

The 21st Annual

Aviation International News®

# FBO SURVEY

2008

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

Welcome to the Aviation International News 2008 FBO Survey, covering FBOs in the Americas (North, Central and South America and the Caribbean). The U.S. FBOs included in this removable insert qualified for listing by receiving at least 40 evaluations by AIN readers; non-U.S. FBOs listed must have received at least 25 evaluations. A total of 234 FBOs are included in this insert, and FBOs that received overall ratings of 8.0 or higher are identified with a yellow highlight. The AIN FBO Survey was designed and administered by Forecast International of Newtown, Conn., in collaboration with AIN.



# The Top five FBOs



2. Pentastar Aviation Million Air Pontiac



3. Airflite, Long Beach



1. Wilson Air Center, Memphis



4. FalconTrust, Miami



5. City of Sugar Land



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

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Alabama</b>							
Birmingham	Birmingham International (BHM)	Atlantic	7.22	6.50	6.78	6.63	<b>6.78</b>
		JetSouth	7.50	6.95	7.07	6.87	<b>7.10</b>
<b>Alaska</b>							
Anchorage	Ted Stevens Anchorage International (ANC)	Million Air	8.50	7.90	8.27	8.33	<b>8.25</b>
		Signature Flight Support	8.46	7.74	8.02	7.85	<b>8.02</b>
<b>Arizona</b>							
Phoenix	Sky Harbor International (PHX)	Cutter Aviation	7.89	7.76	7.80	7.97	<b>7.86</b>
		Swift Aviation Services	8.14	8.45	8.31	8.80	<b>8.42</b>
Scottsdale	Scottsdale Municipal (SDL)	Landmark Aviation	8.19	7.89	8.15	8.05	<b>8.07</b>
		Scottsdale Air Center	8.32	8.34	8.31	8.79	<b>8.44</b>
Tucson	Tucson International (TUS)	Atlantic	7.83	7.15	7.54	7.40	<b>7.48</b>
<b>Arkansas</b>							
Little Rock	Adams Field (LIT)	Central Flying Service	7.46	7.11	7.14	6.99	<b>7.17</b>
Rogers	Rogers Municipal/Carter Field (ROG)	Beaver Lake Aviation	7.74	7.70	7.81	8.28	<b>7.88</b>
<b>California</b>							
Burbank	Bob Hope (BUR)	Atlantic	7.41	7.61	7.55	7.74	<b>7.58</b>
		Million Air	7.67	7.59	7.65	7.82	<b>7.68</b>
Camarillo	Camarillo (CMA)	Sun Air Jets	8.04	7.98	7.98	8.34	<b>8.09</b>
Carlsbad	McClellan-Palomar (CRQ)	Jet Source	8.25	8.10	8.12	8.31	<b>8.19</b>
		Premier Jet	8.73	8.47	8.49	9.02	<b>8.68</b>
		Western Flight	7.71	6.24	6.86	6.32	<b>6.78</b>
Long Beach	Long Beach Airport Daugherty Field (LGB)	AirFlite	8.77	8.85	8.62	8.98	<b>8.81</b>
		Signature Flight Support	6.50	6.40	6.43	6.45	<b>6.45</b>
Los Angeles	Los Angeles International (LAX)	Landmark Aviation	7.21	6.31	6.55	6.41	<b>6.62</b>
Monterey	Monterey Peninsula (MRY)	Million Air	8.02	8.00	7.85	8.07	<b>7.99</b>
		Monterey Jet Center	8.63	8.34	8.45	8.49	<b>8.48</b>
Napa	Napa County (APC)	Bridgeford Flying Service	6.84	5.97	6.24	6.06	<b>6.28</b>

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			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>California</b>							
Oakland	Metropolitan Oakland International (OAK)	Business Jet Center	8.03	8.00	8.07	8.11	<b>8.05</b>
		KaiserAir Jet Center	7.79	7.00	7.17	6.94	<b>7.23</b>
Palm Springs	Jacqueline Cochran Regional (TRM)	Signature Flight Support	6.67	6.02	6.02	5.72	<b>6.11</b>
		Tradition Aviation	8.58	7.56	8.17	7.65	<b>7.99</b>
	Palm Springs International (PSP)	Atlantic	7.71	7.56	7.65	7.73	<b>7.66</b>
		Signature Flight Support	7.08	6.24	6.34	5.95	<b>6.40</b>
Sacramento	Sacramento Executive (SAC)	Sacramento Executive Jet Center	7.12	5.83	6.29	5.93	<b>6.29</b>
San Diego	Lindbergh Field (SAN)	Jimsair Aviation Services	6.10	5.49	5.50	5.20	<b>5.57</b>
San Francisco	San Francisco International (SFO)	Signature Flight Support	6.81	6.95	6.92	7.27	<b>6.99</b>
San Jose	Norman Mineta San Jose International (SJC)	Atlantic (formerly ACM Aviation)	7.83	7.58	7.46	7.61	<b>7.62</b>
Santa Ana	John Wayne/Orange County (SNA)	Atlantic	7.66	7.58	7.80	7.83	<b>7.72</b>
		Signature Flight Support	7.59	7.47	7.54	7.74	<b>7.58</b>
Santa Barbara	Santa Barbara Municipal (SBA)	Signature Flight Support	7.59	6.22	6.48	5.96	<b>6.56</b>
Santa Monica	Santa Monica Municipal (SMO)	Atlantic (formerly Supermarine)	6.56	6.19	6.17	6.03	<b>6.24</b>
Van Nuys	Van Nuys (VNY)	Clay Lacy Aviation	7.67	7.00	7.23	7.10	<b>7.25</b>
		Hawker Beechcraft Services	6.92	6.85	7.00	7.01	<b>6.95</b>
		Maguire Aviation	8.10	7.83	7.90	8.10	<b>7.98</b>
		Skytrails Aviation	8.47	7.22	7.44	7.13	<b>7.57</b>
<b>Colorado</b>							
Aspen	Pitkin County/Sardy Field (ASE)	Atlantic	7.71	7.72	7.12	7.78	<b>7.58</b>
Colorado Springs	Colorado Springs Municipal (COS)	Colorado jetCenter	7.85	6.74	6.84	6.62	<b>7.01</b>
Denver	Centennial (APA)	Denver jetCenter	8.62	8.36	8.41	8.47	<b>8.46</b>
		Signature Flight Support	7.91	7.81	7.97	8.22	<b>7.98</b>
		TAC Air	7.93	7.63	7.64	7.91	<b>7.78</b>
	Denver International (DEN)	Signature Flight Support	6.90	7.15	7.06	7.39	<b>7.13</b>
	Rocky Mountain Metropolitan (BJC)	Denver AirCenter	8.02	7.72	7.46	7.96	<b>7.79</b>
		Stevens Aviation	8.07	6.52	7.05	6.73	<b>7.09</b>
Eagle	Eagle County Regional (EGE)	Vail Valley Jet Center	8.31	8.59	8.29	8.58	<b>8.44</b>
Grand Junction	Walker Field (GJT)	West Star Aviation	8.40	8.03	8.03	8.18	<b>8.16</b>
Pueblo	Pueblo Memorial (PUB)	Flower Aviation	8.27	6.58	6.66	6.52	<b>7.01</b>
Rifle	Garfield County Regional (RIL)	Rifle Jet Center	7.83	6.85	6.89	6.83	<b>7.10</b>
<b>Connecticut</b>							
Windsor Locks	Bradley International (BDL)	Signature Flight Support	8.04	8.06	8.11	8.13	<b>8.08</b>
		TAC Air	7.65	7.68	7.90	7.55	<b>7.69</b>
<b>Delaware</b>							
Wilmington	Wilmington International (ILM)	Air Wilmington	8.09	7.58	7.60	7.72	<b>7.75</b>
<b>Florida</b>							
Boca Raton	Boca Raton (BCT)	Avitat Boca Raton	8.38	8.54	8.33	8.58	<b>8.46</b>
		Boca Aviation	7.94	7.52	7.62	7.75	<b>7.71</b>
Daytona Beach	Daytona Beach International (DAB)	SheltAir Aviation Services	7.67	7.44	7.69	7.75	<b>7.64</b>
Destin	Destin-Fort Walton Beach (DTS)	Miracle Strip Aviation	6.59	6.12	6.11	6.47	<b>6.32</b>
Fort Lauderdale	Fort Lauderdale Executive (FXE)	Banyan Air Services	8.64	8.64	8.59	8.85	<b>8.68</b>
		Executive Jet Center	7.83	7.37	7.17	7.66	<b>7.51</b>
	Fort Lauderdale/Hollywood International (FLL)	National Jets	8.83	8.13	8.39	8.32	<b>8.42</b>
		SheltAir Aviation Services	8.03	8.21	8.18	8.25	<b>8.18</b>
		Signature Flight Support	7.47	7.21	7.11	7.16	<b>7.24</b>

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			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Florida</b>							
Fort Myers	Page Field (FMY)	The Aviation Center	7.58	6.58	6.92	6.62	<b>6.93</b>
	Southwest Florida International (RSW)	PrivateSky Aviation	7.16	7.10	6.96	7.23	<b>7.11</b>
Jacksonville	Jacksonville International (JAX)	SheltAir Aviation Services	8.19	8.22	8.28	8.64	<b>8.33</b>
		Signature Flight Support	6.52	6.63	6.48	6.71	<b>6.58</b>
Key West	Key West International (EYW)	Island City Flying Service	6.26	4.62	4.67	4.33	<b>4.97</b>
Kissimmee	Kissimmee Gateway (ISM)	Signature Flight Support	7.95	6.95	7.32	6.90	<b>7.28</b>
Miami	Kendall-Tamiami Executive (TMB)	FalconTrust Air	8.07	8.98	8.88	9.22	<b>8.79</b>
	Miami International (MIA)	Signature Flight Support	7.01	7.05	7.12	7.35	<b>7.13</b>
Naples	Naples Municipal (APF)	Naples Airport Authority	6.89	6.12	6.36	6.20	<b>6.39</b>
Opa Locka	Opa Locka (OPF)	Miami Executive Aviation	7.23	6.71	6.64	6.89	<b>6.87</b>
Orlando	Orlando Executive (ORL)	Showalter Flying Service	8.34	7.96	8.06	8.03	<b>8.10</b>
		Galaxy Aviation	7.79	6.69	7.01	6.52	<b>7.00</b>
	Orlando International (MCO)	SheltAir Aviation Services	7.82	7.35	7.56	7.53	<b>7.57</b>
		Signature Flight Support	7.61	7.34	7.41	7.37	<b>7.43</b>
Sarasota	Sarasota/Bradenton International (SRQ)	Dolphin Aviation	6.57	6.32	6.07	6.09	<b>6.26</b>
		Jones Aviation Service	7.24	5.37	5.71	5.17	<b>5.87</b>
St. Augustine	St. Augustine (SGJ)	Galaxy Aviation	7.91	7.11	7.28	7.36	<b>7.42</b>
St. Petersburg	St. Petersburg-Clearwater International (PIE)	SheltAir Aviation Services	8.31	7.39	7.69	7.47	<b>7.72</b>
Stuart	Witham Field (SUA)	Galaxy Aviation	8.29	7.58	7.78	7.44	<b>7.77</b>
		Stuart Jet Center	8.73	7.85	7.97	8.18	<b>8.18</b>
Tallahassee	Tallahassee Regional (TLH)	Flightline Group Avitat Tallahassee	7.51	7.34	7.68	7.71	<b>7.56</b>
Tampa	Tampa International (TPA)	Hawker Beechcraft Services	7.78	7.70	7.78	7.77	<b>7.76</b>
		Tampa International Jet Center	8.28	8.17	8.06	8.43	<b>8.24</b>
West Palm Beach	Palm Beach International (PBI)	Galaxy Aviation	7.97	7.82	7.77	7.84	<b>7.85</b>
		Jet Aviation Palm Beach	8.70	8.52	8.53	8.70	<b>8.61</b>
		Signature Flight Support	7.73	7.08	7.21	7.12	<b>7.29</b>
<b>Georgia</b>							
Atlanta	DeKalb-Peachtree (PDK)	Atlantic	7.60	7.45	7.60	7.47	<b>7.53</b>
		Epps Aviation	8.12	7.43	7.55	7.36	<b>7.61</b>
		Signature Flight Support	7.57	7.49	7.43	7.60	<b>7.52</b>
	Fulton County-Brown Field (FTY)	Hawker Beechcraft Services	7.57	7.43	7.57	7.61	<b>7.54</b>
		Hill Aircraft	8.47	7.91	8.19	7.89	<b>8.12</b>
Hartsfield-Jackson Atlanta International (ATL)	Atlantic	6.85	5.87	5.99	5.94	<b>6.16</b>	
Augusta	Augusta Regional at Bush Field (AGS)	Augusta Airport Aviation Services	7.25	6.62	6.49	6.63	<b>6.75</b>
Savannah	Savannah/Hilton Head International (SAV)	Signature Flight Support	6.26	6.42	6.23	6.41	<b>6.33</b>
St. Simons Island	McKinnon/St. Simons (SSI)	Golden Isles Aviation	7.47	6.89	6.98	7.08	<b>7.10</b>
<b>Idaho</b>							
Boise	Boise Air Terminal/Gowen Field (BOI)	Western Aircraft	8.17	7.54	7.73	7.78	<b>7.81</b>
Hailey	Friedman Memorial (SUN)	Sun Valley Aviation	8.25	8.24	7.83	8.49	<b>8.20</b>
<b>Illinois</b>							
Chicago	Chicago Executive (PWK)	Atlantic	7.91	7.59	7.58	7.70	<b>7.69</b>
		Signature Flight Support	7.52	7.52	7.55	7.57	<b>7.54</b>
	Chicago Midway International (MDW)	Atlantic	8.04	7.52	7.74	7.67	<b>7.74</b>
		Million Air	7.35	5.86	6.32	5.46	<b>6.25</b>
		Signature Flight Support	6.70	6.40	6.51	6.37	<b>6.49</b>
	DuPage (DPA)	DuPage Flight Center	7.53	7.80	7.89	8.15	<b>7.85</b>
O'Hare International (ORD)	Signature Flight Support	6.38	6.66	6.59	6.82	<b>6.62</b>	
Waukegan	Waukegan Regional (UGN)	DB Aviation	8.19	7.56	7.65	7.77	<b>7.79</b>

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			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Indiana</b>							
Indianapolis	Indianapolis International (IND)	Hawker Beechcraft Services	7.63	6.11	6.45	5.81	<b>6.50</b>
		Signature Flight Support	7.07	7.09	6.84	7.40	<b>7.10</b>
South Bend	South Bend Regional (SBN)	Corporate Wings	7.77	7.63	7.44	7.69	<b>7.63</b>
<b>Iowa</b>							
Des Moines	Des Moines International (DSM)	Elliott Aviation	7.60	7.21	6.91	7.04	<b>7.19</b>
<b>Kansas</b>							
Salina	Salina Municipal (SLN)	Flower Aviation	9.22	7.60	7.76	7.78	<b>8.09</b>
<b>Kentucky</b>							
Lexington	Blue Grass (LEX)	TAC Air	7.78	7.47	7.12	7.47	<b>7.46</b>
Louisville	Louisville International-Standiford Field (SDF)	Atlantic	6.78	7.46	7.23	7.63	<b>7.28</b>
<b>Louisiana</b>							
Baton Rouge	Baton Rouge Metropolitan (BTR)	Louisiana Aircraft	7.07	6.62	6.95	6.76	<b>6.85</b>
New Orleans	Lakefront (NEW)	Million Air	8.02	6.56	6.64	6.08	<b>6.83</b>
	Louis Armstrong New Orleans Int'l (MSY)	Atlantic	7.77	7.43	7.72	7.78	<b>7.68</b>
<b>Maine</b>							
Bangor	Bangor International (BGR)	Avitat Bangor	7.51	6.14	6.40	5.88	<b>6.49</b>
Portland	Portland International Jetport (PWM)	Northeast Airmotive	6.90	5.71	6.00	5.79	<b>6.10</b>
<b>Maryland</b>							
Baltimore	Baltimore/Wash. Int'l/Thurgood Marshall (BWI)	Signature Flight Support	5.54	6.40	6.21	6.64	<b>6.20</b>
<b>Massachusetts</b>							
Bedford	Hanscom Field (BED)	Jet Aviation	7.56	7.03	7.11	7.08	<b>7.20</b>
		Signature Flight Support	7.23	6.82	6.65	6.72	<b>6.85</b>
Boston	Logan International (BOS)	Signature Flight Support	5.65	6.07	5.91	6.34	<b>5.99</b>
Nantucket	Nantucket Memorial (ACK)	Nantucket Airport	6.28	5.02	5.14	5.04	<b>5.37</b>
<b>Michigan</b>							
Detroit	Detroit City (DET)	Signature Flight Support	4.33	3.47	3.65	3.39	<b>3.71</b>
Pontiac	Oakland County International (PTK)	Pentastar Aviation Million Air Pontiac	8.86	8.89	8.81	8.98	<b>8.88</b>
<b>Minnesota</b>							
Minneapolis	Minn./St. Paul International (MSP)	Signature Flight Support	7.42	7.68	7.57	7.88	<b>7.64</b>
	St. Paul Downtown-Holman Field (STP)	Million Air	8.97	8.41	8.49	8.70	<b>8.64</b>
Rochester	Rochester International (RST)	Signature Flight Support (formerly Regent Aviation)	7.20	6.88	6.76	6.98	<b>6.95</b>
<b>Missouri</b>							
Kansas City	Charles B. Wheeler Downtown (MKC)	Executive Beechcraft	7.37	6.90	6.86	6.50	<b>6.91</b>
<b>Montana</b>							
Bozeman	Gallatin Field (BZN)	Yellowstone Jet Center	8.22	8.28	8.09	8.56	<b>8.29</b>
Kalispell	Glacier Park International (GPI)	Edwards Jet Center	7.74	7.38	7.29	7.64	<b>7.51</b>
<b>Nebraska</b>							
Lincoln	Lincoln Municipal (LNK)	Duncan Aviation	8.62	7.65	7.58	7.40	<b>7.81</b>
Omaha	Eppley Airfield (OMA)	Elliott Aviation	7.70	7.40	7.50	7.60	<b>7.55</b>
		TAC Air	7.22	7.42	7.40	7.55	<b>7.40</b>
<b>Nevada</b>							
Las Vegas	McCarran International (LAS)	Atlantic	7.53	7.55	7.56	7.79	<b>7.61</b>
		Signature Flight Support	7.30	7.40	7.31	7.70	<b>7.43</b>
Reno	Reno/Tahoe International (RNO)	Jet West	8.53	7.35	7.33	7.14	<b>7.59</b>
<b>New Jersey</b>							
Atlantic City	Atlantic City International (ACY)	Midlantic Jet Aviation	7.16	6.69	6.80	6.76	<b>6.85</b>
Belmar/Farmingdale	Monmouth Executive (BLM)	Columbia Air Services	6.89	5.41	5.46	5.13	<b>5.72</b>
Morristown	Morristown Municipal (MMU)	Signature Flight Support	7.25	7.65	7.44	7.71	<b>7.51</b>
Newark	Newark Liberty International (EWR)	Signature Flight Support	7.14	6.61	6.61	6.62	<b>6.75</b>

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<b>New Jersey</b>							
Teterboro	Teterboro (TEB)	Atlantic	7.47	7.13	7.20	7.16	<b>7.24</b>
		First Aviation Services	5.38	6.94	5.91	7.23	<b>6.37</b>
		Jet Aviation	8.06	8.36	8.33	8.61	<b>8.34</b>
		Meridian Teterboro	8.22	8.46	8.71	8.97	<b>8.59</b>
		Signature Flight Support	7.29	7.17	7.07	7.36	<b>7.22</b>
Trenton	Trenton Mercer County (TTN)	Ronson Aviation	6.70	5.41	5.72	5.24	<b>5.77</b>
<b>New Mexico</b>							
Albuquerque	Albuquerque International (ABQ)	Cutter Aviation	7.48	7.15	6.98	7.24	<b>7.21</b>
<b>New York</b>							
Albany	Albany International (ALB)	Million Air	7.54	7.58	7.73	7.71	<b>7.64</b>
Farmingdale	Republic (FRG)	Atlantic	7.80	7.33	7.41	7.29	<b>7.46</b>
New York City	John F. Kennedy International (JFK)	General Aviation Terminal	4.85	3.37	3.13	3.08	<b>3.60</b>
	La Guardia (LGA)	SheltAir Aviation Services	6.53	5.99	6.01	5.86	<b>6.10</b>
White Plains	Westchester County (HPN)	Avitat Westchester	8.38	8.34	8.13	8.44	<b>8.32</b>
		Panorama Flight Service	7.86	7.12	7.42	7.08	<b>7.37</b>
		Signature Flight Support	6.53	6.24	6.11	6.01	<b>6.22</b>
<b>North Carolina</b>							
Asheville	Asheville Regional (AVL)	Million Air	7.38	6.82	6.81	6.78	<b>6.95</b>
Charlotte	Douglas International (CLT)	Wilson Air Center	8.57	8.25	8.35	8.40	<b>8.39</b>
Concord	Concord Regional Airport (JQF)	Concord Regional Airport	7.40	6.85	7.17	7.15	<b>7.14</b>
Raleigh-Durham	Raleigh-Durham International (RDU)	Landmark Aviation	7.74	7.56	7.49	7.76	<b>7.64</b>
		TAC Air	8.12	8.06	7.83	8.15	<b>8.04</b>
<b>North Dakota</b>							
Fargo	Hector International (FAR)	Fargo Jet Center	8.33	7.90	8.10	8.25	<b>8.14</b>
<b>Ohio</b>							
Akron	Akron Canton Regional (CAK)	McKinley Air	8.20	8.08	8.23	8.40	<b>8.23</b>
Cincinnati	Cincinnati Municipal-Lunken Field (LUK)	Million Air	8.41	7.98	8.15	8.04	<b>8.15</b>
Cleveland	Burke Lakefront (BKL)	Million Air	7.93	6.34	6.64	6.39	<b>6.82</b>
Columbus	Port Columbus International (CMH)	Lane Aviation	8.39	7.90	7.94	8.12	<b>8.09</b>
<b>Oregon</b>							
Portland	Portland International (PDX)	Flightcraft	7.88	8.02	7.84	8.09	<b>7.96</b>
<b>Pennsylvania</b>							
Philadelphia	Northeast Philadelphia (PNE)	Atlantic	6.79	6.59	6.58	6.63	<b>6.65</b>
	Philadelphia International (PHL)	Atlantic	7.53	7.72	7.60	7.87	<b>7.68</b>
Pittsburgh	Pittsburgh International (PIT)	Atlantic	7.67	7.49	7.54	7.84	<b>7.64</b>
<b>South Carolina</b>							
Charleston	Charleston International (CHS)	Atlantic	7.19	6.76	6.81	7.17	<b>6.98</b>
		Million Air	7.83	7.88	7.79	8.05	<b>7.89</b>
<b>Tennessee</b>							
Chattanooga	Lovell Field (CHA)	TAC Air	7.83	7.21	7.25	7.21	<b>7.37</b>
Knoxville	McGhee Tyson (TYS)	TAC Air	7.53	7.22	7.13	7.53	<b>7.35</b>
Memphis	Memphis International (MEM)	Wilson Air Center	9.09	8.87	8.99	9.15	<b>9.03</b>
Nashville	Nashville International (BNA)	Atlantic	7.63	7.35	7.29	7.24	<b>7.38</b>
		Signature Flight Support	7.44	7.33	7.27	7.31	<b>7.34</b>
<b>Texas</b>							
Amarillo	Rick Husband Amarillo International (AMA)	TAC Air	7.76	6.93	7.29	7.02	<b>7.25</b>
Austin	Austin Bergstrom International (AUS)	Atlantic	7.95	7.72	7.69	8.03	<b>7.85</b>
		Signature Flight Support	7.35	7.38	7.37	7.67	<b>7.44</b>



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

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Texas</b>							
Dallas	Addison (ADS)	Million Air	8.79	8.54	8.69	8.70	<b>8.68</b>
	Dallas Love Field (DAL)	Business Jet Center	8.76	8.54	8.66	8.91	<b>8.72</b>
		Jet Aviation	8.21	8.00	8.15	8.11	<b>8.12</b>
		Landmark Aviation	7.85	7.60	7.44	7.67	<b>7.64</b>
		Signature Flight Support	7.64	7.45	7.49	7.43	<b>7.50</b>
Fort Worth	Meacham International (FTW)	Texas Jet	8.99	8.39	8.52	8.28	<b>8.54</b>
Houston	George Bush Intercontinental (IAH)	Atlantic	7.90	7.61	7.73	7.78	<b>7.76</b>
	Hobby (HOU)	Atlantic	8.16	7.64	7.77	7.64	<b>7.80</b>
		Enterprise Jet Center	8.28	8.41	8.41	8.73	<b>8.46</b>
		Hawker Beechcraft Services	7.52	7.13	7.30	7.19	<b>7.28</b>
		Million Air	8.48	8.22	8.18	8.21	<b>8.27</b>
Wilson Air Center	8.87	7.80	7.89	7.35	<b>7.98</b>		
San Antonio	San Antonio International (SAT)	Hawker Beechcraft Services	7.83	7.24	7.26	7.35	<b>7.42</b>
		Million Air	8.32	8.15	8.05	8.24	<b>8.19</b>
		Landmark Aviation	7.71	6.34	6.28	5.98	<b>6.58</b>
Sugar Land	Sugar Land Regional (SGR)	City of Sugar Land	8.59	8.75	8.75	8.88	<b>8.74</b>
<b>Utah</b>							
Salt Lake City	Salt Lake City International (SLC)	Million Air	8.69	8.24	8.37	8.57	<b>8.47</b>
		Salt Lake Jet Center	7.93	7.52	7.57	7.48	<b>7.63</b>
<b>Virginia</b>							
Richmond	Richmond International (RIC)	Million Air	7.02	6.82	6.82	6.89	<b>6.89</b>
Sterling (Dulles)	Washington Dulles International (IAD)	Landmark Aviation	7.15	7.50	7.28	7.61	<b>7.38</b>
		Signature Flight Support	6.88	7.33	7.10	7.35	<b>7.16</b>
<b>Washington</b>							
Seattle	Boeing Field/King County International (BFI)	Galvin Flying	8.65	7.40	7.94	7.51	<b>7.88</b>
<b>West Virginia</b>							
Charleston	Yeager (CRW)	Avitat - CRW/Executive Air	6.88	6.32	6.49	6.59	<b>6.57</b>
<b>Wisconsin</b>							
Madison	Dane County Regional-Truax Field (MSN)	Wisconsin Aviation-Madison	7.80	7.75	7.65	7.95	<b>7.79</b>
Milwaukee	General Mitchell International (MKE)	Signature Flight Support	7.07	6.87	6.96	7.09	<b>6.99</b>
<b>Wyoming</b>							
Jackson Hole	Jackson Hole Airport (JAC)	Jackson Hole Aviation	7.68	7.21	7.04	7.14	<b>7.27</b>

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

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Canada</b>							
Calgary, Alberta	Calgary International (CYYC)	Landmark Aviation	7.72	7.65	7.52	7.89	<b>7.70</b>
		Skyservice Avitat	7.67	6.74	7.14	6.59	<b>7.04</b>
Gander, Newfoundland	Gander International (CYQX)	Avitat Gander	8.17	7.56	7.73	7.58	<b>7.77</b>
		Irving Aviation Services	8.82	8.25	8.36	8.16	<b>8.40</b>
Montreal, Quebec	Pierre Trudeau International (CYUL)	Irving Aviation Services	8.74	8.14	8.14	8.22	<b>8.31</b>
		Aerocentre	8.23	7.07	7.60	7.31	<b>7.55</b>
Toronto, Ontario	Lester B. Pearson International (CYYZ)	Skyservice	8.26	8.00	8.02	8.17	<b>8.11</b>
		Landmark Aviation	7.83	7.36	7.30	7.34	<b>7.46</b>
		Skycharter	7.12	6.40	6.32	6.12	<b>6.49</b>
Vancouver, B.C.	Vancouver International (CYVR)	Skyservice Avitat	8.50	8.36	8.16	8.48	<b>8.38</b>
		Avitat Vancouver	8.24	7.78	7.58	7.73	<b>7.83</b>
		Landmark Aviation	7.85	7.74	7.71	7.76	<b>7.76</b>

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## Outside the 50 states

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

			Line service	Pax amenities	Pilot amenities	Facilities	Overall Average
<b>Mexico</b>							
Cancun	Cancun International (MMUN)	Asur Cancun FBO	7.36	7.13	7.23	7.36	<b>7.27</b>
Puerta Vallarta	Lic Diaz Ordaz (MMPR)	Aerotron	8.03	7.42	7.08	7.19	<b>7.43</b>
San Jose del Cabo	Los Cabos International (MMSD)	Aero Center	7.15	5.89	5.82	6.04	<b>6.23</b>
Toluca	Adolfo Lopez Mateos International (MMTO)	Manny Aviation Services	8.69	8.03	8.17	8.26	<b>8.29</b>
		UVavemex	8.60	8.25	8.44	8.51	<b>8.45</b>
<b>South America, Central America, The Caribbean</b>							
Grand Cayman	Owen Roberts International (MWCR)	Island Air	6.47	4.75	5.59	5.25	<b>5.52</b>
Hamilton, Bermuda	Bermuda International (TXKF)	Bermuda Aviation Services	6.58	5.13	5.58	4.98	<b>5.57</b>
Nassau, Bahamas	Nassau International (MYNN)	Executive Flight Support	7.42	7.03	7.11	6.89	<b>7.11</b>
		Million Air Nassau	7.72	7.20	7.31	7.23	<b>7.36</b>
Providenciales, Turks & Caicos	Providenciales (MBPV)	Provo Air Center	7.17	6.23	6.58	6.15	<b>6.53</b>
Santiago, Chile	Com. Arturo Merino Benitez International (SCEL)	FBO Aerocardal	8.26	7.85	7.93	8.11	<b>8.04</b>
St. Maarten	Princess Juliana International (TNCM)	Arrindell Aviation Services	7.33	4.74	5.44	4.33	<b>5.46</b>
		TLC Aviation	8.07	6.04	6.70	5.65	<b>6.67</b>

# SURVEY RULES AND METHODOLOGY

Since 1981, **Aviation International News** has conducted the Survey of American FBOs 21 times, asking qualified **AIN** readers to express their views of the FBOs that they frequented during the previous year.

As was done last year, the 2008 FBO Survey was conducted entirely online. Survey participants were limited to **AIN** readers who are aviation department managers, chief pilots, pilots, schedulers/dispatchers and corporate flight attendants who work for corporate flight departments and charter/air taxi and fractional-share companies. Invitations to participate in the survey were sent via e-mail and postcard and the survey Web site was open from January 2 to 27. The postcard was sent to 14,781 **AIN** subscribers, and 11,151 subscribers received the e-mail invitation to participate in the survey.

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

The format of the **AIN** FBO Survey has remained essentially the same since its inception. Readers are asked to rate FBOs that they frequent in four key categories: line service; passenger amenities; pilot amenities and services; and facilities. For each of the four categories, the survey participant can assign a number from one to 10, one being worst and 10 the highest rating.

To arrive at the averages for the categories, each FBO's ratings for each of the four categories are added, and the resulting sum is divided by the number of responses received for that FBO. The overall average for that FBO is computed by adding the FBO's four category scores and dividing that sum by the total number of responses

received in all four categories.

Of the 14,781 **AIN** readers invited to complete the 2008 FBO Survey, **AIN** received 1,963 properly completed survey returns for a return rate of 13.3 percent, which is down from last year's 22.6 percent and 2,634 completed surveys. The 2006 return rate, the first year the survey was conducted entirely online, was 17.8 percent. According to Forecast International, "This response is still a quite valid basis for determining subscriber opinion."

The FBO Survey includes FBOs and handlers worldwide, and respondents rated a total of 33,725 evaluations of facilities worldwide and added 185 via write-in opinions. A total of 2,074 people responded to the survey (some did not complete the survey) and rated an average of 16 FBOs each, one more than during the 2007 survey.

This year, **AIN** expanded the number of FBOs on the survey ballot to a total of 1,420 facilities and service providers, up from 1,404 last year. Each year, **AIN** will add FBOs and facilities that are seeing increased traffic from **AIN** readers, based on the previous years' write-ins. More rest-of-world facilities will be added every year because more **AIN** readers are traveling internationally. This handy removable insert includes the Americas FBOs (North, Central and South America, and the Caribbean); the rest-of-world results will appear in **AIN's** May issue.

Of the 1,420 FBOs and facilities in the ballot, only U.S. FBOs that received at least 40 evaluations from survey participants are listed in the final results for the Americas survey. The non-U.S. FBOs in these results had to receive at least 25 evaluations for inclusion. These results include 209 U.S. FBOs, 8 in South America, Central America and the Caribbean, 5 in Mexico and 12 in Canada.

-M.T.