



NATA's "FBOs: Above and Beyond" initiative highlights the extraordinary services provided by our Fixed Base Operator (FBO) members. The association's goal is to provide a well-rounded perspective on the FBO industry, directly from those with first-hand experience.

**American Aero FTW Ranks in Top 5 Percent of FBOs in the Americas in
Annual Aviation International News Survey**



Meacham International Airport Fixed-Based Operator comes in at #1 in Dallas-Fort Worth. A little more than one year after opening the doors to a new, 8,400-square-foot facility in the heart of Meacham International Airport's renovated terminal building, American Aero FTW earned a spot as one of the top 5 percent of fixed-base operators in the Americas in the Aviation International News (AIN) FBO Survey 2018 report. The survey is based on rankings from passengers, pilots, flight crews, and dispatchers. The AIN FBO Survey also ranks American Aero FTW as the #1 FBO in the Dallas-Fort Worth metroplex.

"American Aero is extremely proud to receive such a prestigious recognition, and we are grateful to our customers for supporting us in such a remarkable way," said Robert Agostino, American Aero FTW vice president. "Exceptional service and extraordinary safety are our highest priorities, and we are committed to delivering on those promises to every customer at every visit."

American Aero FTW ranked 10th overall in the Americas and received the second highest rating for pilot amenities. The annual survey asks readers to evaluate an FBO in five categories—pilot amenities, passenger amenities, customer service representatives, line service, and facilities. The survey offers a comprehensive list of 4,500 FBOs worldwide.

AIN readers also [recognized American Aero FTW customer service manager Angela Thurmond](#) as one of the industry's top customer service representatives for routinely going "above and beyond" to deliver exceptional service. Thurmond leads a team of 10 CSRs at American Aero FTW.

AIN is a prominent industry publication that covers all aspects of aviation, including business,



military, and transport. Its annual survey report has been produced since 1981 and offers an independent, online evaluation of FBOs worldwide.

In 2017, American Aero FTW became one of the first FBOs in the world to earn the International Standard for Business Aircraft Handling (IS-BAH) Stage II certification for advanced ground handling safety. It is also the only FBO at Meacham International Airport to offer air start capabilities to service any size private jet.

Read other stories and share your FBO experience(s) at www.nata.aero/aboveandbeyond.