

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 Independent FBO | Texas Jet | FTW |
| Best Small FBO Chain | Wilson Air Center | |
| Best Large FBO Chain | Million Air | |

Best Independent FBOs

| | | Scores | 2017 |
|----|--------------------------|---------------|-------------|
| 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)

| | | Scores | 2017 |
|---|--|---------------|-------------|
| 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+)

| | | Scores | 2017 |
|---|-------------|---------------|-------------|
| 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 Canadian | Skyservice | YYZ | Toronto |
| Best Mexican | Cabo San Lucas FBO | CSL | Cabo San Lucas |
| Best Caribbean | Cherokee Aviation | MHH | Abaco, Bahamas |
| Best Latin American | Aerosupport FBO | BOG | Bogota, Colombia |
| Best European | TAG Farnborough Arpt | FAB | Farnborough, London, England |
| Best Middle East & African | ExecuJet | DXB | Dubai, United Arab Emirates (UAE) |
| Best Asian | Hong Kong Bus Av Ctr | HKG | Hong Kong, China |

| | | Scores | 2017 |
|--|---|----------|------|
| <u>Best Canadian</u> | | | |
| 1 | SKYSERVICE TORONTO | YYZ 9.14 | (1) |
| 2 | SKYCHARTER TORONTO | YYZ 8.97 | (*) |
| 4 | SIGNATURE VANCOUVER (former Landmark YVR) | YVR 8.75 | (3) |
| 2 | SKYSERVICE MONTREAL | YUL 8.59 | (2) |
| 4 | SIGNATURE TORONTO | YYZ 8.53 | (5) |
| <u>Best Mexican</u> | | | |
| 1 | CABO SAN LUCAS FBO | CSL 9.16 | (1) |
| 2 | MANNY AVIATION TOLUCA | TLC 8.79 | (*) |
| 3 | AEROTRON PUERTO VALLARTA | PVR 8.33 | (3) |
| <u>Best Caribbean</u> | | | |
| 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) |
| <u>Best Latin American</u> | | | |
| 1 | AEROSUPPORT FBO - BOGOTA, COLOMBIA | BOG 8.64 | (1) |
| 3 | LIDER AVIAÇÃO - SÃO PAULO, BRAZIL | CGH 8.60 | (3) |
| 2 | MAPIEX - PANAMA CITY, PANAMA | PAC 8.47 | (*) |
| <u>Best European</u> | | | |
| 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) |
| <u>Best Middle East and African</u> | | | |
| 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 | (*) |
| <u>Best Asian</u> | | | |
| 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 FBO Line Tech | Pat Walter | Signature | MSP | Minneapolis | MN |
| Best FBO CSR | Betsy Wines | Meridian | TEB | Teterboro | NJ |

Best Line Techs

| | | | Scores | 2017 |
|---|--------------|-----------------------|---------------|-------------|
| 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.

| | | | Scores | 2017 |
|--|-----------------|-----------------------------|---------------|-------------|
| <u>Northeast</u> (CT, MA, ME, NH, NJ, NY, PA, RI, VT) | | | | |
| 1 | RUDY’S | NJ area—EWR, MMU, TEB | 9.19 | (1) |
| <u>South</u> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX) | | | | |
| 1 | SILVER LINING | MIA area—FLL, FXE, MIA, TMB | 9.34 | (1) |
| <u>Mountain</u> (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

| | Scores | 2017 |
|-----------------------|---------------|-------------|
| 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*.

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