

2014 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: Signature MSP, Pentastar PTK, Signature STP, XJet APA, Global Select SGR, Texas Jet FTW, Scottsdale AirCenter SDL, Hangar 10⁺ MKC, National Jets FLL, Swift Av PHX
Top US FBO Chains—Small (3–10): Wilson Air Center, Large (11+): Million Air

ALEXANDRIA VA—April 11, 2014. Subscribers to *Professional Pilot* magazine returned 2817 forms in the 41st 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 2014 Professional Pilot PRASE Survey

() denotes 2013 ranking

Ranked by overall scores

* did not place in 2013

Best US FBOs		Scores	2013	Scores	2013				
1	SIGNATURE	MSP	9.53	(11)	23	SHELTAIR	FLL	8.96	(25)
2	PENTASTAR	PTK	9.35	(2)	24	SIGNATURE	LAS	8.94	(44)
3	SIGNATURE	STP	9.33	(5)	25	WILSON AIR CTR	HOU	8.90	(17)
4	XJET	APA	9.32	(1)	26	NAPLES AIRPORT AUTHORITY	APF	8.89	(23)
5	GLOBAL SELECT	SGR	9.30	(4)	27	JET SYSTEMS	HPN	8.88	(28)
6	TEXAS JET	FTW	9.27	(6)	28	GALAXY ⁺ (Atlantic since Feb 2014)	PBI	8.85	(26)
7	SCOTTSDALE AIRCENTER	SDL	9.26	(15)	29	LANDMARK (Formally First Av Svc)	TEB	8.81	(27)
8	HANGAR 10 ⁺ (Atlantic since Dec 2013)	MKC	9.23	(3)	30	LANDMARK	SDL	8.79	(31)
9	NATIONAL JETS	FLL	9.22	(16)	31	EPPS	PDK	8.75	(32)
10	SWIFT AVIATION	PHX	9.12	(*)	32	PANORAMA ⁺ (Landmark since Nov 2013)	HPN	8.74	(29)
11	WILSON AIR CTR	CLT	9.11	(12)	33	TRADITION	TRM	8.73	(19)
12	MILLION AIR	ADS	9.10	(10)	34	ATLANTIC	LAS	8.71	(34)
13	JET AVIATION	PBI	9.09	(9)	35	JET AVIATION	TEB	8.70	(33)
14	DENVER JETCENTER	APA	9.08	(20)	36	TAC AIR	SLC	8.67	(30)
15	MERIDIAN	TEB	9.05	(13)	37	ATLANTIC	MDW	8.66	(36)
16	MILLION AIR	HOU	9.03	(22)	38	SIGNATURE	TEB	8.65	(42)
17	WILSON AIR CTR	MEM	9.02	(7)	39	GALVIN ⁺ (Landmark since Feb 2014)	BFI	8.54	(35)
18	MONTEREY JET CTR	MRY	9.01	(14)	40	ATLANTIC	SJC	8.53	(41)
19	VAIL VALLEY JET CTR	EGE	9.00	(21)	41	SIGNATURE	IAD	8.52	(37)
20	BUSINESS JET CTR	DAL	8.99	(24)	42	LANDMARK	IAD	8.41	(39)
21	AIRFLITE	LGB	8.98	(18)	43	CLAY LACY	BFI	8.34	(38)
22	BANYAN AIR SVCS	FXE	8.97	(8)	44	ATLANTIC	TEB	8.12	(43)

⁺ Independent FBOs acquired after July 1, 2013 are considered as Independent FBOs for 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 USA FBOs

For 2014 the total number of ranked US FBOs was 44. A minimum of 27 votes from *PP* subscribers was the threshold for ranking in the Top US FBOs.

Most Improved FBO—Swift Aviation PHX (Phoenix Sky Harbor Intl, Phoenix AZ)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Swift Aviation PHX didn't rank in the top 44 in 2013 USA FBOs list but moved up into the 10th position in 2014. Hence, Swift Aviation PHX advanced by at least 35 positions to win Most Improved US FBO for 2014.

Final results of the 2014 Professional Pilot PRASE Survey

() denotes 2013 ranking

Ranked by overall scores

* did not place in 2013

Best Independent FBOs				Best Independent FBOs			
		Scores	2013			Scores	2013
1	PENTASTAR	PTK	9.35 (2)	11	BUSINESS JET CTR	DAL	8.99 (14)
2	XJET	APA	9.32 (1)	12	AIRFLITE	LGB	8.98 (10)
3	GLOBAL SELECT	SGR	9.30 (4)	13	BANYAN AIR SVCS	FXE	8.97 (6)
4	TEXAS JET	FTW	9.27 (5)	14	NAPLES AIRPORT AUTHORITY	APF	8.89 (13)
5	HANGAR 10♦ (Atlantic since Dec 2013)	MKC	9.23 (3)	15	JET SYSTEMS	HPN	8.88 (16)
6	NATIONAL JETS	FLL	9.22 (9)	16	EPPS	PDK	8.75 (18)
7	SWIFT AVIATION	PHX	9.12 (*)	17	PANORAMA♦ (Landmark since Nov 2013)	HPN	8.74 (17)
8	MERIDIAN	TEB	9.05 (7)	18	TRADITION	TRM	8.73 (11)
9	MONTEREY JET CTR	MRY	9.01 (8)	19	GALVIN♦ (Landmark since Feb 2014)	BFI	8.54 (19)
10	VAIL VALLEY JET CTR	EGE	9.00 (12)	20	CLAY LACY	BFI	8.34 (20)

♦ FBOs acquired after July 1, 2013 were treated as independents.

Galvin was acquired by Landmark during Feb 2014.

Hangar 10 was acquired by Atlantic during Dec 2013.

Panorama was acquired by Landmark during Nov 2013.

Best Small FBO Chain (3–10)

	Scores	2013
1 WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.03	(1)
2 AIRCENTER • (BJC, SAF, SDL)	8.98	(4)
3 JETCENTERS •• (APA, COS, FNL)	8.94	(2)
4 JET AVIATION (BED, CPS, DAL, HOU, PBI, TEB)	8.83	(5)
5 GALAXY ••• (BCT, HDN, MCO, PBI, SGJ, SUA)	8.79	(3)
6 CUTTER •••• (ABQ, COS, DVT, ELP, PHX, TKI)	8.70	(6)

• Includes Denver AirCenter, Santa Fe AirCenter and Scottsdale AirCenter

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

••• Includes Boca Aviation. Galaxy Group was acquired by Atlantic in Feb 2014

•••• Cutter TKI was included in the Small Chain group since it was acquired by McKinney Av in Nov 2013

Best Large FBO Chain (11+)

	Scores	2013
1 MILLION AIR	8.99	(1)
2 SHELTAIR	8.89	(3)
3 TAC AIR	8.77	(2)
4 SIGNATURE	8.72	(4)
5 LANDMARK	8.54	(5)
6 ATLANTIC AVIATION	8.53	(6)

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.

Final results of the 2014 *Professional Pilot* PRASE Survey

() denotes 2013 ranking

Ranked by overall scores

* did not place in 2013

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	Irving Av	YQX	Gander NL
Best Mexican	Cabo San Lucas Intl Arpt	CSL	Cabo San Lucas
Best Caribbean	Executive Flight Support	NAS	Nassau, Bahamas
Best Latin American	Mapiex Intl	PAC	Marcos Gelabert, Panama City, Panama
Best European	TAG Farnborough Arpt	FAB	Farnborough, London, England
Best Middle East & African	ExecuJet	DXB	Dubai, UAE
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Best Canadian

		Scores	2013
1	IRVING GANDER	YQX 9.06	(1)
2	SKYSERVICE TORONTO	YYZ 8.90	(2)
3	LANDMARK VANCOUVER	YVR 8.80	(5)
4	SKYSERVICE MONTREAL	YUL 8.56	(3)
5	LANDMARK TORONTO	YYZ 8.47	(4)

Best Mexican

1	CABO SAN LUCAS INTL ARPT	CSL 9.17	(*)
2	MANNY AVIATION TOLUCA	TLC 8.61	(1)
3	UVAVEMEX TOLUCA	TLC 8.54	(2)

Best Caribbean

1	EXECUTIVE FLIGHT SUPPORT NASSAU	NAS 8.72	(3)
2	BOHLKE ST CROIX	STX 8.56	(1)
3	ODYSSEY NASSAU	NAS 8.51	(2)
4	THE LOGICAL CHOICE (TLC) ST MAARTEN	SXM 7.87	(4)
5	ISLAND AIR GRAND CAYMAN	GCM 7.82	(5)

Best Latin American

1	MAPIEX INTL PANAMA CITY	PAC 8.58	(1)
2	LIDER AVIAÇÃO SÃO PAULO-CONGONHAS	CGH 7.24	(3)

Best European

1	TAG FARNBOROUGH AIRPORT	FAB 9.14	(1)
2	HARRODS AVIATION LUTON	LTN 8.79	(2)
3	SIGNATURE LUTON	LTN 8.52	(4)
4	SIGNATURE LE BOURGET	LBG 8.51	(*)

Best Middle East and African

1	EXEJUJET DUBAI	DXB 8.62	(1)
2	JET AVIATION DUBAI	DXB 8.58	(2)

Best Asian

1	HONG KONG BUSINESS AV CTR	HKG 8.23	(1)
---	---------------------------	----------	-----

Final results of the 2014 Professional Pilot PRASE Survey

() denotes 2013 ranking

Ranked by overall scores

* did not place in 2013

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 FBO Line Tech	Michael Heilpern	Monterey Jet Ctr	MRY	Monterey CA
Best FBO CSR	Betsy Wines	Meridian	TEB	Teterboro NJ

Best Line Tech

				Scores	2013
1	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.91	(2)
2	EDDIE QUEEN	SIGNATURE NEWARK	EWR	9.86	(3)
3	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.74	(1)

Best CSR

1	BETSY WINES	MERIDIAN TETERBORO	TEB	9.93	(1)
2	HOLLY HOPKINS	TEXAS JET	FTW	9.91	(3)
3	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.88	(2)
4	SETH MAGER	GALAXY WEST PALM	PBI	9.87	(5)
5	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.68	(4)

Other services

Catering, Fuel Brand, Fuel Credit Card, Intl Trip Planning and 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)

<u>Northeast</u>	(CT, MA, ME, NH, NJ, NY, PA, RI, VT)	Scores	2013
1	RUDY'S NJ area	9.25	(1)
2	RUDY'S NY area	8.89	(2)
	NJ area—BLM, CDW, EWR, MMU, TEB, TTN		
	NY area—FRG, HPN, ISP, JFK, LGA, SWF		

<u>Middle Atlantic</u>	(DC, DE, MD, VA, WV)	Scores	2013
1	RUDY'S DC area	9.48	(*)
	DC area—BWI, DCA, HEF, IAD, JYO		

<u>South</u>	(AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)	Scores	2013
1	SILVER LINING MIA area	9.23	(2)
	MIA area—BCT, FLL, FXE, MIA, TMB		

<u>Mountain</u>	(AZ, CO, ID, MT, NM, NV, UT, WY)	Scores	2013
1	PERFECT LANDING APA	9.25	(1)

<u>Midwest</u>	(IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)	Scores	2013
	Not enough votes to determine a winner for this region		

<u>West</u>	(AK, CA, HI, OR, WA)	Scores	2013
1	STEVIE'S LA area	9.45	(1)
	LA area—BUR, CMA, HHR, LAX, LGB, ONT, OXR, SMO, TOA, VNY		

Final results of the 2014 *Professional Pilot* PRASE Survey

() denotes 2013 ranking

Ranked by overall scores

* did not place in 2013

Best Fuel Brand	Avfuel
Best Fuel Credit Card	Colt International
Best Intl Trip Planning	Rockwell Collins/Ascend
Preferred MRO	West Star

	Scores	2013
<u>Best Fuel Brand</u>		
1 AVFUEL	9.19	(1)
2 PHILLIPS 66	9.15	(2)
3 SHELL	8.96	(4)

<u>Best Aviation Fuel Credit Card</u>		
1 COLT INTL	9.39	(2)
2 UVAIR	9.20	(4)
3 US BANK/MULTI SERVICE	9.18	(5)
4 AVFUEL	9.16	(1)
5 AVCARD	9.10	(3)

<u>Best International Trip Planning</u>			
1 ROCKWELL COLLINS/ASCEND	9.08	(1)	Includes the former Air Routing.
2 ARINC	9.05	(3)	Rockwell Collins-acquired ARINC in Dec 23, 2013.
3 JEPPESEN	9.00	(5)	
4 COLT INTL	8.96	(2)	
5 UNIVERSAL WEATHER & AVIATION	8.79	(4)	

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

1 WEST STAR	9.27
2 STANDARD AERO	9.13
3 DUNCAN	9.11
4 CITATION SERVICE CTRS	9.10
5 GULFSTREAM	8.95

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	(2)
3 GRANT McLAREN	(3)

PRASE valid voting process

Pro Pilot uses a 3-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 Oct 2013. 2nd, ballots were sent with the Nov 2013 and Dec 2013 issues. Finally, a 3rd mailing separate from the magazine was accomplished in Jan 2014. The subscriber was instructed to return the completed ballot to *Professional Pilot* in Alexandria VA. Cutoff date for the 2014 PRASE Survey was Mar 22, 2014.

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 2014 PRASE Survey received a total of 2817 ballots. Of those 1952 met the *Pro Pilot* acceptance criteria. A total of 865 were disqualified due to inconsistencies, errors, duplications, lack of information, lack of signature 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. Then Conklin & de Decker finalized the winners list on April 10, 2014.

Innovations for 2014 on the PRASE ballot

We included the MRO (Maintenance, Repair and Overhaul) service centers category this year.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2014 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and activities will appear in the July 2014 issue of *Pro Pilot*.

END