

2013 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: X Jet APA, Pentastar PTK, Hangar 10 MKC, Global Select SGR, Signature STP, Texas Jet FTW, Wilson Air MEM, Banyan FXE, Jet Aviation PBI, Million Air ADS.
Top US FBO Chains—Small (3–10): Wilson Air Center, Large (11+): Million Air

ALEXANDRIA VA—April 10, 2013. Subscribers to *Professional Pilot* magazine returned 2960 forms in the 40th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Judges were 6 professional pilots who tallied results. Rankings follow.

Final results of the 2013 Professional Pilot PRASE Survey

() denotes 2012 ranking

Ranked by overall scores

* did not place in 2012

Best US FBOs

		Scores	2012			Scores	2012
1	X JET	APA	9.55	(*)	23	NAPLES AIRPORT AUTHORITY	APF 8.92 (27)
2	PENTASTAR	PTK	9.49	(1)	24	BUSINESS JET CTR	DAL 8.91 (15)
3	HANGAR 10	MKC	9.44	(*)	25	SHELTAIR	FLL 8.89 (*)
4	GLOBAL SELECT	SGR	9.42	(2)	26	GALAXY	PBI 8.85 (21)
5	SIGNATURE	STP	9.34	(7)	27	FIRST AVIATION SVCS **	TEB 8.82 (25)
6	TEXAS JET	FTW	9.33	(3)	28	JET SYSTEMS	HPN 8.81 (22)
7	WILSON AIR CTR	MEM	9.31	(5)	29	PANORAMA	HPN 8.80 (26)
8	BANYAN	FXE	9.20	(10)	30	TAC AIR (formerly Million Air)	SLC 8.79 (19)
9	JET AVIATION	PBI	9.17	(13)	31	LANDMARK	SDL 8.77 (17)
10	MILLION AIR	ADS	9.15	(4)	32	EPPS	PDK 8.76 (32)
11	SIGNATURE	MSP	9.14	(9)	33	JET AVIATION	TEB 8.74 (29)
12	WILSON AIR CTR	CLT	9.13	(20)	34	ATLANTIC	LAS 8.73 (28)
13	MERIDIAN	TEB	9.12	(12)	35	GALVIN	BFI 8.72 (31)
14	MONTEREY JET CTR	MRY	9.11	(11)	36	ATLANTIC	MDW 8.69 (24)
15	SCOTTSDALE AIRCENTER	SDL	9.10	(14)	37	SIGNATURE	IAD 8.62 (35)
16	NATIONAL JETS	FLL	9.07	(8)	38	CLAY LACY	BFI 8.54 (*)
17	WILSON AIR CTR	HOU	9.06	(*)	39	LANDMARK	IAD 8.51 (34)
18	AIRFLITE	LGB	9.05	(*)	40	SIGNATURE	PBI 8.50 (*)
19	TRADITION	TRM	9.03	(18)	41	ATLANTIC	SJC 8.45 (*)
20	DENVER JET CTR	APA	8.97	(16)	42	SIGNATURE	TEB 8.38 (30)
21	VAIL VALLEY JET CTR	EGE	8.94	(23)	43	ATLANTIC	TEB 8.29 (33)
22	MILLION AIR	HOU	8.93	(6)	44	SIGNATURE	LAS 8.28 (*)

**First Aviation Svcs was an independent FBO during 2012. It was acquired by Landmark in Jan 2013.

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.

30 votes needed to rank in Top US FBOs

A minimum of 30 votes from *PP* subscribers was the threshold for ranking in the Top US FBOs. For 2013 the total number of ranked US FBOs was 44.

Most Improved FBO—X Jet APA (Centennial, Denver CO)

This award is given to the FBO which made the largest gain in ranking position compared with the previous year. X Jet didn't rank in the top 35 in 2012 but moved into 1st place this year—hence it advanced by at least 35 positions to win Most Improved US FBO for 2013.

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Best Independent FBOs

		Scores	2012			Scores	2012		
1	X JET	APA	9.55	(*)	11	TRADITION	TRM	9.03	(10)
2	PENTASTAR	PTK	9.49	(1)	12	VAIL VALLEY JET CTR	EGE	8.94	(12)
3	HANGAR 10	MKC	9.44	(*)	13	NAPLES AIRPORT AUTHORITY	APF	8.92	(15)
4	GLOBAL SELECT	SGR	9.42	(2)	14	BUSINESS JET CTR	DAL	8.91	(8)
5	TEXAS JET	FTW	9.33	(3)	15	FIRST AVIATION SVCS **	TEB	8.82	(13)
6	BANYAN	FXE	9.20	(5)	16	JET SYSTEMS	HPN	8.81	(11)
7	MERIDIAN	TEB	9.12	(7)	17	PANORAMA	HPN	8.80	(14)
8	MONTEREY JET CTR	MRY	9.11	(6)	18	EPPS	PDK	8.76	(17)
9	NATIONAL JETS	FLL	9.07	(4)	19	GALVIN	BFI	8.72	(16)
10	AIRFLITE	LGB	9.05	(*)	20	CLAY LACY	BFI	8.54	(*)

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Best Small FBO Chain (3–10)

		Scores	2012
1	WILSON AIR CTR (CLT, MEM, HOU, CHA)	9.23	(1)
2	JET CENTERS • (APA, COS, FNL)	8.92	(*)
3	GALAXY •• (BCT, HDN, MCO, PBI, SGJ, SUA)	8.90	(3)
4	AIRCENTER ••• (BJC, SAF, SDL)	8.88	(2)
5	JET AVIATION (BED, CPS, DAL, HOU, PBI, TEB)	8.81	(5)
6	CUTTER (ABQ, COS, DVT, ELP, PHX, SAT, TKI)	8.73	(4)

• Includes Denver jetCenter, Colorado jetCenter and Ft Collins/Loveland jetCenter

•• Includes Boca Aviation

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

Best Large FBO Chain (11+)

		Scores	2012
1	MILLION AIR ♦	8.89	(1)
2	TAC AIR	8.88	(2)
3	SHELTAIR	8.71	(5)
4	SIGNATURE	8.61	(4)
5	LANDMARK	8.60	(6)
6	ATLANTIC AVIATION	8.59	(3)

♦ Million Air FYV was included in the Large Chain group since it was not acquired by the City of Fayetteville AR until March 2013.

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.

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International FBOs/Handlers

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 Canadian	Irving Av	YQX	Gander NL
Best Mexican	Manny Av	TLC	Toluca
Best Caribbean	Bohlke Intl Airways	STX	St Croix, USVI
Best Latin American	Mapiex Intl	PAC	Marcos Gelabert, Panama City, Panama
Best European	TAG Farnborough Arprt	FAB	Farnborough, England
Best Middle East & African	ExecuJet	DXB	Dubai, UAE
Best Asian	Hong Kong Bus Av Ctr	HKG	Chek Lap Kok, Hong Kong, China

Best Canadian

		Scores	2012
1	IRVING GANDER	YQX 9.25	(1)
2	SKYSERVICE TORONTO	YYZ 8.94	(3)
3	SKYSERVICE MONTREAL	YUL 8.93	(4)
4	LANDMARK TORONTO	YYZ 8.64	(6)
5	LANDMARK VANCOUVER	YVR 8.55	(5)

Best Mexican

1	MANNY AVIATION TOLUCA	TLC 9.09	(1)
2	UVAVEMEX TOLUCA	TLC 8.53	(2)
3	UVAVEMEX SAN JOSÉ DEL CABO	SJD 8.40	(*)

Best Caribbean

1	BOHLKE ST CROIX	STX 8.99	(1)
2	ODYSSEY NASSAU	NAS 8.49	(3)
3	EXECUTIVE FLIGHT SUPPORT NASSAU	NAS 8.40	(2)
4	THE LOGICAL CHOICE (TLC) ST MAARTEN	SXM 8.02	(6)
5	ISLAND AIR GRAND CAYMAN	GCM 7.71	(4)

Best Latin American

1	MAPIEX INTL PANAMA CITY	PAC 8.73	(*)
2	LIDER AVIAÇÃO SÃO PAULO-GUARULHOS	GRU 8.60	(*)
3	LIDER AVIAÇÃO SÃO PAULO-CONGONHAS	CGH 7.90	(1)

Best European

1	TAG FARNBOROUGH AIRPORT	FAB 9.16	(1)
2	HARRODS AVIATION LUTON	LTN 8.89	(2)
3	JET AVIATION GENEVA	GVA 8.45	(*)
4	SIGNATURE LUTON	LTN 8.32	(4)

Best Middle East and African

1	EXECUJET DUBAI	DXB 8.15	(*)
2	JET AVIATION DUBAI	DXB 8.12	(2)

Best Asian

1	HONG KONG BUSINESS AV CTR	HKG 8.74	(1)
2	JET AVIATION SINGAPORE	XSP 8.58	(*)

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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 **FBO Line Tech** Bob Schaeppi Signature STP St Paul MN
 Best **FBO CSR** Betsy Wines Meridian TEB Teterboro NJ

Best Line Tech

			Scores	2012
1	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.97 (1)
2	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.90 (4)
3	EDDIE QUEEN	SIGNATURE NEWARK	EWR	9.83 (3)

Best CSR

1	BETSY WINES	MERIDIAN TETERBORO	TEB	9.98 (1)
2	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.94 (4)
3	HOLLY HOPKINS	TEXAS JET	FTW	9.90 (3)
4	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.84 (5)
5	SETH MAGER	GALAXY WEST PALM	PBI	9.75 (*)

Other services

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 by region (Northeast, South, Mountain, Midwest and West)

Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT) **Scores 2012**

1	RUDY'S	NJ area	9.15	(1)
2	RUDY'S	NY area	8.94	(2)
		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	SILVER LINING	PBI area	9.17	(*)
2	SILVER LINING	MIA area	9.08	(*)
		PBI area—PBI, SUA, VRB		
		MIA area—MIA, BCT, FLL, FXE, TMB		

Mountain (AZ, CO, ID, MT, NM, NV, UT, WY)

1	PERFECT LANDING	APA	9.15	(2)
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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, CA, HI, OR, WA)

1	STEVIE'S	LA area	9.24	(1)
		LA area—VNY, LAX, OXR, ONT, BUR, CMA, SNA, LGB, SBA		

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Best **Fuel Brand** Avfuel
 Best **Fuel Credit Card** Avfuel
 Best **Intl Trip Planning** Rockwell Collins/Ascend

Best Fuel Brand

	Scores	2012
1 AVFUEL	9.25	(1)
2 PHILLIPS 66	9.06	(2)
3 EPIC	8.96	(3)
4 SHELL	8.86	(4)

Best Aviation Fuel Credit Card

1 AVFUEL	9.23	(2)
2 COLT INTL	9.22	(4)
3 AVCARD	9.12	(3)
4 UVAIR	9.11	(1)
5 US BANK/MULTI SERVICE	9.10	(5)

Best International Trip Planning

1 ROCKWELL COLLINS/ASCEND ♦	9.11	(2)
2 COLT INTL	9.03	(1)
3 ARINC	8.98	(3)
4 UNIVERSAL WEATHER & AVIATION	8.90	(4)
5 JEPPESEN	8.86	(5)

♦ Includes the former Air Routing.

Ranked by votes

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

Best ***Pro Pilot* Writer** Karsten Shein (Weather Brief)

Best *Pro Pilot* Writer

1 KARSTEN SHEIN	(1)
2 ALEX KVASSAY	(4)
3 GRANT McLAREN	(3)
4 STUART LAU	(*)
5 MARVIN CETRON	(6)
6 MIKE POTTS	(5)

Judges

For this year 6 judges were selected based on their experience as professional pilots and the extent of their travel profiles which give them first-hand knowledge of FBOs across the US and often overseas as well. The 2013 judges examined the survey forms, checked the ballots, determined the final count and broke any ties to arrive at the winners' list.

The 2013 PRASE judges were:

John White, VP Aviation of Valero Energy

Randy Hutton, Senior Dir Global Aviation Services of McDonald's

Daniel Wolfe, Assoc VP, Gen Mgr & Aircraft Captain of Nationwide Insurance

Carl Sorg, Chief Pilot of Johnson & Johnson Aviation

Katha House, Chief Pilot/Av Mgr of UniFirst Corp

Ray Sparks, Dir of Aviation for The Cafaro Company

PRASE valid voting process

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

1 Ballots were sent to subscribers in 3 waves—1st, forms were mailed separately from the magazine in Nov 2012. 2nd, more ballots were sent with the Dec 2012 issue. Finally, a 3rd mailing separate from the magazine was accomplished in Jan 2012.

Subscribers were instructed to return their completed ballot to *Professional Pilot* in Alexandria VA. Cutoff date of the 2013 PRASE Survey was Mar 18, 2013.

Only original ballots were accepted and no more than 1 ballot per participant was allowed. Voting was restricted to qualified *Pro Pilot* subscribers. Organizations or individuals are not permitted to submit ballots in categories where they compete. 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 2013 PRASE Survey received a total of 2960 ballots. Of those 2354 met the *Pro Pilot* acceptance criteria. A total of 606 were disqualified due to inconsistencies, errors, duplications, lack of information, lack of signature or lateness.

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

3 Database information was analyzed and tabulated by Conklin & de Decker of Arlington TX as a precount and a preliminary step to determining winners and rankings.

4 Ballots and scoring were finalized by the 6 judges serving on site in Alexandria VA on April 5, 2013.

Recognition awards

In addition to the ground services scoring for *Pro Pilot's* PRASE Survey, the magazine often presents awards to individuals recognized for their aerospace achievements.

This year **John White**, VP Aviation of Valero, received the **Professional Pilot Lifetime Achievement Award 2013** for excellence in Aviation Department Management.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2013 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and activities will appear in the July 2013 issue.

END