

## 2018 Pro Pilot PRASE Survey Winners List

**Top 10 US FBOs: Signature MSP, Texas Jet FTW, Pentastar PTK, Million Air HOU, GlobalSelect SGR, Wilson Air CLT, Million Air ADS, Wilson Air HOU, Banyan Air Svc FXE, Signature STP. Top US FBO Chains—Small (3–10): Wilson Air Ctr, Large (11+): Million Air.**

ALEXANDRIA VA—April 19, 2018. Subscribers to *Professional Pilot* magazine returned 1211 forms in the 45th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

### Final results of the 2018 Professional Pilot PRASE Survey

( ) denotes 2017 ranking

#### Ranked by overall scores

\* did not place in 2017

#### Best US FBOs

		Scores	2017			Scores	2017		
1	SIGNATURE	MSP	9.54	(2)	18	JET AVIATION	PBI	9.00	(6)
2	TEXAS JET	FTW	9.51	(1)	19	JET AVIATION	IAD	8.96	(*)
3	PENTASTAR	PTK	9.42	(3)	20	SIGNATURE	PBI	8.92	(*)
4	MILLION AIR	HOU	9.40	(7)	21	BASE OPS AT PAGE FIELD	FMY	8.90	(*)
5	GLOBALSELECT	SGR	9.39	(23)	22	NAPLES AIRPORT AUTHORITY	APF	8.87	(13)
6	WILSON AIR	CLT	9.37	(9)	23	ATLANTIC	ASE	8.86	(21)
7	MILLION AIR	ADS	9.35	(10)	24	DENVER JETCENTER	APA	8.83	(22)
8	WILSON AIR	HOU	9.22	(15)	25	SIGNATURE	TEB	8.80	(30)
9	BANYAN	FXE	9.21	(5)	26	JET AVIATION	TEB	8.78	(28)
10	SIGNATURE	STP	9.19	(4)	27	ATLANTIC	LAS	8.70	(29)
11	BUSINESS JET CTR	DAL	9.18	(17)	28	ATLANTIC	TEB	8.63	(31)
12	SHELTAIR	TPA	9.14	(*)	29	SHELTAIR	FLL	8.54	(27)
13	VAIL VALLEY JET CTR	EGE	9.10	(24)	30	ATLANTIC	BCT	8.53	(*)
14	WILSON AIR	MEM	9.08	(8)	31	ATLANTIC	SJC	8.50	(25)
15	MERIDIAN	TEB	9.05	(20)	32	SIGNATURE	IAD	8.46	(33)
16	MONTEREY JET CTR	MRY	9.04	(12)	33	ATLANTIC	MDW	8.42	(32)
17	EPPS	PDK	9.02	(16)					

FBOs acquired after July 1, 2017 are considered as they were, as independent FBOs or part of the other chain, as relates to this survey.

*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 2018 the total number of ranked US FBOs was 33. 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—Sheltair TPA (Tampa Intl Airport, Tampa FL)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Sheltair TPA didn't rank in the top 35 in the list of 2017 US FBOs but moved up into the 12th position in 2018. Hence, Sheltair TPA advanced by at least 24 positions to win Most Improved US FBO for 2018.

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Best <b>Independent FBO</b>	Texas Jet	FTW
Best <b>Small FBO Chain</b>	Wilson Air Center	
Best <b>Large FBO Chain</b>	Million Air	

**Best Independent FBOs**

		<b>Scores</b>	<b>2017</b>
1	TEXAS JET	FTW 9.51	(1)
2	PENTASTAR	PTK 9.42	(2)
3	GLOBALSELECT	SGR 9.39	(10)
4	BANYAN	FXE 9.21	(3)
5	BUSINESS JET CTR	DAL 9.18	(7)
6	VAIL VALLEY JET CTR	EGE 9.10	(11)
7	MERIDIAN	TEB 9.05	(9)
8	MONTEREY JET CTR	MRY 9.04	(4)
9	EPPS	PDK 9.02	(6)
10	BASE OPS AT PAGE FIELD	FMY 8.90	(*)
11	NAPLES AIRPORT AUTHORITY	APF 8.87	(5)

**Best Small FBO Chain (3–10)**

		<b>Scores</b>	<b>2017</b>
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.29	(1)
2	JET AVIATION (BED, CPS, DAL, HOU, IAD,PBI, TEB, VNY)	8.86	(3)
3	JETCENTERS (APA, COS, FNL)	8.71	(2)
4	ROSS AVIATION (ANC, FAT, HPN, LGB, SDL, TRM)	8.64	(4)

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

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

		<b>Scores</b>	<b>2017</b>
1	MILLION AIR	9.08	(1)
2	ATLANTIC	8.76	(2)
3	SIGNATURE	8.75	(4)
4	SHELTAIR	8.74	(3)
5	TAC AIR	8.52	(5)

Note: ATLANTIC completed the acquisition of Orion Jet Ctr during Sep 2017.

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 <b>Canadian</b>	Skyservice	YYZ	Toronto
Best <b>Mexican</b>	Cabo San Lucas FBO	CSL	Cabo San Lucas
Best <b>Caribbean</b>	Cherokee Aviation	MHH	Abaco, Bahamas
Best <b>Latin American</b>	Aerosupport FBO	BOG	Bogota, Colombia
Best <b>European</b>	TAG Farnborough Arpt	FAB	Farnborough, London, England
Best <b>Middle East &amp; African</b>	ExecuJet	DXB	Dubai, United Arab Emirates (UAE)
Best <b>Asian</b>	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

		Scores	2017
<b><u>Best Canadian</u></b>			
1	SKYSERVICE TORONTO	YYZ 9.14	(1)
2	SKYCHARTER TORONTO	YYZ 8.97	(*)
3	SIGNATURE VANCOUVER (former Landmark YVR)	YVR 8.75	(3)
4	SKYSERVICE MONTREAL	YUL 8.59	(2)
5	SIGNATURE TORONTO	YYZ 8.53	(5)
<b><u>Best Mexican</u></b>			
1	CABO SAN LUCAS FBO	CSL 9.16	(1)
2	MANNY AVIATION TOLUCA	TLC 8.79	(*)
3	AEROTRON PUERTO VALLARTA	PVR 8.33	(3)
<b><u>Best Caribbean</u></b>			
1	CHEROKEE AV - ABACO, BAHAMAS	MHH 8.80	(*)
2	JET AVIATION - NASSAU, BAHAMAS	NAS 8.78	(3)
3	ODYSSEY - NASSAU, BAHAMAS	NAS 8.51	(2)
<b><u>Best Latin American</u></b>			
1	AEROSUPPORT FBO - BOGOTA, COLOMBIA	BOG 8.64	(1)
2	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH 8.60	(3)
3	MAPIEX - PANAMA CITY, PANAMA	PAC 8.47	(*)
<b><u>Best European</u></b>			
1	TAG FARNBOROUGH AIRPORT	FAB 9.23	(1)
2	HARRODS LUTON	LTN 8.76	(2)
3	SIGNATURE LE BOURGET	LBG 8.70	(3)
4	SIGNATURE LUTON	LTN 8.59	(4)
<b><u>Best Middle East and African</u></b>			
1	EXECUJET DUBAI, UAE	DXB 9.25	(*)
2	JET AVIATION DUBAI, UAE	DXB 8.75	(1)
3	BEDEK AVIATION - TEL AVIV, ISRAEL	TLV 7.67	(*)
<b><u>Best Asian</u></b>			
1	HONG KONG BUSINESS AV CTR	HKG 8.94	(1)
2	HAWKER PACIFIC - SYDNEY, AUSTRALIA	SYD 8.61	(*)
3	UNIVERSAL - SINGAPORE	XSP 7.89	(*)

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

**Best Line Techs**

			<b>Scores</b>	<b>2017</b>
1	PAT WALTER	SIGNATURE MINNEAPOLIS	MSP	9.92 (1)
2	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.80 (2)

**Best CSRs**

1	BETSY WINES	MERIDIAN TETERBORO	TEB	9.97 (1)
2	HOLLY HOPKINS	TEXAS JET FORT WORTH	FTW	9.92 (*)
3	LATRICIA EDWARDS	SIGNATURE MINNEAPOLIS	MSP	9.89 (2)
4	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.88 (4)
5	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.67 (3)

**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.

			<b>Scores</b>	<b>2017</b>
<b><u>Northeast</u></b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY’S	NJ area—EWR, MMU, TEB	9.19	(1)
<b><u>South</u></b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area—FLL, FXE, MIA, TMB	9.34	(1)
<b><u>Mountain</u></b> (AZ, CO, ID, MT, NM, NV, UT, WY)				
1	PERFECT LANDING	APA	9.38	(1)

**Note:** Not enough votes received to determine winners for these regions: West (AK, CA, HI, OR, WA) , Middle Atlantic (DC, DE, MD, VA, WV), Midwest (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)

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- Best **Fuel Brand** PHILLIPS 66
- Best **Fuel Credit Card** COLT INTL by WORLD FUEL SERVICES
- Best **Intl Trip Planning** ITPS INTL TRIP PLANNING SVCS
- Most Preferred **MRO** WEST STAR

**Best Fuel Brand**

	<b>Scores</b>	<b>2017</b>
1 PHILLIPS 66	9.57	(1)
2 WORLD FUEL SERVICES	9.38	(2)
3 AVFUEL	9.34	(3)
4 SHELL	9.23	(4)

**Best Aviation Fuel Credit Card**

1 COLT INTL by WORLD FUEL SERVICES	9.59	(1)
2 AVCARD by WORLD FUEL SERVICES	9.44	(5)
3 US BANK MULTI SERVICE	9.24	(4)
4 AVFUEL	9.17	(2)
5 UVAIR	8.99	(3)

**Best International Trip Planning**

1 ITPS INTL TRIP PLANNING SVCS	9.31	(*)
2 COLT TRIP SUPPORT by WORLD FUEL SERVICES	9.08	(2)
3 ROCKWELL COLLINS Includes ARINC, Ascend and Air Routing	9.07	(1)
4 UNIVERSAL WEATHER & AVIATION	8.90	(4)

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

1 WEST STAR	9.55	(1)
2 TEXTRON AVIATION	9.21	(3)
3 DUNCAN AVIATION	9.16	(4)
4 GULFSTREAM	8.77	(2)
5 BOMBARDIER	8.73	(5)

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

## **2018 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 4-step process to ensure accurate PRASE survey results.

### **1 Ballots were sent to subscribers in 5 waves.**

- PRASE forms were sent to subscribers in Oct 2017.
- PRASE forms were sent with the Nov and Dec 2017 of *Professional Pilot* issues.
- Additional mailings were sent to *Pro Pilot* subscribers separately from the magazine in Jan 2018 and March 2018.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2018 PRASE Survey was April 12, 2018. Late ballots were not included in the tally.

**Strict checking was done and only 1 ballot per participant was allowed.** Voting was restricted to only qualified *Pro Pilot* subscribers. 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 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 2018 PRASE Survey received a total of 1211 ballots. Of these forms a total of 1068 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 143 ballots disqualified due to inconsistencies, errors, duplications, and lack of required information.

**2 Qualified ballots were sent 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 April 18, 2018.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2018 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2018 issue of *Pro Pilot*.

END