

2016 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: Signature MSP, Texas Jet FTW, Signature STP, Pentastar PTK, Million Air ADS, AirFlite LGB, GlobalSelect SGR, XJet APA, Banyan Air Svc FXE, National Jets FLL.

Top US FBO Chains—Small (3–10): Wilson Air Ctr, Large (11+): Million Air.

ALEXANDRIA VA—April 12, 2016. Subscribers to *Professional Pilot* magazine returned 1916 forms in the 43rd annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

Final results of the 2016 Professional Pilot PRASE Survey

() denotes 2015 ranking

Ranked by overall scores

* did not place in 2015

Best US FBOs		Scores	2015	Scores	2015				
1	SIGNATURE	MSP	9.61	(1)	23 NAPLES AIRPORT AUTHORITY	APF	8.96	(21)	
2	TEXAS JET	FTW	9.54	(5)	24 ATLANTIC	LAS	8.95	(19)	
3	SIGNATURE	STP	9.43	(4)	25 TAC AIR	SLC	8.90	(*)	
4	PENTASTAR	PTK	9.36	(6)	26 LANDMARK	SDL	8.88	(38)	
5	MILLION AIR	ADS	9.34	(16)	27 ATLANTIC	PBI	8.87	(22)	
6	AIRFLITE	LGB	9.31	(*)	28 SIGNATURE	PBI	8.86	(*)	
7	GLOBALSELECT	SGR	9.30	(2)	29 WILSON AIR CTR	HOU	8.82	(23)	
8	XJET	APA	9.28	(3)	30 EPPS	PDK	8.78	(32)	
9	BANYAN	FXE	9.27	(13)	31 JET AVIATION	TEB	8.75	(28)	
10	NATIONAL JETS	FLL	9.24	(10)	32 ATLANTIC	ASE	8.74	(*)	
11	ATLANTIC	MKC	9.23	(11)	33 MILLION AIR	SAT	8.73	(*)	
12	SIGNATURE	SDL	9.22	(7)	34 ATLANTIC	TEB	8.72	(40)	
13	MILLION AIR	HOU	9.21	(24)	35 ATLANTIC	AUS	8.68	(*)	
14	MERIDIAN	TEB	9.17	(15)	36 SIGNATURE	LAS	8.67	(27)	
15	LANDMARK **	TEB	9.16	(*)	37 SIGNATURE	HPN	8.65	(29)	
Acquired by Signature in Feb 2016						38 ATLANTIC	MDW	8.61	(31)
16	BUSINESS JET CTR	DAL	9.15	(14)	39 SIGNATURE	TEB	8.60	(33)	
17	VAIL VALLEY JET CTR	EGE	9.14	(17)	40 LANDMARK	IAD	8.53	(36)	
18	WILSON AIR CTR	CLT	9.13	(18)	41 SIGNATURE	IAD	8.44	(34)	
19	MONTEREY JET CTR	MRY	9.11	(9)	42 LANDMARK	TRM	8.42	(*)	
20	JET AVIATION	PBI	9.05	(12)	43 CLAY LACY	VNY	8.37	(*)	
21	DENVER JETCENTER	APA	9.03	(20)	44 CLAY LACY	BFI	8.24	(25)	
22	WILSON AIR CTR	MEM	8.98	(8)	45 ATLANTIC	SJC	8.22	(30)	

FBOs acquired after July 1, 2015 are considered as they were, as independent FBOs or part of the other chain, for this survey.

**Landmark was acquired by Signature in Feb 2016. Acquisition excludes ANC, FAT, HPN, IAD, SDL, TRM.

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, Value for Price.

Ranking Criteria for US FBOs

For 2016 the total number of ranked US FBOs was 45. 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—AirFlite LGB (Daugherty Field Airport, Long Beach CA)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. AirFlite LGB didn't rank in the top 40 in the list of 2015 US FBOs but moved up into the 6th position in 2016. Hence, AirFlite LGB advanced by at least 35 positions to win Most Improved US FBO for 2016.

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Best Independent FBOs

		Scores	2015			Scores	2015		
1	TEXAS JET	FTW	9.54	(3)	9	BUSINESS JET CTR	DAL	9.15	(8)
2	PENTASTAR	PTK	9.36	(4)	10	VAIL VALLEY JET CTR	EGE	9.14	(10)
3	AIRFLITE	LGB	9.31	(*)	11	MONTEREY JET CTR	MRY	9.11	(5)
4	GLOBALSELECT	SGR	9.30	(1)	12	NAPLES AIRPORT AUTHORITY	APF	8.96	(11)
5	XJET	APA	9.28	(2)	13	EPPS	PDK	8.78	(13)
6	BANYAN	FXE	9.27	(7)	14	CLAY LACY	VNY	8.37	(*)
7	NATIONAL JETS	FLL	9.24	(6)	15	CLAY LACY	BFI	8.24	(12)
8	MERIDIAN	TEB	9.17	(9)					

Best Small FBO Chain (3–10)

		Scores	2015
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.06	(1)
2	JETCENTERS • (APA, COS, FNL)	8.95	(3)
3	CUTTER (ABQ, COS, DVT, PHX)	8.89	(4)
4	JET AVIATION (BED, CPS, DAL, HOU, PBI, TEB)	8.86	(5)

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

Best Large FBO Chain (11+)

		Scores	2015
1	MILLION AIR	9.03	(1)
2	SHELTAIR	8.91	(5)
3	TAC AIR	8.87	(2)
4	SIGNATURE	8.80	(3)
5	ATLANTIC	8.77	(4)
6	LANDMARK ••	8.67	(6)

•• Signature completed the acquisition of Landmark on Feb 5, 2016.
Acquisition excludes ANC, FAT, HPN, IAD, SDL, TRM.

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	Skyservice	YYZ	Toronto
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas
Best Caribbean	Bohlke Intl Airways	STX	St Croix, Virgin Island
Best Latin American	Líder Aviação	CGH	São Paulo-Congonhas, Brazil
Best European	TAG Farnborough Arprt	FAB	Farnborough, London, England
Best Middle East & African	Jet Aviation	DXB	Dubai, United Arab Emirates (UAE)
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Scores 2015

Best Canadian

1	SKYSERVICE TORONTO	YYZ	8.97	(1)
2	SKYSERVICE MONTREAL	YUL	8.93	(3)
3	STARLINK MONTREAL	YUL	8.76	(2)
4	LANDMARK TORONTO <small>Acquired by Signature in Feb 2016</small>	YYZ	8.57	(5)
5	LANDMARK VANCOUVER	YVR	8.56	(4)

Best Mexican

1	CABO SAN LUCAS FBO	CSL	8.95	(2)
2	MANNY AVIATION TOLUCA	TLC	8.88	(1)
3	UVAVEMEX TOLUCA	TLC	8.58	(3)

Best Caribbean

1	BOHLKE ST CROIX	STX	9.00	(1)
2	ODYSSEY NASSAU	NAS	8.52	(4)
3	JET AVIATION NASSAU <small>was Executive Flight Support until Jan 2015</small>	NAS	8.47	(2)

Best Latin American

1	LIDER AVIAÇÃO SÃO PAULO-CONGONHAS	CGH	8.19	(1)
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Best European

1	TAG FARNBOROUGH AIRPORT	FAB	9.00	(1)
2	SIGNATURE LUTON	LTN	8.29	(2)

Best Middle East and African

1	JET AVIATION DUBAI	DXB	9.12	(1)
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Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	8.97	(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 FBO Line Tech	Pat Walter	Signature	MSP	Minneapolis	MN
Best FBO CSR	Mitch Caldwell	Signature	MSP	Minneapolis	MN

Best Line Tech

			Scores	2015	
1	PAT WALTER	SIGNATURE MINNEAPOLIS	MSP	10.00	(*)
2	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.90	(1)
3	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.77	(2)

Best CSR

1	MITCH CALDWELL	SIGNATURE MINNEAPOLIS	MSP	10.00	(*)
2	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.96	(1)
3	BETSY WINES	MERIDIAN TETERBORO	TEB	9.86	(4)
4	HOLLY HOPKINS	TEXAS JET FORT WORTH	FTW	9.80	(2)
5	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.74	(3)

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 2015**

1	RUDY'S	NJ area		9.13	(1)
		NJ area—BDR, BLM, CDW, EWR, FOK, HTO, MMU, POU, TEB, TTN			

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

1	SILVER LINING	MIA area		9.44	(2)
		MIA area—BCT, FLL, FXE, MIA, TMB, OPF			
2	SILVER LINING	PBI area		9.28	(1)
		PBI area—PBI, SUA, VRB			

** Not enough votes received to determine a winner for these regions.

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

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

Midwest ** (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)

West ** (AK, CA, HI, OR, WA)

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Best Fuel Brand	Avfuel
Best Fuel Credit Card	Avfuel
Best Intl Trip Planning	ARINCDirect
Most Preferred MRO	West Star

Best Fuel Brand

	Scores	2015
1 AVFUEL	9.40	(3)
2 WORLD FUEL	9.39	(1)
3 PHILLIPS 66	9.23	(4)
4 SHELL	9.14	(2)

Best Aviation Fuel Credit Card

1 AVFUEL	9.39	(3)
2 US BANK MULTI SERVICE	9.23	(5)
3 AVCARD	9.20	(2)
4 UVAIR	9.14	(4)
5 COLT INTL	9.04	(1)

Best International Trip Planning

1 ARINCDirect Acquired by Rockwell Collins in 2013	9.16	(1♦)	♦ Rockwell Collins in 2015 included Ascend, ARINC and Air Routing. In 2016 we separated ARINCDirect because RC promotes it as an independent brand.
2 ROCKWELL COLLINS Includes Ascend and Air Routing	9.04	(1♦)	
3 JEPPESEN	9.03	(2)	
4 COLT INTL	8.82	(3)	
5 UNIVERSAL WEATHER & AVIATION	8.68	(4)	

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

1 WEST STAR	9.52	(1)
2 DUNCAN AVIATION	9.49	(2)
3 GULFSTREAM	9.05	(7)
4 CITATION SERVICE CTRS	8.94	(3)

Ranked by total numbers of votes

Most Favorite *Pro Pilot* Writers Karsten Shein

Pro Pilot magazine writers are ranked annually by subscribers.

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)	(4)

2016 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.

- PRASE forms were sent to subscribers in Oct 2015.
- Forms were sent with the Nov and Dec 2015 issues.
- An additional mailing was sent to *Pro Pilot* subscribers separately from the magazine in Jan 2016.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2016 PRASE Survey was Mar 29, 2016. Late ballots were not scored.

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, members of organizations or individuals were 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 2016 PRASE Survey received a total of 1916 ballots. Of those forms a total of 1333 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 583 ballots 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 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 Apr 8, 2016.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2016 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2016 issue of *Pro Pilot*.

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