

2011 RATINGS

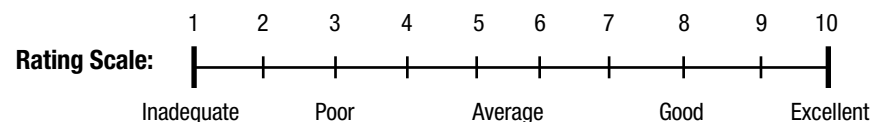
Aircraft are listed in the order of their 2011 overall averages.

	Overall Average 2011	Overall Average 2010	Rating Change from '10 to '11	Percent Change	Auth. Service Centers	Factory Service Centers	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Mx Tracking Programs	Overall Aircraft Reliability
NEWER BUSINESS JETS ⬆														
Gulfstream (GIV-SP, GV, G300 through G550)	8.11	8.31	-0.20	-2%	7.93	7.94	8.14	6.21	8.35	8.38	8.04	8.54	8.52	8.81
Cessna Citation	8.11	8.22	-0.11	-1%	8.10	7.73	8.37	6.65	8.32	8.45	7.89	8.35	8.28	8.74
Gulfstream (G100 to G200)	7.84	7.75	0.09	1%	8.00	7.76	7.44	5.82	8.08	8.27	7.71	8.67	8.51	8.02
Dassault (Falcon)	7.80	7.68	0.12	2%	7.40	7.98	7.94	6.19	7.98	8.39	7.50	8.29	8.06	8.31
Hawker Beechcraft (Beechjet 400A, Hawker 400A/XP, Premier I/IA)	7.79	7.63	0.16	2%	8.29	7.18	7.86	5.62	7.75	8.46	7.77	8.38	8.29	8.18
Bombardier (Challenger)	7.77	7.63	0.14	2%	7.80	7.85	7.31	6.22	7.64	8.14	7.57	8.63	7.89	8.51
Bombardier (Learjet)	7.48	7.95	-0.47	-6%	7.04	7.98	7.16	5.57	7.35	7.83	7.48	8.42	7.97	8.04
Bombardier (Global Express/XRS, Global 5000)	7.39	7.16	0.23	3%	7.46	7.65	6.74	5.73	7.27	7.73	7.35	8.41	7.68	7.94
Hawker Beechcraft (Hawker)	7.34	7.66	-0.32	-4%	6.92	7.70	6.82	6.21	7.03	7.71	7.22	8.03	8.02	7.76
Embraer (Legacy 600/650, Lineage 1000, Phenom 100/300)	7.19	N/R	N/R	N/R	6.63	7.64	6.45	5.97	6.90	7.53	7.21	8.10	7.23	8.17
OLDER BUSINESS JETS ⬆ ⬆														
Gulfstream (GII through GV)	7.86	8.14	-0.28	-3%	7.77	7.82	7.85	5.86	8.36	7.39	8.03	8.54	8.22	8.66
Cessna (Citation)	7.56	7.46	0.10	1%	7.26	7.45	7.59	6.05	7.69	7.67	7.55	7.80	7.88	8.60
Bombardier (Global Express/XRS)	7.55	N/R	N/R	N/R	7.63	7.00	7.00	5.76	7.47	7.75	7.83	8.35	8.13	8.35
Dassault (Falcon)	7.27	7.59	-0.32	-4%	6.30	7.35	7.42	5.52	7.17	7.45	7.10	7.96	7.74	8.47
Hawker Beechcraft (Hawker)	7.23	7.18	0.05	1%	6.61	7.54	7.02	5.60	7.00	7.08	7.31	7.82	7.75	8.19
Bombardier (Learjet)	7.18	7.35	-0.17	-2%	6.45	7.40	7.10	5.50	7.35	6.63	7.53	8.05	7.55	7.89
Bombardier (Challenger)	7.14	7.06	0.08	1%	6.77	7.73	7.07	5.12	6.90	6.94	7.20	7.85	7.44	8.36
Hawker Beechcraft (Diamond, Beechjet 400/400A)	6.94	6.94	0.00	0%	7.13	6.81	6.70	4.84	6.36	7.15	7.50	7.78	7.69	7.73
NEWER TURBOPROPS ⬆														
Hawker Beechcraft (King Air)	7.38	7.61	-0.23	-3%	7.44	7.76	7.00	5.85	7.16	7.75	7.52	7.57	7.13	8.82
OLDER TURBOPROPS ⬆ ⬆														
Mitsubishi (MU-2, Solitaire, Marquise)	9.43	8.90	-0.53	-6%	9.60	9.33	9.38	8.91	9.50	9.48	9.33	9.63	9.31	9.78
Hawker Beechcraft (King Air)	6.84	6.82	0.02	0%	6.36	7.72	6.77	4.99	6.58	6.82	6.79	6.79	7.26	8.57
COMBINED NEWER AND OLDER BUSINESS JETS														
Boeing (BBJ)	7.70	7.37	-0.33	-5%	7.00	7.32	7.30	6.83	7.74	7.69	7.96	8.37	7.19	9.05
COMBINED NEWER AND OLDER TURBOPROPS														
Pilatus (PC-12)	7.94	7.74	-0.20	-3%	8.00	7.85	8.16	6.04	7.75	8.13	8.08	8.20	8.45	8.80
ROTORCRAFT (All Ages)														
Bell	7.49	7.91	-0.42	-5%	7.94	7.96	7.08	5.94	7.25	7.41	7.86	8.12	6.76	8.62
Sikorsky	6.79	7.09	-0.30	-4%	6.45	7.14	6.42	5.31	7.38	6.95	7.04	7.00	7.05	7.27
Eurocopter	6.76	6.17	0.59	10%	6.48	6.52	6.00	5.32	6.50	7.27	7.26	7.53	6.54	8.01
AgustaWestland	6.71	7.48	-0.77	-10%	6.85	7.21	6.33	5.63	6.13	6.68	6.95	7.05	7.06	7.60

The Boeing BBJ received a total of 22 responses; 9 of these are for newer BBJs and 13 are for older BBJs and therefore were not qualified to be rated in the newer business jets and older business jets categories (which required 20 responses each). They did qualify for the combined ratings and that is why they are listed here. The Pilatus PC-12 received a total of 25 responses; 17 of these are for newer PC-12s and 8 are for older PC-12s and therefore were not qualified to be rated in the new business jets and older business jet categories (which required 20 responses each). They did qualify for the combined ratings and that is why they are listed here. N/R=not rated last year
Compiled by Jane Campbell with data provided by Forecast International of Newtown, Conn. **Bold** indicates highest number in each category.

⬆ Less than 10 years old

⬆ ⬆ More than 10 years old



2009 RATINGS

Aircraft are listed in the order of their 2009 overall averages.

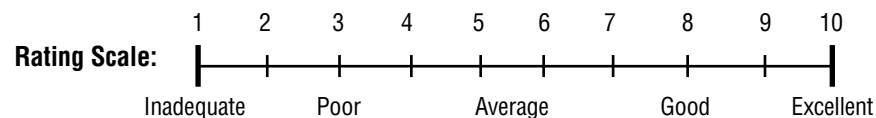
	Overall Average 2009	Overall Average 2008	Rating Change from '08 to '09	% Change	Auth. Service Centers	Factory Service Centers	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Mx Tracking Programs	Overall Aircraft Reliability
NEWER BUSINESS JETS ✈														
Gulfstream (G100 through G200, GIV-SP through G550)	8.26	N/A*	N/A	N/A	7.93	8.15	8.33	6.48	8.69	8.49	8.15	8.80	8.50	8.86
Cessna (Citation)	7.81	7.88	-0.07	-0.88%	7.50	7.80	8.20	6.42	7.99	7.90	7.72	8.01	7.90	8.49
Boeing (BBJ)	7.80	7.47	0.33	4.47%	7.59	7.20	7.74	6.68	7.52	7.64	8.17	8.13	7.78	9.08
Bombardier (Challenger)	7.56	7.07	0.49	6.91%	7.46	7.46	7.13	6.01	7.45	7.83	7.66	8.37	7.80	8.33
Dassault (Falcon)	7.52	7.64	-0.12	-1.62%	7.31	6.83	7.80	5.85	7.73	7.81	7.40	8.07	7.78	8.47
Hawker Beechcraft (Premier I, Diamond, Beechjet 400A, Hawker 400XP)	7.40	7.36	0.04	0.56%	7.17	7.43	6.95	6.19	7.43	8.03	7.88	8.11	7.52	7.37
Bombardier (Learjet)	7.39	6.93	0.46	6.59%	7.25	6.95	7.34	5.74	7.39	7.41	7.59	8.37	7.53	8.12
Hawker Beechcraft (Hawker)	7.29	7.09	0.20	2.88%	7.28	7.16	6.99	5.92	7.09	7.54	7.05	7.77	7.64	8.44
Embraer (Legacy 600)	7.22	6.82	0.39	5.74%	6.90	6.92	6.60	5.93	6.97	7.07	7.38	7.59	7.71	8.84
Bombardier (Global Express/XRS, Global 5000)	6.73	6.56	0.17	2.62%	6.67	6.40	5.88	5.08	6.42	6.72	7.35	8.01	7.15	7.52
OLDER BUSINESS JETS ✈ ✈														
Gulfstream (Astra, G100, GII, GIII, GIV, GIV-SP, GV)	7.77	N/A*	N/A	N/A	7.53	7.48	7.66	5.71	7.96	7.40	7.97	8.43	8.61	8.75
Cessna (Citation)	7.39	7.26	0.13	1.80%	7.22	7.32	7.68	6.13	7.47	6.96	7.47	7.56	7.61	8.28
Sabreliner	7.27	7.62	-0.35	-4.56%	7.39	7.93	6.69	6.23	7.41	7.32	7.06	7.41	7.70	7.81
Dassault (Falcon)	7.21	7.13	0.08	1.16%	7.32	6.52	7.43	5.12	7.45	7.39	7.23	7.56	7.58	8.39
Bombardier (Learjet)	7.11	6.61	0.50	7.56%	7.32	6.92	7.03	6.03	6.98	6.16	7.39	7.49	7.31	8.07
Hawker Beechcraft (Hawker)	7.03	6.90	0.13	1.95%	7.27	6.79	6.72	5.78	6.82	6.63	7.03	7.65	7.56	7.93
Hawker Beechcraft (Premier I, Diamond, Beechjet 400A, Hawker 400XP)	6.74	7.12	-0.38	-5.30%	6.56	6.79	6.21	5.50	6.93	6.49	7.19	7.09	6.76	7.88
Bombardier (Challenger)	6.66	6.85	-0.19	-2.73%	7.10	6.23	6.20	5.00	6.20	6.16	7.01	7.54	7.29	7.75
NEWER TURBOPROPS ✈														
Pilatus (PC-12)	7.72	7.37	0.35	4.81%	7.73	7.53	7.67	6.14	7.85	7.54	7.60	7.84	8.36	8.96
Hawker Beechcraft (King Air)	7.41	7.23	0.18	2.49%	7.64	7.32	7.41	6.18	7.36	7.62	7.47	7.27	7.12	8.58
OLDER TURBOPROPS ✈ ✈														
Mitsubishi (Marquise, MU-2, Solitaire)	8.81	9.17	-0.36	-3.92%	8.83	9.05	8.86	7.80	9.07	8.77	8.82	8.98	8.56	9.32
Hawker Beechcraft (King Air)	7.06	7.14	-0.08	-1.07%	7.06	6.82	7.40	5.74	6.90	6.84	7.22	7.15	7.13	8.24
Piper Cheyenne	5.71	5.96	-0.25	-4.21%	6.13	4.79	5.67	5.53	5.26	5.36	5.89	5.44	5.66	6.90
ROTORCRAFT (All Ages)														
Bell	6.97	6.94	0.03	0.49%	7.28	7.17	6.44	5.35	6.27	7.14	7.60	7.95	7.15	7.65
Sikorsky	6.88	6.45	0.44	6.82%	6.76	6.41	6.29	5.74	6.87	6.81	7.26	7.44	7.61	7.63
AgustaWestland	6.85	6.13	0.72	11.68%	6.00	6.94	6.31	6.13	6.10	7.35	7.35	7.37	7.04	7.69
Eurocopter	6.50	5.86	0.64	10.84%	6.38	6.19	5.17	5.08	5.84	6.96	7.01	7.70	6.48	8.14
MD	6.29	6.78	-0.49	-7.20%	6.36	6.48	5.84	5.43	6.34	6.21	6.35	6.16	6.50	7.36

Compiled by Jane Campbell with data provided by Forecast International of Newtown, Conn.

Bold indicates highest number in each category.

* Last year's ratings for Gulfstream are not included due to changes made to more accurately reflect Gulfstream's model breakdown.

✈ Less than 10 years old
✈ ✈ More than 10 years old



2008 RATINGS

Aircraft are listed in the order of their 2008 overall averages.

	Overall Avg 2008	Overall Avg 2007	Percentage Change	Auth. Service Centers	Factory Service Centers	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Overall Aircraft Reliability
NEWER BUSINESS JETS												
GULFSTREAM (G100 THROUGH G200, GIV THROUGH G550)	8.21	8.16	0.76%	7.86	8.11	8.22	6.55	8.62	8.73	8.20	8.70	8.85
CESSNA (CITATION)	7.88	7.74	1.72%	7.67	7.74	8.21	6.59	8.21	8.10	7.78	7.87	8.60
DASSAULT (FALCON)	7.64	7.64	0.10%	7.63	7.12	7.86	6.16	7.90	8.13	7.41	7.99	8.47
BOEING (BBJ737)	7.47	7.91	-5.46%	7.00	6.56	7.64	6.35	7.74	7.20	8.00	7.43	8.80
HAWKER BEECHCRAFT (PREMIER I/A, DIAMOND, BEECHJET 400/400A, HAWKER 400XP)	7.36	7.80	-5.66%	7.38	7.25	6.98	5.79	7.21	8.11	7.64	8.46	7.46
HAWKER BEECHCRAFT (HAWKER)	7.09	7.28	-2.66%	7.06	7.22	6.89	6.08	6.73	7.39	6.91	7.19	8.32
BOMBARDIER (CHALLENGER)	7.07	7.11	-0.52%	7.00	6.81	6.41	5.77	6.53	7.45	7.37	7.73	8.45
BOMBARDIER (LEARJET)	6.93	6.23	11.27%	6.88	6.67	6.54	5.31	7.03	6.80	7.27	8.00	7.80
EMBRAER (LEGACY 600)	6.82	7.20	-5.16%	6.67	6.59	5.97	5.88	6.73	6.39	6.73	7.97	8.45
BOMBARDIER (GLOBAL EXPRESS/XRS, GLOBAL 5000)	6.56	6.62	-0.79%	7.05	6.46	5.66	5.07	6.07	6.74	7.03	7.75	7.28
OLDER BUSINESS JETS												
GULFSTREAM (G100 THROUGH G200, GIV THROUGH G550)	8.15	8.19	-0.60%	7.67	7.69	8.54	6.11	8.58	8.02	8.42	8.84	9.17
GULFSTREAM (GII, GIII)	7.71	7.64	0.99%	7.63	7.36	7.86	6.10	8.12	7.27	8.04	8.23	8.65
SABRELINER	7.62	6.19	22.95%	8.18	7.23	7.48	6.56	8.13	6.75	7.17	7.96	8.84
CESSNA (CITATION)	7.26	7.36	-1.24%	7.21	7.32	7.44	6.11	7.45	6.88	7.41	7.41	7.99
DASSAULT (FALCON)	7.13	7.11	0.35%	7.48	6.16	7.37	5.57	7.19	7.36	7.05	7.36	8.44
HAWKER BEECHCRAFT (PREMIER I/A, DIAMOND, BEECHJET 400/400A, HAWKER 400XP)	7.12	6.93	2.76%	7.27	7.46	6.83	5.34	7.00	7.15	7.52	7.70	7.81
HAWKER BEECHCRAFT (HAWKER)	6.90	6.16	12.11%	7.22	6.93	6.76	5.80	6.85	6.34	6.97	7.32	7.76
BOMBARDIER (CHALLENGER)	6.85	6.73	1.79%	7.05	6.48	6.47	5.32	6.80	6.39	7.13	7.80	8.01
BOMBARDIER (LEARJET)	6.61	6.11	8.16%	6.83	6.13	6.58	5.62	6.53	5.92	6.99	6.59	8.01
IAI (ASTRA, WESTWIND)	6.49	6.27	3.42%	7.00	4.74	6.96	5.16	6.87	6.06	6.48	6.81	7.85
NEWER TURBOPROPS												
PILATUS (PC-12)	7.37	7.47	-1.33%	7.24	7.00	7.32	6.44	7.25	7.39	7.63	7.70	8.32
HAWKER BEECHCRAFT (KING AIR)	7.23	7.28	-0.77%	7.02	6.81	7.43	5.73	7.20	7.39	7.74	7.29	8.35
OLDER TURBOPROPS												
MITSUBISHI (MU-2, SOLITAIRE, MARQUISE)	9.17	N/A	N/A	9.27	9.49	9.25	8.12	9.38	9.09	8.94	9.32	9.64
HAWKER BEECHCRAFT (KING AIR)	7.14	7.07	0.89%	7.26	6.75	7.21	5.67	7.22	7.01	7.46	7.42	8.11
CESSNA (CONQUEST)	6.61	5.88	12.39%	7.38	6.54	6.29	6.00	6.09	5.22	6.92	6.27	8.07
PIPER (CHEYENNE)	5.96	5.97	3.60%	6.88	4.00	5.82	5.41	6.05	4.50	5.75	6.06	7.82
ROTORCRAFT												
BELL	6.94	7.31	-5.05%	6.94	7.39	6.59	5.66	6.55	6.55	7.35	7.76	7.65
MD	6.78	6.69	1.26%	6.63	6.29	6.84	5.74	7.12	5.75	6.74	7.59	8.21
SIKORSKY	6.45	6.59	-2.21%	6.51	6.36	5.59	4.93	6.17	6.43	6.93	7.53	7.48
AGUSTA	6.13	5.84	4.97%	6.48	6.30	5.79	4.86	6.22	6.70	6.07	6.11	6.96
EUROCOPTER	5.86	6.23	-5.90%	6.00	5.80	5.13	4.75	5.57	5.80	5.58	6.61	7.47

Compiled by Jane Campbell with data provided by Forecast International of Newtown, Conn.

Less than 10 years old
 † † More than 10 years old

Bold Type indicates highest rating in each category.

