

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 (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

		Scores	2018
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 (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)

		Scores	2018
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+)

		Scores	2018
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 Canadian	Million Air	YYC	Calgary
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas
Best Caribbean	Jet Aviation	NAS	Nassau, Bahamas
Best Latin American	Mapiex Intl	PAC	Panama City, Panama
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	2018
<u>Best Canadian</u>				
1	MILLION AIR CALGARY	YYC	9.10	(*)
2	SKYSERVICE TORONTO	YYZ	8.88	(1)
3	SKYSERVICE MONTREAL	YUL	8.82	(4)
<u>Best Mexican</u>				
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)
<u>Best Caribbean</u>				
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)
<u>Best Latin American</u>				
1	MAPIEX INTL - PANAMA CITY, PANAMA	PAC	9.38	(3)
2	ICON AVIATION - SÃO PAULO, BRAZIL	CGH	8.38	(*)
<u>Best European</u>				
1	TAG FARNBOROUGH AIRPORT	FAB	8.73	(1)
2	SIGNATURE LUTON	LTN	8.66	(4)
3	SIGNATURE LE BOURGET	LBG	8.26	(3)
<u>Best Middle East and African</u>				
1	EXECUJET DUBAI, UAE	DXB	8.43	(1)
2	JET AVIATION DUBAI, UAE	DXB	8.27	(2)
<u>Best Asian</u>				
1	HONG KONG BUSINESS AV CTR	HKG	8.62	(1)

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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

			Scores	2018
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.

			Scores	2018
<u>Northeast</u> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY’S	NJ area (EWR, MMU, TEB)		9.31 (1)
<u>South</u> (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)
<u>Mountain</u> (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

Best Fuel Brand		Scores	2018
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		Scores	2018
1	US BANK MULTI SERVICE	9.57	(3)
2	WORLD FUEL CONTRACT CARD (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		Scores	2018
1	WORLD FUEL TRIP SUPPORT (formerly Colt Trip Support)	9.28	(2)
2	UNIVERSAL WEATHER & AVIATION	9.16	(4)
3	COLLINS AEROSPACE 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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