

2017 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: Texas Jet FTW, Signature MSP, Pentastar PTK, Signature STP, Banyan Air Svc FXE, Jet Aviation PBI, Million Air HOU, Wilson Air MEM, Wilson Air CLT, Million Air ADS.

Top US FBO Chains—Small (3–10): Wilson Air Ctr, Large (11+): Million Air.

ALEXANDRIA VA—April 21, 2017. Subscribers to *Professional Pilot* magazine returned 1299 forms in the 44th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

Final results of the 2017 Professional Pilot PRASE Survey

() denotes 2016 ranking

Ranked by overall scores

* did not place in 2016

Best US FBOs

		Scores	2016			Scores	2016		
1	TEXAS JET	FTW	9.48	(2)	19	ATLANTIC	MKC	9.02	(11)
2	SIGNATURE	MSP	9.41	(1)	20	MERIDIAN	TEB	9.01	(14)
3	PENTASTAR	PTK	9.37	(4)	21	ATLANTIC	ASE	8.96	(32)
4	SIGNATURE	STP	9.36	(3)	22	DENVER JETCENTER	APA	8.95	(21)
5	BANYAN	FXE	9.35	(9)	23	GLOBALSELECT	SGR	8.94	(7)
6	JET AVIATION	PBI	9.27	(20)	24	VAIL VALLEY JET CTR	EGE	8.93	(17)
7	MILLION AIR	HOU	9.26	(13)	25	ATLANTIC	SJC	8.92	(45)
8	WILSON AIR	MEM	9.25	(22)	26	ATLANTIC	PBI	8.91	(27)
9	WILSON AIR	CLT	9.24	(18)	27	SHELTAIR	FLL	8.90	(*)
10	MILLION AIR	ADS	9.22	(5)	28	JET AVIATION	TEB	8.82	(31)
11	SIGNATURE	SDL	9.16	(12)	29	ATLANTIC	LAS	8.79	(24)
12	MONTEREY JET CTR	MRY	9.15	(19)	30	SIGNATURE	TEB	8.76	(39)
13	NAPLES AIRPORT AUTHORITY	APF	9.13	(23)	31	ATLANTIC	TEB	8.72	(34)
14	WILSON AIR CTR	CHA	9.12	(*)	32	ATLANTIC	MDW	8.60	(38)
15	WILSON AIR CTR	HOU	9.10	(29)	33	SIGNATURE	IAD	8.46	(41)
16	EPPS	PDK	9.09	(30)	34	TAC AIR	SLC	8.43	(25)
17	BUSINESS JET CTR	DAL	9.08	(16)	35	SIGNATURE	HPN	8.34	(37)
18	NATIONAL JETS	FLL	9.06	(10)					

FBOs acquired after July 1, 2016 are considered as they were, as independent FBOs or part of the other chain, as relates to this survey. Landmark was acquired by Signature in Feb 2016. Acquisition excludes ANC, FAT, HPN, IAD, SDL, TRM. These bases were acquired by Ross Aviation on July 1, 2016. And on Jan 20, 2017 Jet Aviation acquired Ross Av IAD.

Pro Pilot subscribers scored FBO selections from 1 (poor) to 10 (excellent) in 6 categories—Line Team, Customer Service Representatives (CSRs), Facility, Amenities, Promptness & Efficiency and Value for Price.

Ranking Criteria for US FBOs

For 2017 the total number of ranked US FBOs was 35. A minimum of 18 respondents with 6 categories giving 108 individual evaluations from PP subscribers was the threshold for ranking in the Top US FBOs.

Most Improved FBO—Wilson Air Ctr CHA (Lovell Field Airport, Chattanooga TN)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Wilson Air Ctr CHA didn't rank in the top 45 in the list of 2016 US FBOs but moved up into the 14th position in 2017. Hence, Wilson Air Ctr CHA advanced by at least 32 positions to win Most Improved US FBO for 2017.

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Best Independent FBOs

		Scores	2016			Scores	2016		
1	TEXAS JET	FTW	9.48	(1)	7	BUSINESS JET CTR	DAL	9.08	(9)
2	PENTASTAR	PTK	9.37	(2)	8	NATIONAL JETS	FLL	9.06	(7)
3	BANYAN	FXE	9.35	(6)	9	MERIDIAN	TEB	9.01	(8)
4	MONTEREY JET CTR	MRY	9.15	(11)	10	GLOBALSELECT	SGR	8.94	(4)
5	NAPLES AIRPORT AUTHORITY	APF	9.13	(12)	11	VAIL VALLEY JET CTR	EGE	8.93	(10)
6	EPPS	PDK	9.09	(13)					

Best Small FBO Chain (3–10)

		Scores	2016
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.19	(1)
2	JETCENTERS (APA, COS, FNL)	9.00	(2)
3	JET AVIATION (BED, CPS, DAL, HOU, PBI, TEB)	8.90	(4)
4	ROSS AVIATION (ANC, FAT, HPN, IAD, SDL, TRM)	8.60	(*)
5	CUTTER (ABQ, DVT, PHX)	8.59	(3)

Note: JETCENTERS includes Denver jetCenter, Colorado jetCenter and Ft Collins/Loveland jetCenter.

ROSS AVIATION acquired Landmark ANC, FAT, HPN, IAD, SDL, TRM during July 2016.

Ross IAD was subsequently acquired by Jet Aviation during Jan 2017.

CUTTER COS is part of the chain, however this location did not receive an evaluation this year.

Best Large FBO Chain (11+)

		Scores	2016
1	MILLION AIR	9.07	(1)
2	ATLANTIC	8.80	(5)
3	SHELTAIR	8.77	(2)
4	SIGNATURE	8.71	(4)
5	TAC AIR	8.63	(3)

Note: ATLANTIC completed the acquisition of Black Canyon Jet Ctr during June 2016.

SIGNATURE acquired Landmark in Feb 2016. That acquisition excluded ANC, FAT, HPN, IAD, SDL, TRM.

In the *Pro Pilot* PRASE Survey the definition of a small chain is 3–10 bases. A large FBO chain contains 11 or more. Those FBOs with only 2 locations are considered as 2 separate independents. FBO groups classified as networks are not considered FBO chains. PRASE judges established these definitions in 2011.

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International FBOs/Handlers

In addition to US FBOs, the *Pro Pilot* PRASE Survey determines the best international FBOs/Handlers within the following areas—Canada, Mexico, Caribbean, Latin America, Europe, Middle East & Africa, and Asia.

Best Canadian	Skyservice	YYZ	Toronto
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas
Best Caribbean	Bohlke Intl Airways	STX	St Croix, Virgin Island
Best Latin American	Aerosupport FBO	BOG	Bogota, Colombia
Best European	TAG Farnborough Arpt	FAB	Farnborough, London, England
Best Middle East & African	Jet Aviation	DXB	Dubai, United Arab Emirates (UAE)
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Best Canadian

Scores 2016

1	SKYSERVICE TORONTO	YYZ	8.99	(1)	
2	SKYSERVICE MONTREAL	YUL	8.97	(2)	
3	LANDMARK VANCOUVER	YVR	8.61	(5)	
4	STARLINK MONTREAL	YUL	8.26	(3)	
4	SIGNATURE TORONTO	YYZ	8.17	(4)	was Landmark until Feb 2016

Best Mexican

1	CABO SAN LUCAS FBO	CSL	9.15	(1)
2	UVAVEMEX TOLUCA	TLC	8.63	(3)
3	AEROTRON PUERTO VALLARTA	PVR	8.32	(*)

Best Caribbean

1	BOHLKE ST CROIX	STX	9.20	(1)	
2	ODYSSEY NASSAU	NAS	8.82	(2)	
3	JET AVIATION NASSAU	NAS	8.69	(3)	
4	EXECUJET ST MAARTEN	SXM	8.24	(*)	was TLC Aviation until June 2016
5	ISLAND AIR GRAND CAYMAN	GCM	7.93	(*)	

Best Latin American

1	AEROSUPPORT FBO - BOGOTA, COLOMBIA	BOG	8.72	(*)
2	AVIASUR - SANTIAGO, CHILE	SCL	8.28	(*)
3	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	7.06	(1)

Best European

1	TAG FARNBOROUGH AIRPORT	FAB	9.08	(1)
2	HARRODS LUTON	LTN	9.03	(*)
3	SIGNATURE LE BOURGET	LBG	8.81	(*)
4	SIGNATURE LUTON	LTN	8.80	(2)

Best Middle East and African

1	JET AVIATION DUBAI	DXB	8.64	(1)
2	GAMA AVIATION SHARJAH, UAE	SHJ	8.54	(*)
3	DC AVIATION DUBAI SOUTH	DWC	8.33	(*)

Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	9.23	(1)
2	JET AVIATION - SINGAPORE	SIN	8.72	(*)
3	MJETS - BANGKOK	DMK	8.33	(*)

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FBO Line Techs and CSRs

Pro Pilot subscribers also voted for their favorite Line Techs and CSRs, scoring them within the categories of Can-do Attitude, Knowledge, Attention to Detail, and Promptness & Efficiency.

Best FBO Line Tech	Pat Walter	Signature	MSP	Minneapolis	MN
Best FBO CSR	Betsy Wines	Meridian	TEB	Teterboro	NJ

Best Line Techs

			Scores	2016
1	PAT WALTER	SIGNATURE MINNEAPOLIS	MSP	9.94 (1)
2	BOB SCHAEPPPI	SIGNATURE ST PAUL	STP	9.86 (2)

Best CSRs

1	BETSY WINES	MERIDIAN TETERBORO	TEB	9.98 (3)
2	LATRICIA EDWARDS	SIGNATURE MINNEAPOLIS	MSP	9.97 (*)
3	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.88 (5)
4	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.87 (2)

Other services

Catering, Fuel Brand, Fuel Credit Card, Intl Trip Planning, MRO service centers

Pro Pilot subscribers assessed 5 additional services—Catering for Aviation, Fuel Brand, Fuel Credit Card, International Trip Planning, and MRO service centers. These were scored based on Quality of Service, Value for Price, Dependability, and Customer Satisfaction.

Best Catering for Aviation by region (Northeast, Middle Atlantic, South, Mountain, Midwest, and West)

Each region has a winner with no overall national one.

			Scores	2016
<u>Northeast</u> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY'S	NJ area—EWR, MMU, TEB	9.20	(1)
2	AIR CULINAIRE	NJ area—TEB	8.79	(*)
<u>South</u> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area—FLL, FXE	9.14	(1)
<u>Mountain</u> (AZ, CO, ID, MT, NM, NV, UT, WY)				
1	PERFECT LANDING	APA	9.50	(*)
<u>WEST</u> (AK, CA, HI, OR, WA)				
1	STEVIE'S	CA area—BUR, SAN, VNY	9.70	(*)
<u>Middle Atlantic</u> (DC, DE, MD, VA, WV) **				
<u>Midwest</u> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI) **				

** Not enough votes received to determine a winner for these regions.

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- Best **Fuel Brand** PHILLIPS 66
- Best **Fuel Credit Card** COLT INTL by WORLD FUEL SERVICES
- Best **Intl Trip Planning** ROCKWELL COLLINS
- Most Preferred **MRO** WEST STAR

Best Fuel Brand

	Scores	2016
1 PHILLIPS 66	9.49	(3)
2 WORLD FUEL SERVICES	9.29	(2)
3 AVFUEL	9.25	(1)
4 SHELL	9.14	(4)

Best Aviation Fuel Credit Card

1 COLT INTL by WORLD FUEL SERVICES	9.51	(5)
2 AVFUEL	9.44	(1)
3 UVAIR	9.31	(4)
4 US BANK MULTI SERVICE	9.21	(2)
5 AVCARD by WORLD FUEL SERVICES	9.11	(3)

Best International Trip Planning

1 ROCKWELL COLLINS Includes ARINC, Ascend and Air Routing	9.23	(1)
2 COLT TRIP SUPPORT by WORLD FUEL SERVICES	9.17	(4)
3 JEPPESEN	9.12	(3)
4 UNIVERSAL WEATHER & AVIATION	8.82	(5)

Most Preferred MROs (Maintenance, Repair & Overhaul) - Category established in 2014

1 WEST STAR	9.55	(1)
2 GULFSTREAM	9.21	(3)
3 CITATION SERVICE CTRS	9.12	(4)
4 DUNCAN AVIATION	9.00	(2)
4 BOMBARDIER	8.63	(*)

Ranked by total numbers of votes

Most Favorite Pro Pilot Writer Karsten Shein

Pro Pilot magazine writers are ranked annually by subscribers.

List of Favorite Pro Pilot Writers

1 KARSTEN SHEIN	(Weather Brief)	(1)
2 ALEX KVASSAY	(Alex Remembers)	(2)
3 GRANT MCLAREN	(Intl Ops)	(3)
4 ARCHIE TRAMMELL	(Radar-tech articles)	(*)

2017 PROFESSIONAL PILOT PRASE METHODOLOGY

The *Professional Pilot* PRASE Survey is an annual tabulation of customer opinions of aviation ground services. Executives in charge of flight departments, aviation managers, chief pilots, pilots, CEOs and other qualified subscribers to *Professional Pilot* magazine are polled once a year in order to determine the PRASE Winners' List. PRASE is the gold standard of aviation ground service leaders.

Pro Pilot uses a 3-step process to ensure accurate PRASE survey results.

1 Ballots were sent to subscribers in 3 waves.

- PRASE forms were sent with the Nov and Dec 2016 of *Professional Pilot* issues.
- An additional mailing was sent to *Pro Pilot* subscribers separately from the magazine in Jan 2017.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2017 PRASE Survey was April 4, 2017. Late ballots were not included.

Strict checking was done and only 1 ballot per participant was allowed. Voting was restricted to only qualified *Pro Pilot* readers. In categories where they compete, members of organizations or individuals were not permitted to submit ballots. Public relations, marketing and advertising personnel are ineligible.

Ballots are always checked thoroughly to ensure all information listed is current and correct.

Careful verification of FBO names is made since some names change because of mergers or acquisitions. The 2017 PRASE Survey received a total of 1299 ballots. Of those forms a total of 1145 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 154 ballots disqualified due to inconsistencies, errors, duplications and lack of information.

2 Qualified ballots were shipped to Conklin & de Decker to transfer the data from the original forms to an electronic database.

3 Database information was analyzed and tabulated by Conklin & de Decker at their headquarters in Arlington TX.

A precount as a preliminary step was accomplished followed by a final count to determine the rankings and winners. The winners list was finalized on Apr 20, 2017.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2017 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2017 issue of *Pro Pilot*.

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