |
| FORT LAUDERDALE | | | |
| BANYAN AIR SERVICE | KFXE | 4.77 | 0.03 |
| SHELTAIR | KFLL | 4.70 | -0.05 |
| NATIONAL JETS | KFLL | 4.62 | 0.04 |
| FONTAINEBLEAU AVIATION | KFLL | 4.31 | 0.05 |
| SIGNATURE AVIATION | KFXE | 4.11 | -0.46 |
| FORT MYERS/NAPLES | | | |
| BASE OPERATIONS AT PAGE FIELD | KFMY | 4.25 | -0.47 |
| PRIVATESKY AVIATION SVCS | KRSW | 4.24 | 0.07 |
| NAPLES AVIATION | KAPF | 4.31 | 0.03 |
| GULFPORT | | | |
| MILLION AIR | KGPT | 4.61 | -0.02 |
| JACKSONVILLE | | | |
| SHELTAIR | KJAX | 4.73 | 0.03 |
| FLORIDA KEYS | | | |
| MILLION AIR | KMTH | 4.14 | 0.1 |

▼ SOUTHEAST REGION CONTINUED

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|---------------------------------------|--------------|-----------------|-----------------------|
| LAKELAND | | | |
| AERO CENTER LAKELAND EAST | KLAL | 4.60 | 0.04 |
| MEMPHIS | | | |
| WILSON AIR CENTER | KMEM | 4.72 | 0.02 |
| MIAMI | | | |
| FONTAINEBLEAU AVIATION | KOPF | 4.52 | -0.02 |
| ATLANTIC AVIATION | KOPF | 4.45 | 0.06 |
| SIGNATURE AVIATION | KMIA | 4.31 | 0.08 |
| RELIANCE AVIATION | KTMB | 3.80 | -0.42 |
| NASHVILLE | | | |
| ATLANTIC AVIATION | KBNA | 4.27 | 0.08 |
| SIGNATURE AVIATION | KBNA | 4.16 | 0.05 |
| NORTHWEST FLORIDA | | | |
| SHELTAIR | KECP | 4.50 | -0.1 |
| ATLANTIC AVIATION | KDTS | 4.40 | 0.07 |
| MILLION AIR | KTLH | 4.34 | 0.07 |
| ORLANDO | | | |
| SHELTAIR | KORL | 4.76 | 0.03 |
| SHELTAIR | KMLB | 4.58 | -0.01 |
| SHELTAIR | KOCF | 4.57 | 0.05 |
| ATLANTIC AVIATION | KORL | 4.02 | -0.45 |
| ATLANTIC AVIATION | KMCO | 3.98 | -0.44 |
| SARASOTA | | | |
| ATLANTIC AVIATION | KSRQ | 4.4 | -0.13 |
| SAVANNAH | | | |
| SHELTAIR | KSAV | 4.67 | 0.04 |
| ST SIMONS | | | |
| VELOCITY FBO | KSSI | 4.17 | 0.09 |
| TAMPA/ST. PETERSBURG | | | |
| SHELTAIR | KTPA | 4.78 | 0.01 |
| SHELTAIR | KPIE | 4.70 | 0.03 |
| SIGNATURE AVIATION | KTPA | 3.56 | -0.4 |
| SHELTAIR | KSPG | 4.39 | 0 |
| WEST PALM BEACH/STUART | | | |
| JET AVIATION | KPBI | 4.78 | 0.03 |
| ATLANTIC AVIATION - STUART JET CENTER | KSUA | 4.60 | 0.04 |
| APP JET CENTER | KSUA | 4.59 | 0.05 |
| ATLANTIC AVIATION | KPBI | 4.39 | 0.03 |
| WILMINGTON | | | |
| MODERN AVIATION | KILM | 4.38 | 0.06 |

AIN. “Our team embodies accountability, integrity, and nurturing relationships, creating consistent experiences that customers remember.”

A member of the Avfuel-branded dealer network, the FBO occupies 31 acres at KFTW, including 11 acres of ramp and 250,000 sq ft of hangar space. The company will augment the latter with the

development of an additional pair of 40,000-sq-ft hangars, “complemented by supplemental office space, terminal lounge areas, expanded parking and associated ramp improvements.”

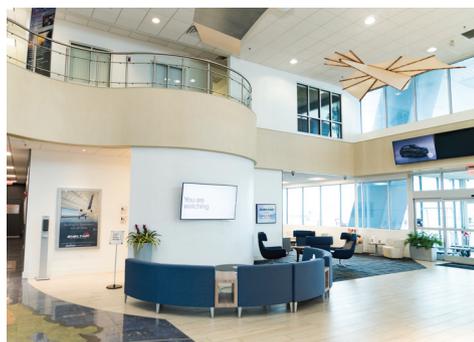
Its terminal occupies the 8,600-sq-ft ground floor of the airport’s renovated operations building. It was equipped from the start with the latest technologies,

including automatically tinting windows to shield customers from the harsh Texas sun, white noise speakers embedded in the walls to provide privacy, high-speed dishwashers, a 20-seat conference room, and a soundproof snooze room. It features three passenger lounges, including a TSA-secure private lounge with an ensuite bathroom and direct ramp access. A large refreshment bar features a wide variety of curated snacks, including the ever-popular Coca-Cola beverages in glass bottles.

4.78 Sheltair

Tampa International Airport (KTPA), Tampa, Florida

Sheltair Tampa began its existence at Tampa International Airport (KTPA) in 2007 as the Tampa International Jet Center and was already an established fixture at the top rungs of AIN's annual FBO Survey when it was purchased by the Florida-based service chain a decade ago. That quality has continued uninterrupted to the present: this year, it was again one of only three FBOs to earn a score higher than 4.7 in each of the five survey categories and placed in the top 10 in four of them, according to AIN's readers.



For line service, the facility tallied its highest score (4.82). "Safety is our top priority at Sheltair, [and] our line service training is extremely comprehensive and takes many months to complete," said Tony Scott, the Florida-based chain's regional v-p of FBO operations, adding that

GREAT LAKES REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|------------------------------------|--------------|-----------------|-----------------------|
| BATTLE CREEK | | | |
| DUNCAN AVIATION | KBTL | 3.95 | -0.44 |
| CHICAGO | | | |
| HAWTHORNE GLOBAL AVIATION SERVICES | KPWK | 4.71 | 0.03 |
| J. A. AIR CENTER | KARR | 4.63 | 0.04 |
| ATLANTIC AVIATION | KPWK | 4.62 | 0.02 |
| B. COLEMAN AVIATION | KGYY | 4.56 | 0.04 |
| ATLANTIC AVIATION | KMDW | 4.39 | 0.01 |
| CINCINNATI | | | |
| SIGNATURE AVIATION | KLUK | 3.51 | -0.39 |
| CLEVELAND | | | |
| ATLANTIC AVIATION | KCLE | 3.94 | 0.07 |
| COLUMBUS | | | |
| LANE AVIATION | KCMH | 4.18 | 0.02 |
| DETROIT | | | |
| PENTASTAR AVIATION | KPTK | 4.83 | 0 |
| INDIANAPOLIS | | | |
| MILLION AIR | KIND | 4.58 | 0.05 |
| JET ACCESS | KTYQ | 4.29 | 0.05 |
| LEXINGTON/LOUISVILLE | | | |
| ATLANTIC AVIATION | KSDF | 4.42 | 0.06 |
| SIGNATURE AVIATION | KLEX | 4.08 | -0.45 |
| MADISON | | | |
| WISCONSIN AVIATION | KMSN | 4.26 | -0.01 |
| MILWAUKEE | | | |
| SIGNATURE AVIATION | KMKE | 3.92 | -0.44 |

the program ensures its teams work efficiently and safely in the fast-paced, potentially dangerous ramp environment.

Open 24/7, the Corporate Aircraft Association-preferred FBO has a staff of 42. It offers a two-level, 12,000-sq-ft terminal with a landside porte-cochère and an airy double-height lobby leading to the 12,000-sq-ft arrivals canopy on the airside. The terminal recently underwent a \$1 million renovation and includes conference rooms, pilot lounge, refreshment bar featuring freshly baked cookies, and concierge.

Occupying 39 acres at KTPA, the Wyvern Wingman-certified FBO has 9 acres of ramp and more than 400,000 sq ft of hangar and office space, and it is home to 47 turbine-powered aircraft. In February, it announced its latest additions, a 50,880-sq-ft maintenance hangar—which is being used for aircraft storage until a third-party

WEST REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|---|--------------|-----------------|-----------------------|
| ANCHORAGE | | | |
| ATLANTIC AVIATION | PANC | 4.29 | 0.08 |
| HONOLULU | | | |
| ATLANTIC AVIATION | PHNL | 4.01 | -0.45 |
| LAS VEGAS | | | |
| HENDERSON EXEC ARPT | KHND | 4.17 | 0.09 |
| ATLANTIC AVIATION | KLAS | 4.29 | 0.03 |
| SIGNATURE AVIATION | KLAS | 3.92 | -0.44 |
| LOS ANGELES | | | |
| HOLLYWOOD BURBANK JET CENTER (FORMERLY MILLION AIR) | KBUR | 4.51 | 0.05 |
| CLAY LACY AVIATION | KSNA | 4.45 | 0.03 |
| CLAY LACY AVIATION | KVNY | 4.44 | 0.01 |
| ACI JET | KSNA | 4.39 | 0.01 |
| ATLANTIC AVIATION | KBUR | 4.14 | -0.04 |
| MONTEREY | | | |
| DEL MONTE AVIATION | KMRY | 4.54 | 0.05 |
| MONTEREY JET CENTER | KMRY | 4.54 | -0.1 |
| SONOMA | | | |
| SONOMA JET CENTER | KSTS | 4.69 | 0.03 |
| PALM SPRINGS | | | |
| DESERT JET CENTER | KTRM | 4.72 | 0.01 |
| SIGNATURE AVIATION | KPSP | 4.34 | 0.05 |
| ATLANTIC AVIATION | KTRM | 3.93 | -0.44 |
| PORTLAND/HILLSBORO | | | |
| ATLANTIC AVIATION | KPDX | 4.54 | 0.03 |
| GLOBAL AVIATION | KHIO | 4.14 | -0.46 |
| SACRAMENTO | | | |
| MODERN AVIATION | KSMF | 4.31 | 0.08 |
| SAN DIEGO | | | |
| CARLSBAD JET CENTER | KCRQ | 4.58 | 0.04 |
| SIGNATURE AVIATION | KSAN | 4.02 | 0.11 |
| ATLANTIC AVIATION | KCRQ | 4.1 | -0.46 |
| SAN FRANCISCO/OAKLAND | | | |
| SIGNATURE AVIATION (FORMERLY MERIDIAN) | KHWD | 4.15 | -0.46 |
| SIGNATURE AVIATION | KOAK | 4.14 | -0.06 |
| KAISERAIR OAKLAND JET CTR | KOAK | 3.98 | 0 |
| SIGNATURE AVIATION | KSFO | 3.97 | 0 |
| SEATTLE | | | |
| BELLINGHAM AVIATION SERVICES | KBLI | 4.41 | -0.01 |
| MODERN AVIATION | KBFI | 4.33 | 0.05 |
| SIGNATURE AVIATION | KBFI | 4.18 | 0.04 |

MRO provider signs on—along with an additional 50,000 sq ft of ramp.

Sheltair Tampa benefits from its airport's unusual downtown location, with an upscale shopping and dining district just steps from its front door. KTPA also abuts Raymond James Stadium, home of the

NFL's Tampa Bay Buccaneers, and on event days, the FBO runs shuttle buses directly from the terminal to an airport side gate, which deposits guests right at the venue.

4.78

Henriksen Jet Center

Austin Executive Airport (KEDC), Austin, Texas

This year marks nine consecutive years for Henriksen Jet Center, the lone FBO at privately-owned Austin Executive Airport (KEDC), placing in the top 5% of all FBOs worldwide, according to AIN's readers. It placed in the top 10 in three categories: facilities (4.86), pilot amenities (4.79), and passenger amenities (4.85)—the highest overall score in that category.



Both the KEDC facility and its older sister at Houston Executive Airport (KTME)—which also landed in the top 5% this year—are members of the Paragon Aviation Group of upscale FBOs. The Austin location last year played host to the group's leadership conference, which attracted representatives from more than 30 top-tier FBOs.

Henriksen KEDC—which celebrates its 15th anniversary this year—saw its busiest year ever, according to Andrew Perry, who serves as executive director of both airports. “We had record fuel sales and record aircraft operations,” he told AIN. Included in that was the location's highest-traffic Formula 1 week. “KEDC and Henriksen Jet Center serviced over 525 turbine aircraft in a four-day period.” With 11.5 acres of ramp, the FBO is more than capable of handling

SOUTH REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|--|--------------|-----------------|-----------------------|
| AUSTIN/SAN ANTONIO | | | |
| HENRIKSEN JET CENTER | KEDC | 4.78 | 0.02 |
| MILLION AIR | KAUS | 4.72 | 0.03 |
| MILLION AIR | KSAT | 4.52 | -0.06 |
| ATLANTIC AVIATION | KAUS | 4.27 | 0.01 |
| SIGNATURE AVIATION | KSAT | 3.82 | -0.42 |
| COLLEGE STATION | | | |
| ASTIN AVIATION | KCLL | 4.72 | 0.00 |
| DALLAS/FORT WORTH | | | |
| MODERN AVIATION (FORMERLY AMERICAN AERO) | KFTW | 4.81 | -0.01 |
| BUSINESS JET CENTER | KDAL | 4.7 | 0 |
| GALAXY FBO | KADS | 4.7 | 0.01 |
| TEXAS JET | KFTW | 4.68 | 0.01 |
| MCKINNEY AIR CENTER | KTKI | 4.64 | 0.02 |
| ALLIANCE AVIATION SVCS | KAFW | 4.61 | 0.02 |
| MILLION AIR DALLAS | KADS | 4.58 | -0.03 |
| SHELTAIR | KDTO | 4.53 | -0.01 |
| CORPORATE AVIATION | KDFW | 4.06 | 0.06 |
| EL PASO | | | |
| ATLANTIC AVIATION | KELP | 4.35 | 0.07 |
| HARLINGEN | | | |
| SUN VALLEY AVIATION | KHRL | 4.75 | N/A |
| HOUSTON | | | |
| HENRIKSEN JET CENTER | KTME | 4.76 | 0.02 |
| GALAXY FBO | KCXO | 4.74 | 0.03 |
| GLOBAL SELECT | KSGR | 4.71 | 0.03 |
| MILLION AIR | KHOU | 4.7 | 0.03 |
| WILSON AIR CENTER | KHOU | 4.35 | 0.07 |
| ATLANTIC AVIATION | KIAH | 3.82 | -0.42 |
| LITTLE ROCK | | | |
| SIGNATURE AVIATION | KLIT | 3.65 | -0.41 |
| NEW ORLEANS | | | |
| FLIGHTLINE FIRST | KNEW | 4.27 | -0.06 |
| ATLANTIC AVIATION | KMSY | 3.77 | -0.42 |
| OKLAHOMA CITY | | | |
| ATLANTIC AVIATION | KOKC | 4.66 | 0.04 |

that amount of traffic.

As the reliever airport for the Austin area, the location has a staff of 29 and is open 24/7/365. It offers a modern 21,500-sq-ft, two-story glass-sheathed terminal, with display pieces including an engine from the former Concorde airliner and a restored 1914 motorcycle in its freshly recarpeted, double-height lobby. Amenities include a pilot lounge with quiet rooms equipped with massage chairs, shower facilities, a theater room with stadium seating, and a 12-seat conference room.

Possibly the facility's most popular

MIDWEST REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|---|--------------|-----------------|-----------------------|
| DES MOINES | | | |
| MODERN AVIATION | KDSM | 4.45 | 0.04 |
| FARGO | | | |
| FARGO JET CENTER | KFAR | 4.68 | -0.04 |
| KANSAS CITY | | | |
| ATLANTIC AVIATION | KMKC | 4.63 | 0.02 |
| SIGNATURE AVIATION | KMKC | 3.83 | 0.04 |
| LINCOLN | | | |
| ATLANTIC AVIATION | KLNK | 4.55 | 0.05 |
| DUNCAN AVIATION | KLNK | 4.29 | 0.01 |
| MINNEAPOLIS, SAINT PAUL, ROCHESTER | | | |
| SIGNATURE AVIATION | KSTP | 4.66 | 0.04 |
| PREMIER JET CENTER | KFCM | 4.35 | 0.01 |
| SIGNATURE AVIATION | KMSP | 4.19 | -0.27 |
| SIGNATURE AVIATION | KRST | 4.07 | 0.04 |
| ST PAUL FLIGHT CENTER | KSTP | 3.94 | -0.44 |
| OMAHA | | | |
| REVV AVIATION | KCBF | 4.36 | 0.07 |
| ATLANTIC AVIATION | KOMA | 4.31 | 0.08 |
| ST. LOUIS | | | |
| MILLION AIR | KSUS | 4.55 | 0.04 |
| AERO CHARTER | KSUS | 4.18 | -0.46 |
| SIGNATURE AVIATION | KSTL | 3.43 | -0.38 |
| WICHITA | | | |
| YINGLING AVIATION | KICT | 4.03 | -0.45 |
| SIGNATURE AVIATION | KICT | 3.88 | -0.43 |

amenity is its massive 15,000-sq-ft arrivals canopy. Capable of sheltering aircraft as large as a Boeing BBJ, crews find it invaluable on days where the Texas sun can fry an egg on the ramp and overstress aircraft cabin cooling systems.

Home to 57 private jets and turboprops, the Phillips 66-branded location has more than 200,000 sq ft of hangar space. That total will rise this summer when another 28,000-sq-ft community hangar capable of sheltering the latest ultra-long-range business jets is completed.

4.78

Jet Aviation

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

Jet Aviation is a global FBO brand with nearly 30 locations scattered around the world, from Bozeman, Montana, to

Brisbane, Australia, and from Dubai to Dallas, but once again, it is its location at Palm Beach International Airport (KPBI) in Florida that earned its highest accolades in the AIN FBO Survey. Having celebrated its 40th anniversary last year, the facility underwent an interior furniture renovation to bring a bright and contemporary style to its 18,000-sq-ft terminal, which includes an airy lobby, executive lounges, conference room, business center, crew lounge with snooze room, and flight planning area.



Open 24/7, the FBO with a staff of 60 earned its highest scores in this year's AIN FBO Survey in the guest-facing areas of line service and customer service representatives, with a dual 4.83 and top 10 placement in both categories. "What truly sets Jet Aviation Palm Beach apart is our people," explained general manager Steven Schrammel. "Many of our team members have been here for more than 20 years, and their depth of experience and expertise have shaped a culture that extends across the entire team. This continuity fosters a level of service excellence that is both personal and intuitive."

Holding Stage 2 IS-BAH registration, the safety of the team, customers, and assets in its care is the company's number one priority, according to Schrammel. "Our line service personnel follow a structured training schedule, including both industry standard courses and our own additional safety training," he said. The facility even provided onsite training for the staff at Jet Aviation's newly-opened FBO at Miami-Opa Locka Executive Airport.

With 200,000 sq ft of hangar space capable of accommodating even bizliner-class

| NORTHEAST REGION | | | | |
|--|---|--------------|-----------------|-----------------------|
| FBO |  | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
| ALBANY | | | | |
| MILLION AIR | | KALB | 4.11 | -0.46 |
| BALTIMORE | | | | |
| SIGNATURE AVIATION | | KBWI | 3.67 | -0.41 |
| BOSTON | | | | |
| ATLANTIC AVIATION | | KBED | 4.33 | 0.07 |
| JET AVIATION | | KBED | 4.32 | 0.05 |
| SIGNATURE AVIATION | | KBOS | 3.21 | -0.36 |
| BURLINGTON | | | | |
| HERITAGE AVIATION | | KBTW | 4.61 | 0.02 |
| HARTFORD | | | | |
| SIGNATURE AVIATION | | KBDL | 3.87 | -0.43 |
| LONG ISLAND | | | | |
| MODERN AVIATION | | KISP | 4.6 | 0.04 |
| MODERN AVIATION | | KFOK | 4.55 | 0.05 |
| MODERN AVIATION | | KFRG | 4.51 | 0.05 |
| MAINE | | | | |
| BANGOR AVIATION SERVICES | | KBGR | 3.54 | -0.39 |
| NORTHEAST AIR | | KPWM | 4.65 | 0.04 |
| MAC JETS | | KPWM | 4.1 | -0.46 |
| NEW YORK CITY | | | | |
| MILLION AIR | | KHPN | 4.71 | 0 |
| SIGNATURE AVIATION (FORMERLY MERIDIAN) | | KTEB | 4.67 | 0.01 |
| JET AVIATION | | KTEB | 4.52 | 0.05 |
| MODERN AVIATION | | KJFK | 4.36 | 0.07 |
| MODERN AVIATION | | KLGA | 4.09 | 0.05 |
| SIGNATURE AVIATION | | KEWR | 4 | 0.11 |
| SIGNATURE AVIATION | | KMMU | 3.88 | -0.43 |
| PHILADELPHIA | | | | |
| SIGNATURE AVIATION | | KTTN | 4.13 | 0.1 |
| ATLANTIC AVIATION | | KPHL | 3.63 | -0.4 |
| PITTSBURGH | | | | |
| ATLANTIC AVIATION | | KPIT | 4.57 | 0.05 |
| ATLANTIC AVIATION | | KAGC | 4.18 | 0.04 |
| PORTSMOUTH | | | | |
| PORT CITY AIR | | KPSM | 4.08 | 0.01 |
| RICHMOND, VIRGINIA | | | | |
| MILLION AIR | | KRIC | 4.36 | 0.07 |
| WASHINGTON, D.C. | | | | |
| APP JET CENTER | | KHEF | 4.36 | 0.07 |
| JET AVIATION | | KIAD | 4.33 | 0.08 |
| SIGNATURE AVIATION | | KDCA | 3.98 | -0.44 |

aircraft, and 500,000 sq ft of ramp, the 25-acre facility is home to 55 aircraft.

Sustainability ranks highly among the company's considerations, and KPBI is one of its nine locations to stock sustainable aviation fuel. "The facility has also been constructed with sustainability in mind, including features such as low-flow water fixtures, a

| ROCKY MOUNTAIN REGION | | | | |
|---------------------------------------|---|--------------|-----------------|-----------------------|
| FBO |  | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
| ALBUQUERQUE | | | | |
| CUTTER AVIATION | | KABQ | 4.56 | 0.02 |
| BOZEMAN | | | | |
| JET AVIATION | | KBZN | 4.36 | 0.07 |
| YELLOWSTONE JETCENTER BY SIGNATURE | | KBZN | 4.02 | -0.45 |
| COLORADO MOUNTAINS | | | | |
| ATLANTIC AVIATION | | KMTJ | 4.63 | 0.04 |
| ATLANTIC AVIATION | | KRIL | 4.32 | -0.04 |
| ATLANTIC AVIATION | | KASE | 4.15 | -0.02 |
| VAIL VALLEY JET CENTER | | KEGE | 4.1 | -0.46 |
| TELLURIDE REGIONAL AIRPORT | | KTEX | 3.8 | -0.42 |
| COLORADO SPRINGS | | | | |
| CUTTER AVIATION | | KCOS | 4.66 | 0.04 |
| JETCENTERS OF COLORADO | | KCOS | 4.03 | 0.11 |
| DENVER | | | | |
| SHELTAIR KBJC | | KBJC | 4.7 | 0.01 |
| MODERN AVIATION | | KAPA | 4.68 | 0.04 |
| JETCENTERS OF COLORADO | | KAPA | 4.52 | 0.02 |
| SIGNATURE AVIATION | | KDEN | 4.02 | -0.45 |
| JETCENTERS OF COLORADO | | KFNL | 3.65 | -0.41 |
| GLACIER NATIONAL PARK, MONTANA | | | | |
| ATLANTIC AVIATION | | KGPI | 4.6 | 0.04 |
| GRAND JUNCTION | | | | |
| WEST STAR AVIATION | | KGJT | 4.54 | 0.05 |
| IDAHO | | | | |
| STANRAFT JET CENTER | | KCOE | 4.76 | N/A |
| ATLANTIC AVIATION | | KSUN | 4.57 | 0.05 |
| WESTERN AIRCRAFT | | KBOI | 4.55 | -0.12 |
| JACKSON JET CENTER | | KBOI | 4.41 | 0.02 |
| PHOENIX/SCOTTSDALE | | | | |
| CUTTER AVIATION | | KPHX | 4.67 | 0.03 |
| JACKSON JET CENTER | | KPHX | 4.57 | -0.01 |
| CUTTER AVIATION | | KDVT | 4.48 | 0.05 |
| ATLANTIC AVIATION | | KSDL | 4.28 | -0.14 |
| GATEWAY AVIATION SVC | | KIWA | 4.24 | 0.02 |
| SIGNATURE AVIATION | | KSDL | 4.22 | -0.36 |
| PUEBLO | | | | |
| FLOWER AVIATION | | KPUB | 4.52 | 0.05 |
| SALT LAKE CITY | | | | |
| ATLANTIC AVIATION | | KSLC | 4.37 | 0.05 |
| SIGNATURE AVIATION | | KSLC | 3.99 | -0.44 |
| SANTA FE | | | | |
| ATLANTIC AVIATION | | KSAF | 4.64 | 0.02 |
| TUCSON | | | | |
| ATLANTIC AVIATION | | KTUS | 4.34 | -0.09 |
| MILLION AIR TUCSON | | KTUS | 3.91 | -0.32 |

white roof, and heat-reducing tarmac, as well as local drought-resistant plants and LED lighting," Schrammel told AIN. "We continue

to look for ways we can support our customers and our industry in this area.”

The Rest of the Best

Nine additional locations rounded out the top 5% of the Americas’ FBOs in the survey this year. Five placed within the top tier last year, while the remaining four are making their debut there this year.

With a score of 4.77 were Banyan Air Service at Fort Lauderdale Executive Airport (KFXE) and Eagle Aviation* at Columbia Metropolitan Airport (KCAE) in South Carolina.

Just behind them at 4.76 were Henriksen Jet Center at Houston Executive Airport (KTME); Sheltair at Orlando Executive Airport (KORL); and Stancraft*, the lone service provider at Coeur d’Alene Airport—Pappy Boyington Field (KCOE) in Idaho.

Sun Valley Aviation* at Valley International Airport (KHRL) in Harlingen, Texas, tallied a 4.75, while Sheltair’s Daytona Beach

| CARIBBEAN | | | |
|-----------------------|--------------|-----------------|-----------------------|
| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
| ST. THOMAS | | | |
| STANDARD AVIATION | TIST | 4.66 | 0.02 |
| PROVIDENCIALES | | | |
| PROVO AIR CENTER | MBPV | 4.61 | 0.03 |
| NASSAU | | | |
| MODERN AVIATION | TJIG | 4.68 | 0.03 |
| ODYSSEY AVIATION | MYNN | 4.44 | 0.06 |
| JET NASSAU | MYNN | 4.18 | 0.09 |

International Airport (KDAB) and Galaxy FBO’s facility at Conroe/North Houston Regional Airport (KCXO) each received a score of 4.74 from AIN’s readers. With a score of 4.73, the last to land the top 5% this year was Sheltair at Jacksonville International Airport* (KJAX).

*Made top 5% debut this year

| BRAZIL | | | |
|--|--------------|-----------------|-----------------------|
| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
| SAO PAULO | | | |
| EMBRAER FBO | SDCO | 4.45 | -0.16 |
| SÃO PAULO CATARINA AEROPORTO EXECUTIVO | SBJH | 4.31 | -0.21 |
| WORLD-WAY AVIATION | SDCO | 4.10 | -0.46 |
| LIDER AVIACAO | SBSP | 3.73 | -0.01 |

| CANADA | | | |
|--------------------|--------------|-----------------|-----------------------|
| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
| CALGARY | | | |
| SKYSERVICE | CYYC | 4.02 | -0.45 |
| MONTREAL | | | |
| LUX FBO | CYHU | 4.72 | 0.03 |
| SIGNATURE AVIATION | CYUL | 4.60 | 0.04 |
| SKYSERVICE | CYUL | 3.97 | -0.44 |
| TORONTO | | | |
| SKYSERVICE | CYYZ | 4.61 | 0.00 |
| VANCOUVER | | | |
| SKYSERVICE | CYVR | 4.46 | 0.05 |

FBO SURVEY RULES AND METHODOLOGY

This report on AIN’s FBO survey covers fixed-base operations in the Americas as well as in the Rest of World categories.

History—AIN has been conducting surveys since 1981, asking about the service that FBOs provide their customers and reporting the results annually. 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 to the survey.

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—The FBO Survey site allows subscribers to keep a list of personalized FBOs. From this list, they can easily change or affirm a rating or leave an updated comment.

The scores in this report and on our website reflect the cumulative average of scores from 2015 through today. Only the most recent rating

of an FBO is counted on a per-user basis, and only FBOs that have received 20 or more ratings are eligible for their scores to be published.

From April 24, 2025, until Jan. 11, 2026, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via email and announcements in our e-newsletters. The bulk of this promotion took place from Nov. 12, 2025, through Jan. 11, 2026.

The FBO survey 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 email 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 particular FBO.

Overall averages are calculated using the cumulative average of all ratings given from 2015 through the present. This year’s results also will show an FBO’s increase or decrease versus that FBO’s cumulative rating from one year ago.

Rest of World

In its annual FBO survey, AIN's readers evaluate hundreds of aircraft handling facilities worldwide on a one-to-five scale in five categories: line service, passenger amenities, pilot amenities, facilities, and customer service representatives. The survey divides the globe into two segments: the Americas and the "Rest of World" (RoW). This year, for the first time, we included a separate top 5%, 10%, and 20% for the RoW segment. In its first year of survey eligibility, TAG Aviation Macau (VMMC) surged to the top of FBOs outside of the Americas, outstripping long-time incumbent Farnborough Airport (EGLF).

The London area was well represented, with quality locations taking three of the top 5% spots for the segment, including Harrods Aviation and Universal Aviation at Stansted Airport (EGSS).

This year saw an unprecedented four Asia-Pacific FBOs occupying top 10% positions in the RoW segment of the AIN survey. In addition to TAG Aviation Macau, global aviation services provider ExecuJet's facility at Australia's Sydney Kingsford Smith Airport (YSSY), MJets FBO at Don Mueang International Airport in Bangkok (VTBD), and Hong Kong Business Aviation Centre (VHHH) were all standouts in the region.

Rounding out the top 10% RoW positions in this year's survey were Jet Aviation's locations at Amsterdam Schiphol Airport (EHAM), Zurich Airport (LSZH), and Geneva International Airport (LSGG).



4.75 TAG Aviation Macau

Macau International Airport (VMMC)

For the first time since AIN introduced the Rest of World category to its annual FBO Survey in 2006, there is a new name at the top of the list. TAG Aviation Macau—in its first year of survey eligibility—ended the

19-year run of its former stablemate Farnborough Airport.

In 2020, TAG Aviation Holding sold off the remaining parts of its once global aviation empire to its joint venture partner in Asia, Young Brothers Aviation, and another unidentified private investor. The Asia sale also included the TAG FBO in Macau,

which was established just two years before in the airport's renovated general aviation terminal. This year, the company—one of the youngest to achieve Stage 3 registration, the highest level of the International Business Aviation Council's (IBAC) International Standard for Business Aircraft Handling (IS-BAH)—demonstrated its

consistency, finishing no lower than third in all five survey categories among FBOs outside of the Americas.

Open 24/7, TAG Macau—which earned its highest score this year in the facilities category (4.83)—occupies the entire 693-sq-m (7,460-sq-ft) upper floor of the facility on the south side of the airport next to the commercial terminal.

It features onsite customs and immigration clearance, a passenger lounge, and two private VIP lounges that can combine into one large lounge. The latter is a feature that came in handy last October when the FBO welcomed two professional U.S. basketball teams and their entourages that came to Macau on chartered airliners to play a pair of pre-season promotional games. Other amenities include a conference room, a refreshment bar offering dim sum and fruit platters as well as beverages, and a concierge to arrange catering, transportation, and accommodations, and assist with notams, filing flight plans, and weather. For aircraft crew, there is a pilot lounge with snooze rooms and shower facilities, all of which gave the service provider its second-place finishes for the passenger amenities and pilot amenities categories for FBOs outside the Americas, with a 4.74 score in both.

The complex also has an 8,200-sq-ft maintenance hangar and access to the airport’s 86,000-sq-ft general aviation hangar for aircraft shelter. In terms of the types of aircraft that frequent the airport and its nearly 11,000-foot-long runway—just an hour away from Hong Kong by ground transport via the Hong-Kong-Zhuhai-Macau bridge—a Gulfstream G450 is considered “small,” according to TAG Macau general manager and industry veteran Rita Tam.

In the customer service representative category, TAG, with its staff of 19, ranked second among all FBOs outside the Americas (4.78). “I think we have a can-do spirit,” Tam told *AIN*. “We never say no to a customer; first you need to find a solution. Of

TOP-RATED FBOs IN EUROPE, THE MIDDLE EAST, AFRICA, AND ASIA-PACIFIC (BY OVERALL AVERAGE)

| FBO | AIRPORT CODE | AIRPORT | OVERALL AVERAGE | CHANGE FROM LAST YEAR | |
|------------------------------------|--------------|----------------|-----------------|-----------------------|---------|
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.75 | N/A | Top 5% |
| FARNBOROUGH AIRPORT | EGLF | F'BORO | 4.69 | 0.03 | Top 5% |
| HARRODS AVIATION | EGSS | STANSTED | 4.64 | 0.04 | Top 10% |
| EXECUJET AUSTRALIA | YSSY | SYDNEY | 4.60 | 0.04 | Top 10% |
| UNIVERSAL AVIATION | EGSS | STANSTED | 4.58 | 0.02 | Top 20% |
| JET AVIATION | EHAM | AMSTERDAM | 4.56 | 0.05 | Top 20% |
| MJETS FBO | VTBD | DONMUEANG | 4.51 | 0.05 | Top 20% |
| HONG KONG BUSINESS AVIATION CENTRE | VHHH | HONG KONG INTL | 4.48 | 0.04 | Top 20% |
| JET AVIATION | LSZH | ZURICH | 4.47 | 0.06 | |
| JET AVIATION | LSGG | GENEVA | 4.41 | -0.02 | |
| OMNI HANDLING | LPPT | LISBON INTL | 4.40 | 0.07 | |
| ADVANCED AIR SUPPORT | LFPB | LE BOURGET | 4.34 | 0.07 | |
| UNIVERSAL AVIATION | WSSL | SELETAR | 4.31 | 0.06 | |
| JET AVIATION | WSSL | SELETAR | 4.27 | 0.08 | |
| UNIVERSAL AVIATION | LFPB | LE BOURGET | 4.20 | 0.04 | |
| JET AVIATION | OMDB | DUBAI INTL | 4.19 | 0.00 | |
| DASSAULT FALCON SVC | LFPB | LE BOURGET | 4.18 | 0.02 | |
| SKY VALET | LFMD | CANNES | 4.14 | 0.10 | |
| DC AVIATION G-OPS | LFMN | NICE | 4.10 | 0.09 | |
| SKY VALET | LEMD | MADRID | 4.09 | 0.10 | |
| SIGNATURE AVIATION | EDDM | MUNICH INTL | 4.09 | -0.45 | |
| AVIAPARTNER EXECUTIVE | LFMN | NICE | 4.07 | 0.10 | |
| SIGNATURE AVIATION | LFMN | NICE | 4.04 | -0.07 | |
| JETEX | LFPB | LE BOURGET | 4.03 | 0.07 | |
| ECCNELSA HANDLING | LIEO | OLBIA | 4.01 | -0.45 | |
| HARRODS AVIATION | EGGW | LUTON | 4.00 | -0.44 | |
| SIGNATURE AVIATION | LSGG | GENEVA | 3.98 | -0.44 | |
| GRAFAIR JET CENTER | ESSB | STOCKHOLM | 3.98 | -0.44 | |
| VIENNA AIRCRAFT HDLG | LOWW | VIENNA INTL | 3.97 | 0.11 | |
| LONDON JET CENTRE | EGSS | STANSTED | 3.96 | -0.44 | |
| JET AVIATION | EDDL | DUSSELDORF | 3.94 | -0.44 | |
| EXECUJET MIDDLE EAST | OMDB | DUBAI INTL | 3.92 | -0.44 | |
| BIGGIN HILL EXEC HDG | EGKB | BIGGIN HILL | 3.85 | -0.43 | |
| SIGNATURE AVIATION | LFPB | LE BOURGET | 3.82 | -0.42 | |
| SIGNATURE AVIATION | EGGW | LUTON | 3.65 | -0.41 | |
| JET AVIATION | LSZH | ZURICH | 3.61 | -0.40 | |
| BUSINESS FLT CTR | EFHK | HELSINKI | 3.59 | -0.40 | |
| UNIVERSAL AVIATION/CJET | ZBAA | BEIJING CAP | 3.48 | 0.17 | |
| VIPPORT VNUKOVO-3 | UUWW | MOSCOW | 3.00 | -0.33 | |

Scores rounded to two decimal places. N/A denotes first year qualifying for FBO Survey.

course, if it's something that we can't control, then we can't do it."

4.69

Farnborough Airport (EGLF)

Farnborough, UK

Privately operated Farnborough Airport held the top spot in the **AIN** FBO Survey for FBOs outside the Americas for an unprecedented 19 years before finally being dethroned. This year, the company led all FBOs in the Rest of World (RoW) segment in three of the five categories: passenger amenities (4.79), pilot amenities (4.77), and facilities (4.87).



The location's 52,000-sq-ft, three-story terminal features VIP customer lounges (with refreshments) that can accommodate high-volume flights, conference rooms, crew lounge and snooze rooms, work area, passenger and crew shower facilities, laundry service, concierge, and gymnasium. Drive-through customs and immigration clearance is available, along with the five-star on-airport Aviator Hampshire Hotel.

As part of Farnborough's continuing strategic investments, it will introduce a facility later this year to accommodate its growth in fractional and branded charter operator traffic. "The most significant development has been the progression of our dedicated premium operator terminal facility, which will further enhance segmentation and operational efficiency for high-volume fleet operators while preserving the exclusivity of our main terminal,"

said Adam Skrzypczak, Farnborough's terminal operations director, adding that any development at the airport is viewed through the lens of sustainability. "We assess major projects against environmental performance criteria to ensure long-term resilience, regulator alignment, and credible progress towards our net-zero commitment."

The airport has 415,000 sq ft of climate-controlled hangar space, including the Domus III four-bay complex that opened in 2024, increasing the facility's aircraft storage space by 70%. Home to 73 jets, the hangars can accommodate up to ACJ- and BBJ-class aircraft. In addition, it offers nearly 21 acres of ramp.

Farnborough operates from 7 a.m. until 10 p.m. on weekdays and from 8 a.m. until 8 p.m. on weekends and bank holidays. It has a staff of 307 and finished in the top 10 in both the RoW customer service representatives and line service categories in this year's survey.

In terms of history, Farnborough was the site of the UK's first powered flight in 1908 and served for decades as a Royal Air Force facility, before it was turned into the UK's only true private aviation facility. "What is unusual is that Farnborough is a fully dedicated business aviation airport—the entire infrastructure, staffing model, and service philosophy are designed exclusively around premium private aviation, rather than operating business aviation as an adjunct to commercial airline traffic," Skrzypczak told **AIN**.

4.64

Harrods Aviation

London Stansted Airport (EGSS), UK

Harrods Aviation has been a consistent name among the top positions for FBOs in Europe and beyond in **AIN**'s annual survey. The company, the aviation arm of the world-famous Harrods department store in London, has existed since 2003. It has operated two facilities at London Stansted

EUROPE REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|------------------------|--------------|-----------------|-----------------------|
| AMSTERDAM | | | |
| JET AVIATION | EHAM | 4.56 | 0.05 |
| DÜSSELDORF | | | |
| JET AVIATION | EDDL | 3.94 | -0.44 |
| GENEVA | | | |
| JET AVIATION | LSGG | 4.41 | -0.02 |
| SIGNATURE AVIATION | LSGG | 3.98 | -0.44 |
| LISBON | | | |
| OMNI HANDLING | LPPT | 4.40 | 0.07 |
| LONDON | | | |
| FARNBOROUGH AIRPORT | EGLF | 4.69 | 0.03 |
| HARRODS AVIATION | EGSS | 4.64 | 0.04 |
| UNIVERSAL AVIATION | EGSS | 4.58 | 0.02 |
| HARRODS AVIATION | EGGW | 4.00 | -0.44 |
| LONDON JET CENTRE | EGSS | 3.96 | -0.44 |
| BIGGIN HILL EXEC HDG | EGKB | 3.85 | -0.43 |
| MADRID | | | |
| SKY VALET | LEMD | 4.09 | 0.10 |
| MUNICH | | | |
| SIGNATURE AVIATION | EDDM | 4.09 | -0.45 |
| PARIS | | | |
| ADVANCED AIR SUPPORT | LFPB | 4.34 | 0.07 |
| UNIVERSAL AVIATION | LFPB | 4.20 | 0.04 |
| DASSAULT FALCON SVC | LFPB | 4.18 | 0.02 |
| JETEX | LFPB | 4.03 | 0.07 |
| SARDINIA | | | |
| ECCELSA HANDLING | LIEO | 4.01 | -0.45 |
| SOUTHERN FRANCE | | | |
| SKY VALET CANNES | LFMD | 4.14 | 0.10 |
| DC AVIATION G-OPS | LFMN | 4.10 | 0.09 |
| AVIAPARTNER EXECUTIVE | LFMN | 4.07 | 0.10 |
| SIGNATURE AVIATION | LFMN | 4.04 | -0.07 |
| STOCKHOLM | | | |
| GRAFAIR JET CENTER | ESSB | 3.98 | -0.44 |
| ZURICH | | | |
| JET AVIATION | LSZH | 4.47 | 0.06 |
| VIENNA | | | |
| VIENNA AIRCRAFT HDLG | LOWW | 3.97 | 0.11 |

Airport (EGSS) since 2023, when it bought a rival service provider, and between the two locations operates 106,000 sq ft of hangar space capable of sheltering bizliner-size aircraft.

Offering two full-service terminals at EGSS, Harrods offers onsite security,

customs, and immigration clearance; conference room; passenger and pilot lounges; work area; gym; and driver rest areas with private vehicle ramp access and crew transfers. Its original facility (the Knightsbridge) is now geared to handle larger charters, such as head-of-state flights with more than 100 passengers, while the other location (the Brompton), which is fully capable of serving larger aircraft as well, is generally designated for private/corporate aircraft.



It was the first UK FBO to achieve IS-BAH Stage 3 registration. “We recognize the importance of continually evolving and improving our [safety management system] to maintain the highest levels of operational integrity,” the FBO said, adding, “What sets our location apart is our commitment to self-sufficiency. Unlike many competitors, we minimize reliance on third-party services, allowing us to maintain full control and reliability over our operations. We independently operate and maintain our ground service equipment, ensuring seamless efficiency.”

Finishing no lower than fifth place in all five survey categories for FBOs outside of the Americas, the company—which is operational 24/7 and has a staff of more than 300 between its locations—received its highest score this year for its customer service representatives (4.73). “Our customer service approach is grounded in delivering an understated sense of luxury with unwavering consistency,” the company added. “We prioritize anticipating our customers’ needs and creating frictionless travel experiences from start to finish.”

4.60

ExecuJet Australia

Sydney Kingsford Smith Airport (YSSY), Sydney, Australia

One of “Down Under’s” most established business aviation facilities, ExecuJet Australia has operated an FBO at Sydney Kingsford Smith Airport (YSSY) since 2000, and the facility traces its roots back nearly 30 years before that.

Now the lone general aviation service provider at YSSY, ExecuJet earned its highest score in this year’s survey (4.78) in the customer service representatives category. “Our philosophy is simple,” explained Matthew Guy, ExecuJet’s regional FBO manager for Asia-Pacific, “We welcome every visitor into our facility as if we are welcoming them into our home.”

The FBO occupies a two-story 3,230-sq-ft terminal featuring passenger and crew lounges, as well as onsite CIQ services, and a catering preparation kitchen. While the company recently reconfigured its trio of conference rooms to create additional lounge space in the 1980’s vintage structure, even more upgrades are on the way.

“This year, we’ll be undertaking a comprehensive refurbishment of the facility, representing the most significant investment in the building since it was originally constructed more than four decades ago,” Guy told *AIN*. “The project will deliver a completely reimagined reception and arrival experience, upgraded passenger lounges and meeting rooms, dedicated private bathroom facilities, and improved staff amenities.”



ASIA-PACIFIC REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|------------------------------------|--------------|-----------------|-----------------------|
| BANGKOK | | | |
| MJETS FBO | VTBD | 4.51 | 0.05 |
| BEIJING | | | |
| UNIVERSAL AVIATION / CJET | ZBAA | 3.48 | 0.17 |
| HONG KONG | | | |
| HONG KONG BUSINESS AVIATION CENTRE | VHHH | 4.48 | 0.04 |
| MACAU | | | |
| TAG AVIATION MACAU | VMMC | 4.75 | N/A |
| SINGAPORE | | | |
| UNIVERSAL AVIATION | WSSL | 4.31 | 0.06 |
| JET AVIATION | WSSL | 4.27 | 0.08 |
| SYDNEY | | | |
| EXECUJET AUSTRALIA | YSSY | 4.60 | 0.04 |

MIDDLE EAST REGION

| FBO | AIRPORT CODE | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|----------------------|--------------|-----------------|-----------------------|
| DUBAI | | | |
| JET AVIATION | OMDB | 4.19 | 0.00 |
| EXECUJET MIDDLE EAST | OMDB | 3.92 | -0.44 |

In addition, the renovation will feature sustainable design elements as part of the company’s environmental awareness. “We’re also proud to be partnering with Australia’s first onshore sustainable aviation fuel (SAF) producer, which will allow us to offer SAF at Sydney Airport for the very first time, supporting greener operations for our clients,” said Guy.

As the first location in ExecuJet’s global FBO chain to receive Stage 3 registration under IBAC’s IS-BAH, the Sydney facility also received the highest survey score this year in the line service category (4.74) for FBOs outside of the Americas. “Line service training is a cornerstone of our operational excellence,” said Guy. “We invest significantly in ongoing education, regular assessments, and practical skills workshops to ensure our team is always up to date with the latest industry standards.”

With a staff of 45, the facility recently moved to 24/7 operation with the introduction of an overnight shift.

4.58

Universal Aviation

London Stansted Airport (EGSS), UK

With more than four decades of experience, Universal Aviation's facility at London Stansted Airport (EGSS) is one of the longest-established service providers in the UK.

Ranking in the top 10 in all categories among FBOs in the Rest of World segment in this year's AIN FBO Survey, Universal Aviation earned its highest score in line service (4.74) and plans to upgrade its ramp services with new equipment this year. Over the past year, it was awarded Stage 3 registration under IBAC's IS-BAH, making it just the second facility in the country (both at EGSS) to achieve that status.

"The safety culture is strong at Stansted; training is thorough and frequent," said Sean Raftery, Universal's managing director for the UK and Ireland. "We believe that the safety of our customers, their assets, and our own people should be the number one priority for any FBO, and so we are justifiably proud of this achievement."



Open from 7 a.m. until 10 p.m. with a staff of 30, the facility has a two-story, 11,000-sq-ft terminal with arrival and departure lounges, crew business center, refreshment bar, pilot lounge, shower facilities, drivers' lounge, and customs and immigration services available onsite. Its meeting rooms were recently upgraded with "smart" screens to improve their utility for customers.

TOP FBOs BY CATEGORY - EUROPE, THE MIDDLE EAST, AFRICA, ASIA-PACIFIC

| FBO | AIRPORT CODE | AIRPORT | LINE SERVICE |
|------------------------------------|--------------|------------------------------|---------------------|
| EXECUJET AUSTRALIA | YSSY | SYDNEY KINGSFORD SMITH | 4.74 |
| UNIVERSAL AVIATION | EGSS | LONDON STANSTED | 4.74 |
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.66 |
| JET AVIATION | EHAM | AMSTERDAM SCHIPHOL | 4.66 |
| HARRODS AVIATION | EGSS | LONDON STANSTED | 4.64 |
| OMNI HANDLING | LPPT | LISBON INTL PORTELA | 4.57 |
| FARNBOROUGH AIRPORT | EGLF | FARNBOROUGH | 4.51 |
| HONG KONG BUSINESS AVIATION CENTRE | VHHH | HONG KONG INTL | 4.48 |
| UNIVERSAL AVIATION | WSSL | SINGAPORE/SELETAR | 4.48 |
| UNIVERSAL AVIATION | LFPB | PARIS LE BOURGET | 4.47 |
| FBO | AIRPORT CODE | AIRPORT | PASSENGER AMENITIES |
| FARNBOROUGH AIRPORT | EGLF | FARNBOROUGH | 4.79 |
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.74 |
| HARRODS AVIATION | EGSS | LONDON STANSTED | 4.69 |
| MJETS FBO | VTBD | DON MUEANG INTL | 4.66 |
| JET AVIATION | LSZH | ZURICH | 4.65 |
| HONG KONG BUSINESS AVIATION CENTRE | VHHH | HONG KONG INTL | 4.58 |
| JET AVIATION | EHAM | AMSTERDAM SCHIPHOL | 4.51 |
| UNIVERSAL AVIATION | EGSS | LONDON STANSTED | 4.50 |
| EXECUJET AUSTRALIA | YSSY | SYDNEY KINGSFORD SMITH | 4.45 |
| ADVANCED AIR SUPPORT | LFPB | LE BOURGET | 4.40 |
| FBO | AIRPORT CODE | AIRPORT | PILOT AMENITIES |
| FARNBOROUGH AIRPORT | EGLF | FARNBOROUGH | 4.77 |
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.74 |
| HARRODS AVIATION | EGSS | LONDON STANSTED | 4.63 |
| UNIVERSAL AVIATION | EGSS | LONDON STANSTED | 4.52 |
| EXECUJET AUSTRALIA | YSSY | SYDNEY KINGSFORD SMITH | 4.40 |
| MJETS FBO | VTBD | DON MUEANG INTL | 4.39 |
| JET AVIATION | EHAM | AMSTERDAM SCHIPHOL | 4.36 |
| JET AVIATION | LSZH | ZURICH | 4.34 |
| ADVANCED AIR SUPPORT | LFPB | LE BOURGET | 4.33 |
| FBO | AIRPORT CODE | AIRPORT | FACILITIES |
| FARNBOROUGH AIRPORT | EGLF | FARNBOROUGH | 4.87 |
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.83 |
| HARRODS AVIATION | EGSS | LONDON STANSTED | 4.72 |
| MJETS FBO | VTBD | DON MUEANG INTL | 4.65 |
| JET AVIATION | EHAM | AMSTERDAM SCHIPHOL | 4.64 |
| JET AVIATION | LSZH | ZURICH | 4.62 |
| EXECUJET AUSTRALIA | YSSY | SYDNEY KINGSFORD SMITH | 4.60 |
| HONG KONG BUSINESS AVIATION CENTRE | VHHH | HONG KONG INTL | 4.52 |
| JET AVIATION | LSGG | GENEVA INTL | 4.46 |
| UNIVERSAL AVIATION | EGSS | STANSTED | 4.44 |
| FBO | AIRPORT CODE | AIRPORT | CSRS |
| OMNI HANDLING | LPPT | LISBON INTERNATIONAL PORTELA | 4.87 |
| TAG AVIATION MACAU | VMMC | MACAU INTL | 4.78 |
| EXECUJET AUSTRALIA | YSSY | SYDNEY KINGSFORD SMITH | 4.78 |
| UNIVERSAL AVIATION | EGSS | LONDON STANSTED | 4.73 |
| HARRODS AVIATION- | EGSS | LONDON STANSTED | 4.73 |
| UNIVERSAL AVIATION | WSSL | SINGAPORE/SELETAR | 4.70 |
| JET AVIATION | EHAM | AMSTERDAM SCHIPHOL | 4.66 |
| MJETS FBO | VTBD | DON MUEANG INTL | 4.59 |
| FARNBOROUGH AIRPORT | EGLF | FARNBOROUGH | 4.55 |
| JET AVIATION | WSSL | SINGAPORE/SELETAR | 4.51 |

The complex offers 40,000 sq ft of private ramp space, with access to several hangars that can house aircraft the size of Boeing Business Jets or Airbus Corporate Jets.

“Traffic levels have been surprisingly strong,” Raftery told **AIN**, adding that he believes the traditional links to geopolitical and economic activity have almost been ignored. “The prior year was a record year for us, but the last few months have exceeded year-on-year numbers.”

Universal Stansted was also a standout in the customer service representative category this year, earning a score of 4.73 from **AIN**’s readership. Raftery described the company goal there as removing customer stress and taking the burden off them so they can arrive and depart smoothly through the country. “Our customers put their trust in us,” he explained. “We are grateful for their recognition of our services, whether fed back directly to us or through mediums such as this **AIN** survey.”

The Rest of the Best

Three other FBOs in the RoW regions rounded out the top 20% in this year’s FBO Survey: Jet Aviation at Amsterdam Airport Schiphol (EHAM) with a rating of 4.56, MJets FBO at Don Mueang International Airport in Bangkok (VTBD) with a rating of 4.51, and Hong Kong Business Aviation Center at Hong Kong International Airport at 4.48 (VHHH).

COMMITMENT TO PROGRESS

The **AIN** FBO Survey once again is recognizing FBOs demonstrating the most improvement from last year. In the Americas segment, that is Modern Aviation’s facility at Sacramento Mather Airport

COMMITMENT TO PROGRESS

| FBO | AIRPORT CODE | AIRPORT | OVERALL AVERAGE | CHANGE FROM LAST YEAR |
|---|------------------------------------|---------|-----------------|-----------------------|
| UNIVERSAL AVIATION / CJET | BEIJING/CAPITAL | ZBAA | 3.48 | 0.17 |
| MODERN AVIATION | SACRAMENTO MATHER | KMHR | 3.84 | 0.13 |
| EDWARDS JET CENTER | BILLINGS LOGAN INTL | KBIL | 3.93 | 0.12 |
| VIENNA AIRCRAFT HDLG | VIENNA INTERNATIONAL | LOWW | 3.97 | 0.11 |
| SIGNATURE AVIATION | NEWARK LIBERTY INTL | KEWR | 4.00 | 0.11 |
| SIGNATURE AVIATION | SAN DIEGO INTL | KSAN | 4.02 | 0.11 |
| JETCENTERS OF COLORADO | CITY OF COLORADO SPRINGS MUNI | KCOS | 4.03 | 0.11 |
| AVIAPARTNER EXECUTIVE | NICE COTE D'AZUR INTL | LFMN | 4.07 | 0.10 |
| SKY VALET | MADRID BARAJAS | LEMD | 4.09 | 0.10 |
| SIGNATURE AVIATION | TRENTON MERCER | KTTN | 4.13 | 0.10 |
| MILLION AIR | THE FLORIDA KEYS MARATHON | KMTH | 4.14 | 0.10 |
| SKY VALET | CANNES-MANDELIEU | LFMD | 4.14 | 0.10 |
| SIGNATURE AVIATION | CENTENNIAL | KAPA | 4.15 | 0.09 |
| HENDERSON EXEC ARPT | HENDERSON EXECUTIVE | KHND | 4.17 | 0.09 |
| VELOCITY FBO | ST. SIMONS ISLAND | KSSI | 4.17 | 0.09 |
| JET NASSAU | NASSAU/LYNDEN PINDLING INTL | MYNN | 4.18 | 0.09 |
| DC AVIATION G-OPS | NICE COTE D'AZUR INTL | LFMN | 4.10 | 0.09 |
| ATLANTIC AVIATION | DEKALB-PEACHTREE | KPDK | 4.24 | 0.09 |
| ATLANTIC AVIATION | NASHVILLE INTL | KBNA | 4.27 | 0.08 |
| JET AVIATION | SINGAPORE/SELETAR | WSSL | 4.27 | 0.08 |
| ATLANTIC AVIATION | TED STEVENS ANCHORAGE INTL | PANC | 4.29 | 0.08 |
| SIGNATURE AVIATION | MIAMI INTL | KMIA | 4.31 | 0.08 |
| ATLANTIC AVIATION | EPPLEY AIRFIELD | KOMA | 4.31 | 0.08 |
| MODERN AVIATION | SACRAMENTO INTL | KSMF | 4.31 | 0.08 |
| JET AVIATION | WASHINGTON DULLES INTL | KIAD | 4.33 | 0.08 |
| ATLANTIC AVIATION | LAURENCE G HANSCOM FIELD | KBED | 4.33 | 0.07 |
| JETEX | LE BOURGET | LFPB | 4.03 | 0.07 |
| MILLION AIR | TALLAHASSEE INTERNATIONAL | KTLH | 4.34 | 0.07 |
| ADVANCED AIR SUPPORT | LE BOURGET | LFPB | 4.34 | 0.07 |
| PRIVATE SKY AVIATION SERVICES | SOUTHWEST FLORIDA INTL | KRSW | 4.24 | 0.07 |
| ATLANTIC AVIATION | CLEVELAND-HOPKINS INTL | KCLE | 3.94 | 0.07 |
| ATLANTIC AVIATION | EL PASO INTL | KELP | 4.35 | 0.07 |
| ATLANTIC AVIATION | TETERBORO | KTEB | 4.15 | 0.07 |
| MODERN AVIATION | JOHN F KENNEDY INTL | KJFK | 4.36 | 0.07 |
| APP JET CENTER | MANASSAS RGNL/HARRY P. DAVIS FIELD | KHEF | 4.36 | 0.07 |
| REVV AVIATION | COUNCIL BLUFFS MUNICIPAL | KCBF | 4.36 | 0.07 |
| JET AVIATION | BOZEMAN YELLOWSTONE INTL | KBZN | 4.36 | 0.07 |
| MILLION AIR | RICHMOND INTL | KRIC | 4.36 | 0.07 |
| WILSON AIR CENTER | WILLIAM P HOBBY | KHOU | 4.35 | 0.07 |
| ATLANTIC AVIATION | DESTIN-FORT WALTON BEACH | KDTS | 4.40 | 0.07 |
| OMNI HANDLING | LISBON INTERNATIONAL PORTELA | LPPT | 4.40 | 0.07 |
| MILLION AIR (Formerly Atlantic Aviation East) | BIRMINGHAM-SHUTTLESWORTH INTL | KBHM | 4.00 | 0.07 |

(KMHR), which saw its score rise from 3.71 last year, to 3.84 in this year’s survey.

On the other side of the world, Universal Aviation/CJet—the joint venture FBO

at Beijing Capital International Airport (ZBAA)—led the Rest of World category, raising its 2025 FBO survey score by 0.13 points to 3.48. ■

Above & Beyond

The below FBO staff members were recognized by AIN readers for going “Above & Beyond” in the field of customer service.

| PERSON | TITLE | FBO | AIRPORT CODE |
|--------------------------|---|------------------------------------|--------------|
| Faith Parrish | Customer Service Representative | Aero-One Aviation | KDHN |
| Mike Beckett | Customer Service Manager | APP Jet Center | KHEF |
| Cadence Whiteside | Customer Service Representative | Astin Aviation | KCLL |
| Javonte Croone | Line Technician | Avflight | KDET |
| Pablo Garcia | Customer Relations Specialist | Banyan Air Service | KFXE |
| Blanca Davila | Customer Service Specialist | Base Operations At Page Field | KFMY |
| Dami Akindede | Hospitality Supervisor | Carlsbad Jet Center | KCRQ |
| Alex Scott | General Manager | Clay Lacy | KSNA |
| Vanessa Ortega | Lead Client Services Representative | Clay Lacy | KVNY |
| Kerrie Kiefer | Customer Service Manager | Cutter Aviation | KABQ |
| Calvin Martin | General Manager | Cutter Aviation | KCOS |
| Tara Creel-Cesena | General Manager | Cutter Aviation | KDVT |
| Kristiena Urbano | Customer Service Manager | Cutter Aviation | KPHX |
| Chloe Sicre de Fontbrune | Marketing Intern | Dassault Falcon Service | LFPB |
| Josh Yeater | Customer Service Representative | Del Monte Aviation | KMRY |
| Taylor Andrade | Guest Services Coordinator | Desert Jet Center | KTRM |
| Sheena Koebernick | Customer Service Representative | Fargo Jet Center | KFAR |
| Kevin Cayer | Brand Ambassador | Fontainebleau Aviation | KFLL |
| Jordan Rosenblat | Financial Controller | Fontainebleau Aviation | KOPF |
| Jamie Munoz | General Manager | Galaxy FBO | KADS |
| Maria Roth-Dahl | Operations Manager | Galaxy FBO | KCXO |
| Genaro Sifuentes | Ramp Agent | Globalselect | KSGR |
| Amanda Gary | Customer Service Representative | Henriksen Jet Center | KEDC |
| Lanae Martinez | Customer Service Representative | Henriksen Jet Center | KTME |
| Bernie Spencer | Customer Service Representative | Heritage Aviation | KBTV |
| Shanna Ash | Customer Service Manager | Hill Aircraft | KFTY |
| Kathrina Crossland | Office Manager | Hollywood Burbank Jet Center | KBUR |
| Calvin Soong | Assistant Director Of Integrated Service Centre | Hong Kong Business Aviation Centre | VHHH |
| Shalene England | Customer Service Representative and Manager | J.A. Air Center | KARR |
| Megan Panter | Customer Service Manager | Jackson Jet Center | KBOI |
| Brian Swanson | Line Service/Operations Manager | Jackson Jet Center | KPHX |
| Alex Lawhon | Director of Leasing | Jetcenters Of Colorado | KAPA |
| Irene Lane | Concierge | Jetcenters Of Colorado | KCOS |
| Nelly Popov | Customer Service Representative | MAC Jets | KPWM |
| Leah Prizmich | Customer Service Representative | Mckinney Air Center | KTKI |
| Gracie Branson | Customer Service Representative | Million Air | KADS |
| David Schramko | General Manager | Million Air | KGPT |
| Suzi Uhls | General Manager | Million Air | KIND |
| Christian Westdickenberg | Line Service Manager | Million Air | KMTH |
| Stephanie Allison | Customer Service Manager | Million Air | KTLH |
| Jenna Medhus | Customer Service Representative | Modern Aviation | KAPA |
| Quinn McCarthy | Customer Service Representative | Modern Aviation | KBFI |
| Xavier Graves-Air | Concierge | Modern Aviation | KCLT |
| Laura Foscolo-General | Manager | Modern Aviation | KFOK |
| Aleem Mohammed | General Manager | Modern Aviation | KFRG |
| Gianna Torsky | Customer Service Representative | Modern Aviation | KFTW |
| Rebecca Taveira | Customer Service Manager | Modern Aviation | KISP |
| Antonella Lombardi | Customer Service Manager | Modern Aviation | KJFK |
| Erwin Bobb | General Manager | Modern Aviation | KLGA |
| Tatyana Budakova | Customer Service Representative | Modern Aviation | KMHR |
| Piper Wright | Customer Service Representative | Modern Aviation | KSMF |

| PERSON | TITLE | FBO | AIRPORT CODE |
|-------------------------|------------------------------------|----------------------------------|--------------|
| Kawai Lopez | Customer Service Manager | Monterey Jet Center | KMRY |
| Ricardo Gonzalez | Lead Line Service Technician | National Jets | KFLL |
| Anna Stegall | Customer Service Representative | Northeast Air | KPWM |
| Stacy Stewart | Director of Sales and Marketing | Odyssey Aviation | MYNN |
| Ana Marques | Sales Director | Omni Handling | LPCS |
| Peyton Long | Customer Service Representative | Pentastar | KPTK |
| Dominick Dedominicis | Operations Manager | Private Sky Aviation Services | KRSW |
| Don dela Rosa | Senior Night Concierge | Provo Air Center | MBPV |
| Veronica Perea-Customer | Service Representative | Sheltair | KDAB |
| Jocelyn Fabjon | Customer Service Manager | Sheltair | KECP |
| Joan Kuntz | Lobby Ambassador | Sheltair | KFLL |
| Gina Ward | Customer Service Representative | Sheltair | KMLB |
| Leigh Kendziorski | General Manager | Sheltair | KSAV |
| Delanie Potteiger | Customer Service Representative | Sheltair | KTPA |
| Albjon Mehmetukaj | Assistant General Manager | Signature Aviation | KEWR |
| Solange Videira | Customer Service Supervisor | Skyservice | CYVR |
| Jeff Carbray | FBO Manager | Skyservice | CYYC |
| Jenna Jason | Customer Service Supervisor | Sonoma Jet Center | KSTS |
| Taylor Little | Customer Experience Representative | Southern Sky Aviation | KECP |
| Joseph Rossetti | General Manager | Stancraft Jet Center | KCOE |
| Katie Kornegay | FBO Management | Sun Valley Aviation | KHRL |
| Holly Hopkins | Customer Relations Manager | Texas Jet | KFTW |
| Rita Tam | General Manager | Tag Aviation Macau International | VMMC |
| Amy Brothers | Customer Service Manager | Wilson Air Center | KCHA |
| Mary Kay | Customer Service Manager | Wilson Air Center | KHOU |

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