

## 2015 Pro Pilot PRASE Survey Winners List

**Top 10 US FBOs: Signature MSP, Global Select SGR, XJet APA, Signature STP, Texas Jet FTW, Pentastar PTK, Scottsdale AirCenter SDL\*\*, Wilson Air MEM, Monterey Jet Ctr MRY, National Jets FLL.**

**Top US FBO Chains: Small (3–10) Wilson Air Center. Large (11+) Million Air.**

**ALEXANDRIA VA—April 24, 2015.** Subscribers to *Professional Pilot* magazine returned 1641 forms in the 42nd annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. The original *Pro Pilot* FBO Survey was started in 1974. Rankings follow.

### Final results of the 2015 Professional Pilot PRASE Survey

( ) denotes 2014 ranking

#### Ranked by overall scores

\* did not place in 2014

#### Best US FBOs

		Scores	2014			Scores	2014
1	SIGNATURE	MSP	9.49	(1)	21	NAPLES AIRPORT AUTHORITY	APF 8.93 (26)
2	GLOBAL SELECT	SGR	9.39	(5)	22	ATLANTIC (Galaxy since Apr 2014)	PBI 8.92 (28)
3	XJET	APA	9.38	(4)	23	WILSON AIR CTR	HOU 8.80 (25)
4	SIGNATURE	STP	9.37	(3)	24	MILLION AIR	HOU 8.79 (16)
5	TEXAS JET	FTW	9.36	(6)	25	CLAY LACY	BFI 8.78 (43)
6	PENTASTAR	PTK	9.33	(2)	26	ATLANTIC	SNA 8.76 (*)
7	SCOTTSDALE AIRCENTER **	SDL	9.28	(7)	27	SIGNATURE	LAS 8.73 (24)
8	WILSON AIR CTR	MEM	9.19	(17)	28	JET AVIATION	TEB 8.69 (35)
9	MONTEREY JET CTR	MRY	9.18	(18)	29	SIGNATURE (Formerly Jet System)	HPN 8.68 (27)
10	NATIONAL JETS	FLL	9.17	(9)	30	ATLANTIC	SJC 8.67 (40)
11	ATLANTIC (Formerly Hangar 10)	MKC	9.16	(8)	31	ATLANTIC	MDW 8.66 (37)
12	JET AVIATION	PBI	9.15	(13)	32	EPPS	PDK 8.65 (31)
13	BANYAN AIR SVC	FXE	9.13	(22)	33	SIGNATURE	TEB 8.64 (38)
14	BUSINESS JET CTR	DAL	9.12	(20)	34	SIGNATURE	IAD 8.49 (41)
15	MERIDIAN	TEB	9.11	(15)	35	LANDMARK	MIA 8.48 (*)
16	MILLION AIR	ADS	9.10	(12)	36	LANDMARK	IAD 8.40 (42)
17	VAIL VALLEY JET CTR	EGE	9.07	(19)	37	SHELTAIR	FLL 8.34 (23)
18	WILSON AIR CTR	CLT	9.05	(11)	38	LANDMARK	SDL 8.28 (30)
19	ATLANTIC	LAS	8.98	(34)	39	SIGNATURE	VNY 8.20 (*)
20	DENVER JETCENTER	APA	8.94	(14)	40	ATLANTIC	TEB 8.15 (44)

Independent FBOs acquired after July 1, 2014 are considered as Independent FBOs for this survey.

\*\*Scottsdale AirCenter (acquired by Signature in Aug 2014).

*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 2015 the total number of ranked US FBOs was 40. A minimum of 21 respondents with 6 categories give a 126 individual evaluations from *PP* subscribers was the threshold for ranking in the Top US FBOs.

#### Most Improved FBO—Atlantic SNA (John Wayne Airport, Santa Ana CA)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Atlantic SNA didn't rank in the top 44 in the list of 2014 USA FBOs but moved up into the 26th position in 2015. Hence, Atlantic SNA advanced by at least 19 positions to win Most Improved US FBO for 2015.

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#### Best Independent FBOs

		Scores	2014			Scores	2014		
1	GLOBAL SELECT	SGR	9.39	(3)	8	BUSINESS JET CTR	DAL	9.12	(11)
2	XJET	APA	9.38	(2)	9	MERIDIAN	TEB	9.11	(8)
3	TEXAS JET	FTW	9.36	(4)	10	VAIL VALLEY JET CTR	EGE	9.07	(10)
4	PENTASTAR	PTK	9.33	(1)	11	NAPLES AIRPORT AUTHORITY	APF	8.93	(14)
5	MONTEREY JET CTR	MRY	9.18	(9)	12	CLAY LACY	BFI	8.78	(20)
6	NATIONAL JETS	FLL	9.17	(6)	13	EPPS	PDK	8.65	(16)
7	BANYAN AIR SVC	FXE	9.13	(13)					

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

		Scores	2014
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.07	(1)
2	AIRCENTER • (BJC, SAF, SDL)	9.01	(2)
3	JETCENTERS •• (APA, COS, FNL)	8.92	(3)
4	CUTTER (ABQ, COS, DVT, ELP, PHX, SAT)	8.90	(6)
5	JET AVIATION (BED, CPS, DAL, HOU, PBI, TEB)	8.82	(4)

• Includes Denver AirCenter, Santa Fe AirCenter and Scottsdale AirCenter.  
 Denver and Santa Fe AirCenter were acquired by Landmark in Aug 2014.  
 Scottsdale AirCenter was acquired by Signature in Aug 2014.

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

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

		Scores	2014
1	MILLION AIR	8.88	(1)
2	TAC AIR	8.86	(3)
3	SIGNATURE	8.72	(4)
4	ATLANTIC AVIATION	8.71	(6)
5	SHELTAIR	8.56	(2)
6	LANDMARK	8.48	(5)

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.

FBOs acquired by the chains after Jul 1, 2014 retained their former affiliation for this 2015 PRASE Survey.

## Final results of the 2015 *Professional Pilot* PRASE Survey

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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>	Manny Aviation	TLC	Toluca
Best <b>Caribbean</b>	Bohlke Intl Airways	STX	St Croix
Best <b>Latin American</b>	Líder Aviação	CGH	São Paulo-Congonhas-Brazil
Best <b>European</b>	TAG Farnborough Arpt	FAB	Farnborough, London, England
Best <b>Middle East &amp; African</b>	Jet Aviation	DXB	Dubai, UAE
Best <b>Asian</b>	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

		Scores	2014
<b>Best Canadian</b>			
1	SKYSERVICE TORONTO	YYZ 9.01	(2)
2	STARLINK AV MONTREAL	YUL 8.82	(*)
3	SKYSERVICE MONTREAL	YUL 8.80	(4)
4	LANDMARK VANCOUVER	YVR 8.47	(3)
5	LANDMARK TORONTO	YYZ 8.24	(5)

<b>Best Mexican</b>			
1	MANNY AVIATION TOLUCA	TLC 8.90	(2)
2	CABO SAN LUCAS INTL ARPT	CSL 8.73	(1)
3	UVAVEMEX TOLUCA	TLC 8.35	(3)

<b>Best Caribbean</b>			
1	BOHLKE ST CROIX	STX 8.73	(2)
2	EXECUTIVE FLIGHT SUPPORT NASSAU **	NAS 8.57	(1)
	<small>** (Jet Aviation since Jan 2015)</small>		
3	THE LOGICAL CHOICE (TLC) ST MAARTEN	SXM 8.52	(4)
4	ODYSSEY NASSAU	NAS 8.35	(3)

<b>Best Latin American</b>			
1	LIDER AVIAÇÃO SÃO PAULO-CONGONHAS	CGH 7.81	(2)

<b>Best European</b>			
1	TAG FARNBOROUGH AIRPORT	FAB 8.92	(1)
2	SIGNATURE LUTON	LTN 8.36	(3)

<b>Best Middle East and African</b>			
1	JET AVIATION DUBAI	DXB 8.40	(2)

<b>Best Asian</b>			
1	HONG KONG BUSINESS AV CTR	HKG 8.25	(1)

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### FBO Line Tech and CSR

*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>	Bob Schaeppi	Signature	STP	St Paul	MN
Best <b>FBO CSR</b>	Sandy Tachovsky	Signature	STP	St Paul	MN

### Best Line Tech

				Scores	2014
1	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.98	(3)
2	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.96	(1)

### Best CSR

1	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.92	(3)
2	HOLLY HOPKINS	TEXAS JET	FTW	9.91	(2)
3	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.85	(5)
4	BETSY WINES	MERIDIAN TETERBORO	TEB	9.83	(1)

### 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)

##### Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT) **Scores 2014**

1	RUDY'S	NJ area	9.22	(1)
2	RUDY'S	NY area	8.83	(2)
NJ area—BDR, BLM, CDW, EWR, FOK, HTO, MMU, POU, TEB, TTN				
NY area—FRG, HPN, ISP, JFK, LGA, SWF				

##### Middle Atlantic (DC, DE, MD, VA, WV)

1	RUDY'S	DC area	9.06	(1)
DC area—ADW, BWI, CHO, CJR, DCA, DMW, HEF, ESN, FDK, GAI, IAD, JYO, MTN, OKV, RIC, RMN				

##### South (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)

1	SILVER LINING	PBI area	9.43	(*)
2	SILVER LINING	MIA area	9.15	(1)
PBI area—PBI, SUA, VRB				
MIA area—BCT, FLL, FXE, MIA, TMB, OPF				

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

1	PERFECT LANDING	APA	9.15	(1)
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Midwest (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI) Not enough votes received to determine a winner for this region.

West (AK, CA, HI, OR, WA) Not enough votes received to determine a winner for this region.

**Final results of the 2015 *Professional Pilot* PRASE Survey**

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- |                                |                    |
|--------------------------------|--------------------|
| Best <b>Fuel Brand</b>         | World Fuel         |
| Best <b>Fuel Credit Card</b>   | Colt International |
| Best <b>Intl Trip Planning</b> | Rockwell Collins   |
| Most Preferred <b>MRO</b>      | West Star          |

**Best Fuel Brand**

	<b>Scores</b>	<b>2014</b>
1 WORLD FUEL	9.44	(*)
2 SHELL	9.35	(3)
3 AVFUEL	9.25	(1)
4 PHILLIPS 66	9.24	(2)

**Best Aviation Fuel Credit Card**

1 COLT INTL	9.29	(1)
2 AVCARD	9.28	(5)
3 AVFUEL	9.17	(4)
4 UVAIR	9.14	(2)
5 US BANK MULTI SERVICE	9.02	(3)

**Best International Trip Planning**

1 ROCKWELL COLLINS Includes Ascend, Arinc and Air Routing	9.14	(1)
2 JEPPESEN	8.98	(3)
3 COLT INTL	8.95	(4)
4 UNIVERSAL WEATHER & AVIATION	8.88	(5)

**Most Preferred MROs (Maintenance, Repair & Overhaul) - New category in 2014**

1 WEST STAR	9.56	(1)
2 DUNCAN	9.38	(3)
3 CITATION SERVICE CTRS	9.24	(4)
4 JET AVIATION	9.23	(*)
5 STANDARD AERO	9.17	(2)
6 BOMBARDIER	8.95	(*)
7 GULFSTREAM	8.89	(5)

**Ranked by total number of votes**

*Pro Pilot* magazine writers as voted by subscribers.

Most Favorite ***Pro Pilot* Writer** Karsten Shein

**List of Favorite *Pro Pilot* Writers**

1 KARSTEN SHEIN	(Weather Brief)	(1)
2 ALEX KVASSAY	(Alex Remembers)	(2)
3 GRANT MCLAREN	(Intl Ops)	(3)
4 MIKE POTTS	(Corporate Profiles-cover stories)	(*)

## **2015 PROFESSIONAL PILOT PRASE METHODOLOGY**

*Pro Pilot* uses a 3-step process to ensure accurate PRASE survey results.

**1** Ballots were sent to subscribers in 4 waves.

- Forms were sent with the Nov 2014 and Dec 2014 issues of *Pro Pilot*.
- Forms were mailed separately from the magazine in Jan 2015 and then in Mar 2015.  
The subscriber was instructed to return the completed ballot to *Professional Pilot* in Alexandria VA.  
Cutoff date for the 2015 PRASE Survey was Apr 15, 2015.

Strict checking was done and no more than 1 ballot per participant was allowed. Voting was restricted to only qualified *Pro Pilot* readers. In categories where they compete organizations or individuals are not permitted to submit ballots. 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 2015 PRASE Survey received a total of 1641 ballots. Of those 1348 met the *Pro Pilot* acceptance criteria. A total of 293 were disqualified due to inconsistencies, errors, duplications, lack of information or lateness.

**2** Qualified ballots were shipped 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 of Arlington TX as a precount and a preliminary step to determine the rankings and winners. The winners list was finalized on Apr 23, 2015.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2015 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2015 issue of *Pro Pilot*.

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