

## 2012 Pro Pilot PRASE Survey

### US FBO—Pentastar PTK # 1 FBO and Best Independent FBO

### US Most Improved FBO—Global Select

### US FBO Chains—Wilson Air Center #1 Small (3–10), Million Air #1 Large (11+)

ALEXANDRIA VA—March 30, 2012. Subscribers to *Professional Pilot* magazine returned 4504 forms in the 39th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Judges were 7 corporate pilots who tallied results. Rankings follow.

This year’s PRASE Survey attracted a significantly greater number of returns 4504—an increase of 3073 over the total of 1431 forms received in 2011.

#### US

Top 10 US FBOs in the 2012 *Pro Pilot* PRASE Survey are

1	Pentastar Aviation	PTK	Pontiac MI
2	Global Select	SGR	Houston TX
3	Texas Jet	FTW	Fort Worth TX
4	Million Air	ADS	Dallas TX
5	Wilson Air Center	MEM	Memphis TN
6	Million Air	HOU	Houston TX
7	Signature	STP	St Paul MN
8	National Jets	FLL	Fort Lauderdale FL
9	Signature	MSP	Minneapolis MN
10	Banyan Air Services	FXE	Fort Lauderdale FL

*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.

#### 45 votes needed to rank in Top US FBOs

A minimum of 45 votes from PP subscribers was the threshold for ranking in the Top US FBOs. For 2012 the total number of ranked US FBOs was 35.

**Best Independent FBO** Pentastar Aviation PTK Pontiac MI

**Most Improved FBO** Global Select SGR Houston TX

This award is given to the FBO which made the largest gain in ranking position compared with the previous year. Global Select didn’t rank in the top 35 last year but moved into 2nd place this year—hence it advanced by at least 34 positions to win Most Improved US FBO for 2012.

**Best Small FBO Chain (3–10)** Wilson Air Center (4 bases—CLT, MEM, HOU, CHA)

**Best Large FBO Chain (11+)** Million Air (26 bases)

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 independents. FBO groups classified as networks are not considered FBO chains. PRASE judges established these definitions in 2011.

**International**

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

Best <b>Canadian</b> FBO/Handler	Irving Av	YQX	Gander NL
Best <b>Mexican</b> FBO/Handler	Manny Av	TLC	Toluca
Best <b>Caribbean</b> FBO/Handler	Bohlke Intl Airways	STX	St Croix, USVI
Best <b>Latin American</b> FBO/Handler	Líder Aviação	CGH	São Paulo, Brazil
Best <b>European</b> FBO/Handler	TAG Farnborough Arpt	FAB	Farnborough, England
Best <b>Middle East &amp; African</b> FBO/Handler	ExecuJet	CPT	Cape Town, South Africa
Best <b>Asian</b> FBO/Handler	Hong Kong Bus Av Ctr	HKG	Hong Kong

**Catering, Fuel Brand, Fuel Credit Card and ITP**

*Pro Pilot* subscribers assessed 4 additional services—Catering for Aviation, Fuel Brand, Fuel Credit Card and International Trip Planning. These were scored based on Quality of Service, Value for Price, Dependability and Customer Satisfaction.

**Best Catering for Aviation**

This year, in order to give a more accurate view of aviation catering across the country, it was decided to base catering awards on 4 geographical regions of the US.

**Northeast** (CT, ME, MA, NH, NJ, NY, PA, RI, VT)

Rudy’s NJ area—TEB, MMU, EWR, CDW, TTN, BLM

**South** (AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV)

Rudy’s DC area—DCA, BWI, IAD, HEF, JYO

**Midwest** (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)

Insufficient votes received.

**West** (AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY)

Stevie’s LA area—VNY, LAX, OXR, ONT, BUR, CMA, SNA, LGB, SBA

Best <b>Fuel Brand</b>	Avfuel
Best <b>Fuel Credit Card</b>	UVair
Best <b>Intl Trip Planning</b>	Colt Intl

**FBO Line Tech and CSR**

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

Best <b>FBO Line Tech</b>	Bob Schaeppi	Signature	STP	St Paul MN
Best <b>FBO CSR</b>	Betsy Wines	Meridian	TEB	Teterboro NJ

**Pro Pilot Writer**

Finally, subscribers nominated their favorite *Pro Pilot* magazine writer.

Best <b>Pro Pilot Writer</b>	Karsten Shein	(Weather Brief)
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## **Judges**

The 7 distinguished corporate pilot judges were selected based on their travel profiles, which give them first-hand knowledge of FBOs across the US and often overseas as well. The 2012 judges examine the survey forms, check the ballots, determine the final count and break any ties to arrive at the winners list. The 2012 PRASE judges were:

**Larrie Dahl**, director of global aviation services for John Deere

**Javier Ferrea**, managing director of Zero Eight Papa Aviation Services

**Elton Fowler**, chief pilot of Jim Wilson & Associates

**David Rada**, finance mgr and pilot for DuPont

**Doug Downer**, chief pilot for CSI

**Howard White**, aviation director for Vegso Aviation

**Justin Scherer**, captain and iPad administrator for Gulf Coast Aviation

## **PRASE valid voting process**

*Pro Pilot* uses a 4-step process to ensure accurate and valid results.

**1** Ballots are sent to subscribers in 3 waves—1st in the Nov 2011 issue of *Pro Pilot*, a 2nd group was sent with the Dec 2011 issue, and finally a 3rd mailed separately from the magazine in Jan 2012. Each ballot is sent to subscribers to return the completed ballot to *Professional Pilot* in Alexandria VA. The cutoff date for the 2012 PRASE Survey was Mar 7, 2012. Only original ballots were accepted and no more than 1 ballot per participant. Voting is restricted to qualified *Pro Pilot* subscribers. Organizations or individuals are not permitted to submit ballots or scores in categories where they compete. Public relations, marketing and advertising personnel are ineligible. To ensure proper accreditation is given, ballots are always checked thoroughly to ensure all information listed is current and correct and to confirm FBOs whose names have changed because of mergers or acquisitions. The 2012 PRASE Survey received a total of 4504 ballots. Of those 3475 met the *Pro Pilot* acceptance criteria. A total of 1029 were disqualified due to inconsistencies, errors, duplications or lateness.

**2** Qualified ballots are shipped to ABCO Data Systems of Vienna VA, a bonded data processing house, to transfer the data from the original forms to an electronic database.

**3** Database information is sent to Conklin & de Decker of Arlington TX to be analyzed and tabulated as a preliminary step to determine winners and rankings.

**4** Ballots and scoring were provided to the 7 judges serving on site in Alexandria VA.

## **Recognition awards**

In addition to the ground services scoring for *Pro Pilot*'s PRASE Survey, the magazine presents awards each year to companies and individuals recognized for their aerospace achievements. This year there were 2.

- John Deere received the ***Professional Pilot* Flight Department of the Year 2011 Award** with the honor accepted by Dir of Global Av Services Larrie Dahl.
- FlightSafety International received the 1st ***Professional Pilot* SAFE (Safe Aircraft Flying Education) Award** for its dedication and commitment to improving aviation safety. Accepting the award plaque was Bruce Whitman, president and CEO of FlightSafety Intl.

## **Detailed PRASE Survey results**

2012 *Pro Pilot* PRASE Survey results follow on pages 4–6. Full details will be published in the May 2012 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and activities will appear in the July issue.

## Final results of the 2012 Professional Pilot PRASE Survey

### US—ranked by overall scores

( ) denotes 2011 ranking

\* did not place in 2011

#### Best US FBOs

1	PENTASTAR PONTIAC	PTK	9.45	(2)
2	GLOBAL SELECT	SGR	9.31	(*)
3	TEXAS JET	FTW	9.28	(4)
4	MILLION AIR ADDISON	ADS	9.22	(10)
5	WILSON AIR CTR MEMPHIS	MEM	9.19	(6)
6	MILLION AIR HOBBY	HOU	9.18	(16)
7	SIGNATURE ST PAUL	STP	9.17	(1)
8	NATIONAL JETS	FLL	9.16	(5)
9	SIGNATURE MINNEAPOLIS	MSP	9.14	(12)
10	BANYAN	FXE	9.13	(19)
11	MONTEREY JET CTR	MRY	9.12	(14)
12	MERIDIAN TETERBORO	TEB	9.11	(11)
13	JET AVIATION WEST PALM	PBI	9.10	(3)
14	SCOTTSDALE AIRCENTER	SDL	9.09	(15)
15	BUSINESS JET CTR LOVE	DAL	9.07	(18)
16	DENVER JET CTR	APA	9.06	(22)
17	LANDMARK SCOTTSDALE	SDL	9.05	(32)
18	TRADITION	TRM	9.02	(13)
19	MILLION AIR SALT LAKE	SLC	8.99	(17)
20	WILSON AIR CTR CHARLOTTE	CLT	8.94	(8)
21	GALAXY WEST PALM	PBI	8.93	(20)
22	JET SYSTEMS (former Avitat Westchester)	HPN	8.87	(33)
23	VAIL VALLEY JET CTR	EGE	8.83	(7)
24	ATLANTIC MIDWAY	MDW	8.82	(26)
25	FIRST AVIATION SERVICES	TEB	8.71	(29)
26	PANORAMA	HPN	8.69	(23)
27	NAPLES AIRPORT AUTHORITY	APF	8.68	(25)
28	ATLANTIC LAS VEGAS	LAS	8.66	(28)
29	JET AVIATION TETERBORO	TEB	8.63	(21)
30	SIGNATURE TETERBORO	TEB	8.61	(24)
31	GALVIN	BFI	8.59	(30)
32	EPPS	PDK	8.52	(27)
33	ATLANTIC TETERBORO	TEB	8.36	(31)
34	LANDMARK DULLES	IAD	8.32	(34)
35	SIGNATURE DULLES	IAD	8.30	(35)

US FBOs needed a minimum of 45 acceptable evaluations to be ranked this year. A total of 35 FBOs met this criterion.

#### Best Independent FBOs

1	PENTASTAR PONTIAC	PTK	9.45	(1)
2	GLOBAL SELECT	SGR	9.31	(*)
3	TEXAS JET	FTW	9.28	(2)
4	NATIONAL JETS	FLL	9.16	(3)
5	BANYAN	FXE	9.13	(9)
6	MONTEREY JET CTR	MRY	9.12	(7)
7	MERIDIAN TETERBORO	TEB	9.11	(5)
8	BUSINESS JET CTR LOVE	DAL	9.07	(8)
9	DENVER JET CTR	APA	9.06	(10)
10	TRADITION	TRM	9.02	(6)
11	JET SYSTEMS (former Avitat Westchester)	HPN	8.87	(16)
12	VAIL VALLEY JET CTR	EGE	8.83	(4)
13	FIRST AVIATION SERVICES	TEB	8.71	(14)
14	PANORAMA	HPN	8.69	(11)
15	NAPLES AIRPORT AUTHORITY	APF	8.68	(12)
16	GALVIN	BFI	8.59	(15)
17	EPPS	PDK	8.52	(13)

#### Best Small FBO Chain (3-10)

1	WILSON AIR CTR	9.05	(1)
2	AIRCENTER •	8.92	(6)
3	GALAXY	8.88	(3)
4	CUTTER	8.81	(4)
5	JET AVIATION	8.78	(2)

• Includes Denver AirCenter, Santa Fe AirCenter and Scottsdale AirCenter.

#### Best Large FBO Chain (11+)

1	MILLION AIR	9.04	(2)
2	TAC AIR	8.71	(1)
3	ATLANTIC AVIATION	8.57	(3)
4	SIGNATURE	8.55	(5)
5	SHELTAIR	8.53	(4)
6	LANDMARK	8.43	(6)

#### Most Improved FBO

2	GLOBAL SELECT	SGR	up 34 places	(*)
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Most Improved FBO measures the US FBO which made the largest gain in scoring over the past year. In 2011 the PRASE Survey cut off the ranking at 35 US FBOs. GLOBAL SELECT SGR listed here did not rank in the top 35 last year.

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### International FBOs/Handlers

#### Best Canadian

1	IRVING GANDER	YQX	9.11	(1)
2	STARLINK/SIGNATURE MONTREAL	YUL	8.83	(*)
3	SKYSERVICE TORONTO	YYZ	8.82	(2)
4	SKYSERVICE MONTREAL	YUL	8.80	(3)
5	LANDMARK VANCOUVER	YVR	8.41	(*)
6	LANDMARK TORONTO	YYZ	8.30	(4)

#### Best Mexican

1	MANNY AVIATION	TLC	8.76	(1)
2	UVAVEMEX	TLC	8.51	(3)

#### Best Caribbean

1	BOHLKE ST CROIX	STX	8.50	(2)
2	EXEC FLIGHT SUPPORT NASSAU	NAS	8.49	(1)
3	ODYSSEY NASSAU	NAS	8.43	(3)
4	ISLAND AIR GRAND CAYMAN	GCM	7.93	(*)
5	PROVO AIR CTR TURKS & CAICOS	PLS	7.79	(*)
6	THE LOGICAL CHOICE (TLC) ST MAARTEN	SXM	7.57	(*)

#### Best Latin American

1	LIDER AVIAÇÃO SÃO PAULO	CGH	7.72	(1)
2	ADS GROUND HANDLING SAN JOSE COSTA RICA	SJO	7.10	(*)

#### Best European

1	TAG FARNBOROUGH AIRPORT	FAB	9.02	(1)
2	HARRODS AVIATION LUTON	LTN	8.82	(*)
3	SIGNATURE LE BOURGET	LBG	8.51	(*)
4	SIGNATURE LUTON	LTN	8.38	(2)
5	UNIVERSAL AVIATION LE BOURGET	LBG	8.29	(*)

#### Best Middle East and African

1	EXEJUJET CAPE TOWN	CPT	8.83	(*)
2	JET AVIATION DUBAI	DXB	8.50	(1)
3	EXEJUJET JOHANNESBURG	HLA	8.14	(*)

#### Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	8.74	(1)
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### Other services

#### Best Catering by region (Northeast, South, Midwest and West)

##### Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT)

1	RUDY'S NJ area	9.07	(1)
2	RUDY'S NY area	9.03	(*)
	NJ area—TEB, MMU, EWR, CDW, TTN, BLM		
	NY area—HPN, LGA, JFK, SWF, ISP, FRG		

##### South (AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV)

1	RUDY'S DC area	8.49	(*)
	DC area—DCA, BWI, IAD, HEF, JYO		

##### Midwest (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)

Not enough votes to determine a winner for this region

##### West (AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY)

1	STEVIE'S LA area	9.32	(*)
2	PERFECT LANDING APA	9.23	(*)
	LA area—VNY, LAX, OXR, ONT, BUR, CMA, SNA, LGB, SBA		

#### Best Fuel Brand

1	AVFUEL	9.07	(1)
2	PHILLIPS 66	8.99	(2)
3	AIR BP	8.94	(4)
4	SHELL	8.70	(3)

#### Best Aviation Fuel Credit Card

1	UVAIR	9.23	(2)
2	AVFUEL	9.12	(3)
3	AVCARD	9.09	(5)
4	COLT INTL	9.07	(4)
5	US BANK/MULTI SERVICE	9.03	(1)
6	AIR BP	8.83	(6)

#### Best International Trip Planning

1	COLT INTL	9.00	(5)
2	ROCKWELL COLLINS (Air Routing)	8.97	(1)
3	ARINC	8.89	(4)
4	UNIVERSAL WEATHER & AVIATION	8.75	(2)
5	JEPPesen	8.63	(3)

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### Line Tech & CSRs

#### Best Line Tech

1	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.89	(1)
2	ERIC VEAL	BANYAN	FXE	9.88	(3)
3	EDDIE QUEEN	SIGNATURE NEWARK	EWR	9.87	(4)
4	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.85	(2)

#### Best CSR

1	BETSY WINES	MERIDIAN TETERBORO	TEB	9.95	(4)
2	LISA BUE	SIGNATURE MINNEAPOLIS	MSP	9.94	(*)
3	HOLLY HOPKINS	TEXAS JET	FTW	9.90	(3)
4	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.89	(1)
5	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.85	(6)
6	TESSA STINSON	DENVER JET CTR	APA	9.75	(*)

### Ranked by votes

#### Best Pro Pilot Writer

1	KARSTEN SHEIN	(1)
2	CLAY LACY	(3)
3	GRANT MCLAREN	(2)
4	ALEX KVASSAY	(4)
5	MIKE POTTS	(*)
6	MARVIN CETRON	(5)