

AIN 2025 FBO Survey

REPORT BY CURT EPSTEIN, CHARTS AND DATA BY DAVE LEACH



Unpredictable volatility from Washington, D.C., could have far-reaching effects for the business aviation industry in 2025 and beyond.

For the FBO industry, aircraft movements are its lifeblood, and 2024 proved to be a stable year for business aviation. While the 3,630,600 business jet and turboprop departures in the U.S. were just a percentage point off from the previous year, they were still 23% above pre-pandemic totals, according to data from industry data analyst WingX Advance.

For Europe, departures were down less than 1% from 2023 and still nearly seven points above 2019 numbers. In the Caribbean region, however, business was booming: activity was up by 9.4% last year.

In terms of industry consolidation, while the number of FBO transactions was down from the dizzying heights of recent years, it remains a seller's market. "While the industry has largely moved on from the record-breaking acquisitions of the two largest chains by private equity in 2021, these transactions captured the imagination of many FBO owners considering

selling the past few years," said Douglas Wilson, president and senior partner of industry consultancy FBO Partners.

"Those sellers adjusted their valuation expectations accordingly, yet unscientifically." Those inflated asking prices, higher interest rates, and decreased inventory of highly attractive top-tier locations could all serve to cool down what had been a busy FBO consolidation market. "Adding to the transactional malaise is an unusually large pool of would-be aggregators," Wilson said.

Over the past few years, players such as Lynx FBO and Ross Aviation were absorbed by Atlantic Aviation, while Tac Air was acquired by Signature Aviation. However, others such as Modern Aviation, Skyservice, AeroCenters, a revamped Odyssey Aviation, and newcomers to the market remain to take their place in the FBO acquisition ecosystem.

While Wilson expects a relatively robust mergers and acquisitions market for 2025,

he cautions that unpredictable volatility from Washington could have far-reaching effects. "The potential loss of thousands of government employees who regulate the industry will slow transactions."

One major development in the U.S. FBO industry this past year was in the geographic expansion of the sustainable aviation fuel (SAF) supply. While SAF availability had been limited to the West Coast, a series of announcements from producers such as Neste and distributors such as World Fuel Services and Avfuel last year saw it flow steadily eastward as new distribution terminals were established.

With that backdrop, AIN tasked its readers to rate the FBOs they frequent in five categories. To reach the top rungs of facilities worldwide in the survey, it's not enough for an FBO to score highly in just one or two categories; the top-rated facilities must show consistent quality across all five areas. ■

TOP RATED FBOS IN THE AMERICAS (BY OVERALL AVERAGE)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR		FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.83	0.02	Top 5%	SONOMA JET CENTER	KSTS	CHARLES M. SCHULZ - SONOMA COUNTY	4.66	0.02	Top 20%
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82	0.03	Top 5%	SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KTEB	TETERBORO	4.65	-0.02	Top 20%
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.77	0.01	Top 5%	AERO CHARTER, INC	KSUS	SPIRIT OF ST LOUIS	4.64	0.01	Top 20%
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.76	0.04	Top 5%	AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.64	-0.05	Top 20%
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.75	0.02	Top 5%	CUTTER AVIATION	KPHX	PHOENIX SKY HARBOR INTERNATIONAL	4.64	0.04	Top 20%
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.75	0.05	Top 5%	MODERN AVIATION	KAPA	CENTENNIAL	4.64	-0.01	Top 20%
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.74	0.01	Top 5%	MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.64	0.01	Top 20%
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.74	0.00	Top 5%	STANDARD AVIATION	TIST	CYRIL E KING - CHARLOTTE AMALIE	4.64	0.04	Top 20%
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.73	0.05	Top 5%	WILSON AIR CENTER	KCHA	LOVELL FIELD	4.64	-0.02	Top 20%
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.72	N/A	Top 5%	SHELTAIR	KPMP	POMPANO BEACH AIRPARK	4.63	0.02	Top 20%
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.72	0.03	Top 5%	SHELTAIR	KSAV	SAVANNAH/HILTON HEAD INTERNATIONAL	4.63	0.04	Top 20%
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.71	0.04	Top 5%	ATLANTIC AVIATION	KOKC	WILL ROGERS WORLD	4.62	0.00	Top 20%
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.71	0.08	Top 5%	CUTTER AVIATION	KCOS	CITY OF COLORADO SPRINGS MUNI	4.62	0.02	Top 20%
GALAXY FBO	KCXO	CONROE-NORTH HOUSTON REGIONAL AIRPORT	4.71	0.01	Top 5%	JET CENTER AT SANTA FE	KSAF	SANTA FE MUNI	4.62	-0.03	Top 20%
MILLION AIR	KHPN	WESTCHESTER COUNTY	4.71	0.07	Top 5%	MCKINNEY AIR CENTER	KTKI	MCKINNEY NATIONAL AIRPORT	4.62	-0.06	Top 20%
SHELTAIR	KDAB	DAYTONA BEACH INTERNATIONAL	4.71	0.05	Top 5%	SIGNATURE FLIGHT SUPPORT	KSTP	ST. PAUL DOWNTOWN/HOLMAN FLD	4.62	0.01	Top 20%
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.70	0.00	Top 10%	ATLANTIC AVIATION	KMKC	CHARLES B. WHEELER DOWNTOWN	4.61	-0.03	Top 20%
SHELTAIR	KJAX	JACKSONVILLE INTERNATIONAL	4.70	0.03	Top 10%	EMBRAER FBO	SDCO	SOROCABA	4.61	0.00	Top 20%
WILSON AIR CENTER	KMEM	MEMPHIS INTERNATIONAL	4.70	-0.01	Top 10%	MILLION AIR	KADS	ADDISON	4.61	-0.01	Top 20%
GALAXY FBO	KADS	ADDISON	4.69	-0.05	Top 10%	NORTHEAST AIR	KPWM	PORTLAND INTERNATIONAL JETPORT	4.61	0.00	Top 20%
LUX FBO	CYHU	ST-HUBERT	4.69	0.01	Top 10%	SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KHWD	HAYWARD EXECUTIVE	4.61	0.00	Top 20%
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.69	0.06	Top 10%	SKYSERVICE	CYYZ	LESTER B. PEARSON INTERNATIONAL	4.61	-0.02	Top 20%
SHELTAIR	KBJC	ROCKY MOUNTAIN METROPOLITAN	4.69	-0.01	Top 10%	ATLANTIC AVIATION	KPWK	CHICAGO EXECUTIVE	4.60	0.05	Top 20%
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.68	0.00	Top 10%	GLOBAL AVIATION	KHIO	PORTLAND-HILLSBORO	4.60	0.00	Top 20%
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	CHICAGO EXECUTIVE	4.68	0.01	Top 10%	SHELTAIR	KECP	NORTHWEST FLORIDA BEACHES INTERNATIONAL	4.60	0.00	Top 20%
SHELTAIR	KPIE	ST. PETE--CLEARWATER INTERNATIONAL	4.67	0.04	Top 10%	WILSON AIR CENTER	KCLT	CHARLOTTE/DOUGLAS INTERNATIONAL	4.60	-0.01	Top 20%
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.67	0.01	Top 10%						
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FLD	4.67	-0.02	Top 10%						
MILLION AIR	KHOU	WILLIAM P. HOBBY	4.67	0.03	Top 10%						

FBOs with same score are listed in alphabetical order

The Americas

Pentastar Aviation at Detroit-area Oakland County International Airport (KPTK) once again earned the highest score among all aviation service providers worldwide in **AIN**'s annual FBO Survey with a score of 4.83, edging out second-place finisher Modern Aviation at Fort Worth Meacham International Airport (KFTW) by one-tenth of a point. For Pentastar, this represents its fifth consecutive year as the highest ranked FBO as selected by our readers.

The top of the Americas portion of this year's survey was dominated by Florida and Texas FBOs, with the two states claiming 12 of the 16 top 5% slots between them. New York, California, North Dakota, and Michigan each had one.

Filling out the first 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), which tied with Sheltair at Fort Lauderdale/Hollywood International Airport (KFLI), both in Florida.

Among the remaining 10 FBOs scoring in the top 5%, five celebrated their first time in the top tier of the survey: Sheltair's facilities, at Orlando Executive (KORL) and Daytona Beach International (KDAB) airports; Astin Aviation in College Station, Texas (KCLL), **Desert Jet Center at Jacqueline Cochrane Regional Airport (KTRM) in California**, and Million Air at New York's Westchester County Airport (KHPN).



4.83

Pentastar Aviation

Oakland County International Airport (KPTK), Pontiac, Michigan

For Pentastar Aviation, one of five FBOs at Detroit-area Oakland County International

Airport, this year's **AIN** FBO Survey continues its run as the top-scoring facility, holding that spot either singly or tied for the past five years.

Having just celebrated its 60th anniversary, the company—which traces its origin back to Chrysler's flight department—was

the only FBO this year to place in the top ten in all five categories: line service (4.86), passenger amenities (4.78), pilot amenities (4.79), facilities (4.80), and CSRs (4.91).

"I think the thing that sets us apart is the consistency with which we approach the highest possible standards," company

On display is an Olympus engine from the former Concorde jetliner, along with a restored 1914 Indian motorcycle in a glass case. Amenities include a pilot lounge with quiet rooms equipped with the latest in massage chairs, shower facilities, luxurious theater room with stadium seating, and 12-seat conference room. The upstairs level is leased to tenants.

The Phillips 66-branded location, which is staffed 24/7, has half a million sq ft of ramp space along with more than 200,000 sq ft of hangar space, and it is home to 54 based jets and turboprops.

During one weekend in October, when the Texas capital hosted not only a key college football game but the Formula 1 United States Grand Prix as well, KEDC saw the busiest three-day weekend in its history, handling more than 400 turbine aircraft operations, according to airport executive director Andrew Perry.

4.75

Jet Aviation

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

Jet Aviation's facility at Florida's Palm Beach International Airport has been a fixture there since 1985, and it is perennially the global chain's highest-scoring location in AIN's annual FBO Survey.

A member of the Air Elite Network of upscale FBOs, the facility's main 18,000-sq-ft two-story terminal just completed an interior renovation project. It is open 24/7 and features passenger lounges, refreshment bar, pilot lounge, snooze room, flight planning area, shower facilities, conference room, concierge and crew cars, courtesy shuttles, and onsite car rental. It is an approved gateway to Ronald Reagan Washington National Airport under the TSA's DCA Access Standard Security Program (DASSP), and like all other Jet Aviation facilities, it is IS-BAH registered.

At KPBI, the CAA-preferred FBO

shares a secondary 7,000-sq-ft terminal with sister company Gulfstream, along with a 40,000-sq-ft hangar that brought the facility—home to 55 turbine-powered aircraft—up to 200,000 sq ft of space capable of accommodating bizliners such as the BBJ and ACJ. For outside aircraft parking, it also has more than a half-million sq ft of ramp space in its 25-acre leasehold.

The Phillips 66-branded location—open 24/7 with a staff of 64—received its highest scores this year (4.81) in the customer-facing areas of line service and CSRs. “The customer is at the heart of everything we do,” explained general

GREAT LAKES REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
BATTLE CREEK			
DUNCAN AVIATION	KBTL	4.39	0.00
CHICAGO			
HAWTHORNE GLOBAL AVIATION SERVICES	KPWK	4.68	0.01
ATLANTIC AVIATION	KPWK	4.60	0.05
J. A. AIR CENTER	KARR	4.59	-0.02
B COLEMAN AVIATION	KGYY	4.52	0.01
SIGNATURE FLIGHT SUPPORT	KPWK	4.43	0.01
CINCINNATI			
SIGNATURE FLIGHT SUPPORT	KLUK	3.90	0.00
CLEVELAND			
ATLANTIC AVIATION	KCLE	3.87	-0.03
COLUMBUS			
LANE AVIATION	KCMH	4.16	-0.09
SIGNATURE FLIGHT SUPPORT	KCMH	3.89	-0.03
DETROIT			
PENTASTAR AVIATION	KPTK	4.83	0.02
INDIANAPOLIS			
MILLION AIR	KIND	4.53	-0.01
JET ACCESS INDIANAPOLIS EXECUTIVE AIRPORT (FORMERLY FIRST WING JET CENTER)	KTYQ	4.24	0.02
SIGNATURE FLIGHT SUPPORT	KIND	3.89	0.02
LEXINGTON/LOUISVILLE			
SIGNATURE FLIGHT SUPPORT	KLEX	4.53	0.05
ATLANTIC AVIATION	KSDF	4.36	0.11
MILWAUKEE			
SIGNATURE FLIGHT SUPPORT	KMKE	4.36	-0.04

FBOs with same score are listed in alphabetical order



WEST REGION

FBO	AIRPORT CODE	2025 OVERALL AVERAGE	CHANGE FROM LAST YEAR
ANCHORAGE			
ATLANTIC AVIATION	PANC	4.21	-0.09
HONOLULU			
ATLANTIC AVIATION	PHNL	4.46	-0.02
LAS VEGAS			
SIGNATURE FLIGHT SUPPORT	KLAS	4.36	0.00
ATLANTIC AVIATION	KLAS	4.26	-0.01
HENDERSON EXEC ARPT	KHND	4.08	-0.09
LOS ANGELES			
ATLANTIC AVIATION	KLGB	4.52	0.00
MILLION AIR	KBUR	4.46	-0.02
CLAY LACY AVIATION	KVNY	4.43	0.08
CLAY LACY AVIATION	KSNA	4.42	0.07
ACI JET (SNA)	KSNA	4.38	0.00
PALM SPRINGS			
DESERT JET CENTER	KTRM	4.71	0.04
ATLANTIC AVIATION	KTRM	4.37	-0.05
ATLANTIC AVIATION	KPSP	4.29	-0.08
SIGNATURE FLIGHT SUPPORT	KPSP	4.29	0.00
PORTLAND			
GLOBAL AVIATION	KHIO	4.60	0.00
ATLANTIC AVIATION	KPDX	4.51	0.04
SAN DIEGO			
ATLANTIC AVIATION	KCRQ	4.56	-0.05
CARLSBAD JET CENTER	KCRQ	4.54	0.06
SIGNATURE FLIGHT SUPPORT	KSAN	3.91	0.04
SAN FRANCISCO/OAKLAND			
MONTEREY JET CENTER	KMRY	4.64	0.01
SIGNATURE FLIGHT SUPPORT (FORMERLY MERIDIAN)	KHWD	4.61	0.00
DEL MONTE AVIATION	KMRY	4.49	-0.14
SIGNATURE FLIGHT SUPPORT	KOAK	4.20	-0.08
ATLANTIC AVIATION	KSJC	4.18	0.00
SONOMA			
SONOMA JET CENTER	KSTS	4.64	4.64
SEATTLE			
MODERN AVIATION	KBFI	4.28	0.02
SIGNATURE FLIGHT SUPPORT	KBFI	4.14	-0.03

FBOs with same score are listed in alphabetical order

Executive Airport (KFEX) and Henriksen Jet Center's second Texas location at Houston Executive Airport (KTME).

Sheltair* at Florida's Orlando Executive Airport (KORL) earned a score of 4.73, while Astin Aviation*, the lone service provider serving Easterwood Field Airport (KCLL) in College Station, Texas,

received a score of 4.72, the same as airport-operated Base Operations at Page Field (KFMY) in Fort Myers, Florida.

There were five FBOs tied with a score of 4.71: Desert Jet Center*, at Jacqueline Cochran Regional Airport (KTRM) in Palm Springs, California; Fargo Jet Center, Hector International Airport (KFAR)

in Fargo, North Dakota; Galaxy FBO at Houston-area Conroe-North Houston Regional Airport (KCXO); Sheltair* at Daytona Beach International Airport (KDAB) in Florida; and, at New York's Westchester County Airport (KHPN), Million Air*, which was the highest-placed FBO in the Northeast U.S.

* First-time top 5% finisher.

TOP FBOS BY CATEGORY — AMERICAS

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
CLAY LACY AVIATION	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.94
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.90
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.86
JET CENTER AT SANTA FE	KSAF	SANTA FE MUNI	4.85
APP JET CENTER	KSUA	WITHAM FIELD	4.84
MONTEREY JET CENTER	KMRY	MONTEREY PENINSULA	4.84
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.83
AERO-ONE AVIATION	KDHN	DOTHAN REGIONAL	4.82
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.81
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.80
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.83
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.83
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.78
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.76
BUSINESS JET CENTER	KDAL	DALLAS LOVE FIELD	4.75
WESTERN AIRCRAFT	KBOI	BOISE AIR TERMINAL/GOWEN FIELD	4.74
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.73
LUX FBO	CYHU	ST-HUBERT	4.73
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	4.72
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.80
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.79
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.79
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.78
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.76
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.75
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.73

FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
SHELTAIR	KFLL	FORT LAUDERDALE/HOLLYWOOD INTERNATIONAL	4.72
FARGO JET CENTER	KFAR	HECTOR INTERNATIONAL	4.70
JET AVIATION	KPBI	PALM BEACH INTERNATIONAL	4.70
SHELTAIR	KORL	ORLANDO EXECUTIVE	4.70
FBO	AIRPORT CODE	AIRPORT	FACILITIES
GALAXY FBO	KCXO	LONE STAR EXECUTIVE	4.85
MILLION AIR	KAUS	AUSTIN-BERGSTROM INTERNATIONAL	4.85
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.85
HENRIKSEN JET CENTER	KEDC	AUSTIN EXECUTIVE	4.84
GLOBAL SELECT	KSGR	SUGAR LAND REGIONAL	4.82
BANYAN AIR SERVICE	KFXE	FORT LAUDERDALE EXECUTIVE	4.80
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.80
BASE OPERATIONS AT PAGE FIELD	KFMY	PAGE FIELD	4.79
HENRIKSEN JET CENTER	KTME	HOUSTON EXECUTIVE	4.79
SHELTAIR	KTPA	TAMPA INTERNATIONAL	4.79
FBO	AIRPORT CODE	AIRPORT	CSRS
CLAY LACY AVIATION	KSNA	JOHN WAYNE AIRPORT-ORANGE COUNTY	4.93
PENTASTAR AVIATION	KPTK	OAKLAND COUNTY INTERNATIONAL	4.91
SIGNATURE FLIGHT SUPPORT	KSTP	ST. PAUL DOWNTOWN/HOLMAN FIELD	4.9
SHELTAIR	KDTO	DENTON MUNI	4.87
MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.86
ATLANTIC AVIATION	PHNL	HONOLULU INTERNATIONAL	4.85
DESERT JET CENTER	KTRM	JACQUELINE COCHRAN REGIONAL	4.85
APP JET CENTER	KSUA	WITHAM FIELD	4.84
FORT LAUDERDALE EXECUTIVE JET CENTER	KFXE	FORT LAUDERDALE EXECUTIVE	4.83
AERO CENTER EPPS ATLANTA	KPKD	DEKALB-PEACHTREE	4.82
ASTIN AVIATION	KCLL	EASTERWOOD FIELD	4.82
TEXAS JET	KFTW	FORT WORTH MEACHAM INTERNATIONAL	4.82

Above & Beyond

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

PERSON	TITLE	FBO	AIRPORT CODE
Julie McVey-Kellerman	Customer Service Representative	AERO CHARTER	KSUS
Shelby Atwell	Customer Service Representative	AERO-ONE AVIATION	KDHN
Brittany Brawner	General Manager	ALLIANCE AVIATION SERVICES	KAFW
Jessica Blakeslee	Customer Service Representative Lead	ASTIN AVIATION	KCLL
Barry Smith	Lead Line Service Technician	ATLANTIC AVIATION	KAGC
Laura Gish	Client Relations Manager	ATLANTIC AVIATION	KSDL
Dale Whelan	Customer Operations Manager	B. COLEMAN AVIATION	KGYY
Abbigale Gensing	Customer Experience Specialist	BANYAN AIR SERVICE	KFXE
Blanca Davila	Customer Service Specialist	BASE OPERATIONS AT PAGE FIELD	KFMY
Richlin Lee	Brand Ambassador	BUSINESS JET CENTER	KDAL
Estrella Flores	Hospitality Manager	CARLSBAD JET CENTER	KCRQ
Amanda Angel	Lead Client Service Representative	CLAY LACY AVIATION	KVNY
Ashley Schweitzer	Client Service Manager	CLAY LACY AVIATION	KSNA
Kerrie Kiefer	Customer Service Manager	CUTTER AVIATION	KABQ
Kristina Urbano	Customer Service Supervisor	CUTTER AVIATION	KPHX
Ethan Dirifo	Business Development Assistant	DASSAULT FALCON SERVICES	LFPB
Peni Nelson	Customer Relations Advisor	DESERT JET CENTER	KTRM
Francesco Cossu	CEO	ECCLSA HANDLING	LIEO
Dawndi Ulmer	Customer Service Manager	FARGO JET CENTER	KFAR
Chloe Plante	Customer Service Representative	FONTAINEBLEAU AVIATION	KOPF
Lisa Peterson	FBO Experience Manager	GALAXY FBO	KADS
David Chitwood	Line Service Technician	GLOBAL SELECT	KSGR
Nathan Farrow	Head of Customer Experience	HARRODS AVIATION	EGSS
Kathleen McGrew	Customer Service Representative	HAWTHORNE GLOBAL AVIATION	KTCL
Ysabella Tetley	Customer Service Manager	HENRIKSEN JET CENTER	KTME
Bernie Spencer	Customer Service Representative	HERITAGE AVIATION	KBTV

PERSON	TITLE	FBO	AIRPORT CODE
Jacky Ho	Line Service Supervisor	HONG KONG BUSINESS AVIATION CENTER	VHHH
Troy Maliepaard	FBO Operations Supervisor	JET AVIATION	EHAM
Tim Vallowe	Director of FBO Services	JET AVIATION	KSDL
Gabriela Pfulg	Senior Manager of FBO Services	JET AVIATION	LSGG
João Martins	V-P of FBO Operations Europe	JET AVIATION	LSZH
Pierre Tremblay	Sales Manager	LUX FBO	CYHU
Nelly Popov	Customer Service Representative	MAC JETS	KPWM
Marcus Cooper	Flight Line Specialist	MCKINNEY AIR CENTER	KTKI
Amy Vasquez	Customer Service Manager	MILLION AIR	KAUS
Carina Gonzales	General Manager	MILLION AIR	KSAT
Corinne Salinas	Customer Service Representative	MILLION AIR	KADS
Kamila Sypniewski	Customer Service Manager	MILLION AIR	KHPN
Susan Uhl	General Manager	MILLION AIR	KIND
Celine Cannizzaro	Customer Service Manager	MODERN AVIATION	KFOK
Aleem Mohammed	General Manager	MODERN AVIATION	KFRG
Rebecca Taveira	Customer Service Manager	MODERN AVIATION	KISP
Antonella Lombardi	Customer Service Manager	MODERN AVIATION	KJFK
Angela Thurmond	General Manager	MODERN AVIATION (FORMERLY AMERICAN AERO)	KFTW
Jason Gray	Line Technician	MONTEREY JET CENTER	KMRY
Cathy Frank	Customer Service Representative	NAPLES AVIATION	KAPF
Ricky Vigue	General Manager	NORTHEAST AIR	KPWM
Margarida Silva	Ground Operations Supervisor	OMNI HANDLING	LPFR
Meghan Burns	Customer Service Representative	PENTASTAR AVIATION	KPTK
Dominick DeDominicis	Operations Manager	PRIVATE SKY AVIATION SERVICES	KRSW
Monica Otin	Senior Concierge	PROVO AIR CENTER	MBPV

PERSON	TITLE	FBO	AIRPORT CODE
Yascara Sanchez	Customer Service Representative	SHELTAIR	KLAL
Ashley Rainer	Customer Service Manager	SHELTAIR	KBJC
Erika Estrada	General Manager	SHELTAIR	KDAB
Ciara Read	Customer Service Manager	SHELTAIR	KFLL
Valentina Valles	Customer Service Manager	SHELTAIR	KORL
Leigh Kendziorski	General Manager	SHELTAIR	KSAV
Amanda Andrix	Customer Service Manager	SHELTAIR	KTPA
Betsy Wines	Director of Customer Relationships	SIGNATURE AVIATION	KTEB
Emily Cornatzer	Customer Service Representative	SIGNATURE FLIGHT SUPPORT	KBFI
Victor Seda	Customer Service Manager	SIGNATURE FLIGHT SUPPORT	KTEB
Karin Boucher	Customer Service Supervisor	SKYSERVICE	CYUL

PERSON	TITLE	FBO	AIRPORT CODE
Jeff Carbray	Manager FBO Operations and Facilities	SKYSERVICE	CYYC
Solange Videria	Customer Service Supervisor	SKYSERVICE VANCOUVER	CYVR
Will Foster	Hospitality Manager	SONOMA JET CENTER	KSTS
Aquino Bonelli	General Manager	STANDARD AVIATION	TIST
Michael Leon	Operations Manager	SUMMIT AVIATION	KVBT
Rosemary Zavala	Customer Service Manager	SUN VALLEY AVIATION	KHRL
Rita Tam	General Manager, Macau FBO	TAG AVIATION	VMMC
Holly Hopkins	Customer Relations Manager	TEXAS JET	KFTW
Judi Rodriguez	Airport Station Manager JBQ	UNIVERSAL AVIATION	MDJB
Gavin Dyer	Concierge	WILSON AIR CENTER	KCLT
Kimberly Boyle	Customer Service Manager	WILSON AIR CENTER	KMEM

Note: Titles and locations of Above & Beyond honorees are as of 2024.

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 June 14, 2024, until Jan. 17, 2025, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via e-mail and announcements in our e-newsletters. The bulk of this promotion took place from Nov. 5, 2024 through Jan. 17, 2025.

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.