

## 2019 Pro Pilot PRASE Survey Winners List

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

ALEXANDRIA VA—April 29, 2019. Subscribers to *Professional Pilot* magazine returned 1260 forms in the 46th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

### Final results of the 2019 Professional Pilot PRASE Survey

( ) denotes 2018 ranking

#### Ranked by overall scores

\* did not place in 2018

#### Best US FBOs

|    |  | Scores | 2018 |      |    | Scores                 | 2018 |      |      |
|----|--|--------|------|------|----|------------------------|------|------|------|
| 1  | SIGNATURE  | STP    | 9.62 | (10) | 17 | FONTAINEBLEAU AVIATION | OPF  | 8.94 | (*)  |
| 2  | PENTASTAR  | PTK    | 9.57 | (3)  | 18 | ATLANTIC               | MDW  | 8.90 | (33) |
| 3  | TEXAS JET  | FTW    | 9.56 | (2)  | 19 | CLAY LACY              | VNY  | 8.88 | (*)  |
| 4  | MILLION AIR  | HOU    | 9.55 | (4)  | 20 | VAIL VALLEY JET CTR    | EGE  | 8.87 | (13) |
| 5  | SIGNATURE  | MSP    | 9.37 | (1)  | 21 | SHELTAIR               | FLL  | 8.84 | (29) |
| 6  | BANYAN   | FXE    | 9.32 | (9)  | 22 | SIGNATURE              | SDL  | 8.82 | (*)  |
| 7  | GLOBALSELECT   | SGR    | 9.31 | (5)  | 23 | DENVER JETCENTER       | APA  | 8.81 | (24) |
| 8  | JET AVIATION   | PBI    | 9.28 | (18) | 24 | WILSON AIR             | HOU  | 8.76 | (8)  |
| 9  | MILLION AIR  | ADS    | 9.27 | (7)  | 25 | EPPS                   | PDK  | 8.72 | (17) |
| 10 | WILSON AIR   | MEM    | 9.18 | (14) | 26 | SIGNATURE              | TEB  | 8.71 | (25) |
| 11 | BUSINESS JET CTR                                       | DAL    | 9.13 | (11) | 27 | ATLANTIC               | TEB  | 8.67 | (28) |
| 12 | WILSON AIR   | CLT    | 9.11 | (6)  | 28 | ATLANTIC               | PBI  | 8.64 | (*)  |
| 13 | MERIDIAN   | TEB    | 9.09 | (15) | 29 | JET AVIATION           | TEB  | 8.63 | (26) |
| 14 | MONTEREY JET CTR                                       | MRY    | 9.06 | (16) | 30 | ATLANTIC               | SNA  | 8.56 | (*)  |
| 15 | NAPLES AVIATION<br>(formerly Naples Airport Authority) | APF    | 8.96 | (22) | 31 | ATLANTIC               | LAS  | 8.43 | (27) |
| 16 | MILLION AIR  | BUR    | 8.95 | (*)  | 32 | SIGNATURE              | IAD  | 8.35 | (32) |

FBOs acquired after July 1, 2018 are treated as retaining their former affiliation for this 2019 PRASE 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 2019 the total number of ranked US FBOs was 32. 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—Million Air BUR (Burbank CA)

This award is given to the FBO that made the largest gain in ranking position compared with the previous year. Million Air BUR didn't rank in the top 33 in the list of 2018 US FBOs but moved up into the 16th position in 2019. Hence, Million Air BUR advanced by at least 18 positions to win Most Improved US FBO for 2019.

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Best **Independent FBO** Pentastar PTK  
 Best **Small FBO Chain** Wilson Air Center  
 Best **Large FBO Chain** Million Air

**Best Independent FBOs**

|    |  | <b>Scores</b> | <b>2018</b> |
|----|--|---------------|-------------|
| 1  | PENTASTAR  | PTK           | 9.57 (2)    |
| 2  | TEXAS JET  | FTW           | 9.56 (1)    |
| 3  | BANYAN   | FXE           | 9.32 (4)    |
| 4  | GLOBALSELECT   | SGR           | 9.31 (3)    |
| 5  | BUSINESS JET CTR                                       | DAL           | 9.13 (5)    |
| 6  | MERIDIAN   | TEB           | 9.09 (7)    |
| 7  | MONTEREY JET CTR                                       | MRY           | 9.06 (8)    |
| 8  | NAPLES AVIATION<br>(formerly Naples Airport Authority) | APF           | 8.96 (11)   |
| 9  | FONTAINEBLEAU AV                                       | OPF           | 8.94 (*)    |
| 10 | CLAY LACY  | VNY           | 8.88 (*)    |
| 11 | VAIL VALLEY JET CTR                                    | EGE           | 8.87 (6)    |
| 12 | EPPS   | PDK           | 8.72 (9)    |

**Best Small FBO Chain (3–10)**

|   |   | <b>Scores</b> | <b>2018</b> |
|---|---|---------------|-------------|
| 1 | WILSON AIR CTR (CHA, CLT, HOU, MEM)                   |               | 9.10 (1)    |
| 2 | CUTTER (ABQ, COS, DVT, PHX)                           |               | 8.98 (*)    |
| 3 | JET AVIATION (BED, CPS, DAL, HOU, IAD, PBI, TEB, VNY) |               | 8.84 (2)    |
| 4 | ROSS AVIATION (ANC, FAT, HPN, LGB, SDL, TRM)          |               | 8.74 (4)    |
| 5 | JETCENTERS (APA, COS, FNL)                            |               | 8.73 (3)    |

Note: JETCENTERS includes Denver jetCenter (APA), Colorado jetCenter (COS) and Ft Collins/Loveland jetCenter (FNL).

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

|   |             | <b>Scores</b> | <b>2018</b> |
|---|-------------|---------------|-------------|
| 1 | MILLION AIR |               | 9.09 (1)    |
| 2 | SHELTAIR    |               | 8.84 (4)    |
| 3 | ATLANTIC    |               | 8.78 (2)    |
| 4 | TAC AIR     |               | 8.68 (5)    |
| 5 | SIGNATURE   |               | 8.67 (3)    |

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>                  | Million Air          | YYC | Calgary                           |
| Best <b>Mexican</b>                   | Cabo San Lucas FBO   | CSL | Cabo San Lucas                    |
| Best <b>Caribbean</b>                 | Jet Aviation         | NAS | Nassau, Bahamas                   |
| Best <b>Latin American</b>            | Mapiex Intl          | PAC | Panama City, Panama               |
| 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 | 2018 |
|--|--|-----|--------|------|
| <b><u>Best Canadian</u></b>                |  |     |        |      |
| 1  | MILLION AIR CALGARY                            | YYC | 9.10   | (*)  |
| 2  | SKYSERVICE TORONTO                             | YYZ | 8.88   | (1)  |
| 3  | SKYSERVICE MONTREAL                            | YUL | 8.82   | (4)  |
| <b><u>Best Mexican</u></b>                 |  |     |        |      |
| 1  | CABO SAN LUCAS FBO                             | CSL | 9.31   | (1)  |
| 2  | MANNY AVIATION TOLUCA                          | TLC | 8.62   | (2)  |
| 3  | AEROTRON PUERTO VALLARTA                       | PVR | 8.07   | (3)  |
| <b><u>Best Caribbean</u></b>               |  |     |        |      |
| 1  | JET AVIATION - NASSAU, BAHAMAS                 | NAS | 8.58   | (2)  |
| 2  | PROVO AIR CTR - PROVIDENCIALES, TURKS & CAICOS | PLS | 8.43   | (*)  |
| 3  | ODYSSEY - NASSAU, BAHAMAS                      | NAS | 8.41   | (3)  |
| <b><u>Best Latin American</u></b>          |  |     |        |      |
| 1  | MAPIEX INTL - PANAMA CITY, PANAMA              | PAC | 9.38   | (3)  |
| 2  | ICON AVIATION - SÃO PAULO, BRAZIL              | CGH | 8.38   | (*)  |
| <b><u>Best European</u></b>                |  |     |        |      |
| 1  | TAG FARNBOROUGH AIRPORT                        | FAB | 8.73   | (1)  |
| 2  | SIGNATURE LUTON                                | LTN | 8.66   | (4)  |
| 3  | SIGNATURE LE BOURGET                           | LBG | 8.26   | (3)  |
| <b><u>Best Middle East and African</u></b> |  |     |        |      |
| 1  | EXECUJET DUBAI, UAE                            | DXB | 8.43   | (1)  |
| 2  | JET AVIATION DUBAI, UAE                        | DXB | 8.27   | (2)  |
| <b><u>Best Asian</u></b>                   |  |     |        |      |
| 1  | HONG KONG BUSINESS AV CTR                      | HKG | 8.62   | (1)  |

**Final results of the 2019 *Professional Pilot* PRAISE Survey**

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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** Sandy Tachovsky Signature STP St Paul MN

**Best Line Techs**

|   |            |                       | <b>Scores</b> | <b>2018</b> |
|---|------------|-----------------------|---------------|-------------|
| 1 | PAT WALTER | SIGNATURE MINNEAPOLIS | MSP           | 9.92 (1)    |

**Best CSRs**

|   |                 |                      |     |           |
|---|-----------------|----------------------|-----|-----------|
| 1 | SANDY TACHOVSKY | SIGNATURE ST PAUL    | STP | 10.00 (4) |
| 2 | BETSY WINES     | MERIDIAN TETERBORO   | TEB | 9.96 (1)  |
| 3 | HOLLY HOPKINS   | TEXAS JET FORT WORTH | FTW | 9.95 (2)  |
| 4 | VICTOR SEDA     | MERIDIAN TETERBORO   | TEB | 9.81 (5)  |

**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>2018</b> |
|--|-----------------|-------------------------------|---------------|-------------|
| <b><u>Northeast</u></b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)         |                 |                               |               |             |
| 1  | RUDY’S          | NJ area (EWR, MMU, TEB)       |               | 9.31 (1)    |
| <b><u>South</u></b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX) |                 |                               |               |             |
| 1  | SILVER LINING   | PBI area (PBI)                |               | 9.50 (*)    |
| 2  | SILVER LINING   | MIA area (FLL, FXE, MIA, TMB) |               | 9.33 (1)    |
| <b><u>Mountain</u></b> (AZ, CO, ID, MT, NM, NV, UT, WY)              |                 |                               |               |             |
| 1  | PERFECT LANDING | APA                           |               | 8.89 (1)    |

**Note:** Insufficient votes were 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   | US BANK MULTI SERVICE                                |
| Best Intl Trip Planning | WORLD FUEL TRIP SUPPORT (formerly Colt Trip Support) |
| Most Preferred MRO      | WEST STAR  |

| <b>Best Fuel Brand</b> | <b>Scores</b> | <b>2018</b> |
|------------------------|---------------|-------------|
| 1 PHILLIPS 66          | 9.50          | (1)         |
| 2 AVFUEL               | 9.45          | (3)         |
| 3 SHELL                | 9.34          | (4)         |
| 4 WORLD FUEL SERVICES  | 9.29          | (2)         |

**Best Aviation Fuel Credit Card**

|  |      |     |
|--|------|-----|
| 1 US BANK MULTI SERVICE                            | 9.57 | (3) |
| 2 WORLD FUEL CONTRACT CARD<br>(formerly Colt Intl) | 9.39 | (1) |
| 3 UVAIR  | 9.35 | (5) |
| 4 AVCARD by WORLD FUEL                             | 9.34 | (2) |
| 5 AVFUEL   | 9.33 | (4) |

**Best International Trip Planning**

|   |      |     |
|---|------|-----|
| 1 WORLD FUEL TRIP SUPPORT<br>(formerly Colt Trip Support)     | 9.28 | (2) |
| 2 UNIVERSAL WEATHER & AVIATION                                | 9.16 | (4) |
| 3 COLLINS AEROSPACE<br>Includes ARINC, Ascend and Air Routing | 9.04 | (3) |

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

|                    |      |     |
|--------------------|------|-----|
| 1 WEST STAR        | 9.55 | (1) |
| 2 DUNCAN AVIATION  | 9.51 | (3) |
| 3 TEXTRON AVIATION | 9.11 | (2) |
| 4 GULFSTREAM       | 9.09 | (4) |

**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)                     | (2) |
| 3 PETER BERENDSEN | (Implementing Regs for Pilots) | (*) |
| 4 BRENT BUNDY     | (Operator Profile)             | (*) |

## **2019 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 multistep process to ensure accurate PRASE survey results.

### **1 Ballots were sent to subscribers in 6 waves.**

- PRASE forms were sent to subscribers in Oct 2018.
- PRASE forms were sent with the Nov and Dec 2018 issues of *Professional Pilot*.
- Additional mailings were sent to *Pro Pilot* subscribers separately from the magazine in Jan, Feb and Mar 2019.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2019 PRASE Survey was April 11, 2019. Late ballots were not included in the tally.

### **Strict checking was done and only 1 ballot per participant was allowed. Voting was restricted to qualified *Pro Pilot* subscribers only.**

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 2019 PRASE Survey received a total of 1260 ballots. Of these forms a total of 1086 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 174 ballots disqualified due to inconsistencies, errors, duplications, or lack of required information.

### **2 Qualified ballots were sent to Conklin & de Decker (a JSSI company) to transfer the data into 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 26, 2019.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2019 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2019 issue of *Pro Pilot*.

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