

## Signature STP #1 FBO in 2011 *Pro Pilot* PRASE Survey Pentastar PTK #1 Independent FBO USA FBO Chains: Wilson #1 Small (3–10). TAC Air #1 Large (11+)

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ALEXANDRIA VA — April 15, 2011 — Subscribers to *Professional Pilot* magazine voted Signature St Paul MN Best FBO in the US in the magazine's 38th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey.

### USA

Top 10 USA FBOs in the *Pro Pilot* 2011 PRASE Survey are:

- 1 Signature STP, St Paul MN
- 2 Pentastar Aviation PTK, Pontiac MI
- 3 Jet Aviation PBI, West Palm Beach FL
- 4 Texas Jet FTW, Fort Worth TX
- 5 National Jets FLL, Fort Lauderdale FL
- 6 Wilson Air Center MEM, Memphis TN
- 7 Vail Valley Jet Center EGE, Eagle CO
- 8 Wilson Air Center CLT, Charlotte NC
- 9 Boca Aviation BCT, Boca Raton FL
- 10 Million Air ADS, Dallas TX

*Pro Pilot's* subscribers ranked their favorite FBO selections with scores within 6 categories—Line Team, Customer Service Representatives (CSRs), Facility, Amenities, Promptness & Efficiency and Value for Price.

Best **Independent** FBO: Pentastar Av PTK, Pontiac MI

Most **Improved** FBO: Tradition Av TRM, Palm Springs CA (based on year-to-year scores)

The 5 corporate pilot judges who verified the *PP* survey results also responded to requests from FBOs and *Pro Pilot* subscribers to set new chain definitions and rule on what is an FBO chain and what is a network. The judges decided to make 2 US chain divisions. A small FBO chain now has 3 to 10 locations, and a large FBO chain has 11 or more in the US. FBOs with only 2 locations are not considered a chain—instead, each of these 2 locations is now regarded as an independent. The judges also ruled that Ross Aviation, the Exxon Avitats, Shell Aerocentres, Air BP bases and other oil companies have networks but are not FBO chains.

Winner as #1 **Small FBO Chain** for 2011 is Wilson Air Center, with locations at CLT (Charlotte NC), MEM (Memphis TN) and HOU (Hobby, Houston TX). The #1 **Large FBO Chain** is TAC Air, with 12 FBOs in the US.

For the 2011 survey *Pro Pilot* hosted 5 distinguished members of the corporate aviation community. The judges check the ballots, determine the final count, break any ties and arrive at the winners list. This year's PRASE judges were Hewlett-Packard Dir of Aviation Richard Walsh, Humana Insurance Company Chief Pilot Joe Marthaler, Coca-Cola Enterprises Dir of Aviation Brian Ross, General Mills Dir of Air Transportation Neil Brackin and AT&T Chief Pilot Gary Pape.

Rankings of 1 through 35 top US FBOs were determined in *Professional Pilot's* PRASE Survey this year with each needing a minimum of 25 votes from *PP* readers, same as last year. Scores provided within categories were based on a scale of 1 (poor) to 10 (excellent). To arrive at positioning the averages from the categories determined each contestant's rank.

### International

In addition to US FBOs, the survey determined top international FBOs/Handlers with categories for Best FBO/Handler of Canada, Mexico, Caribbean, Latin America, Europe, Middle East & Africa and Asia.

Best **Canadian** FBO/Handler: Irving Av YQX, Gander NL

Best **Mexican** FBO/Handler: Manny Av TLC, Toluca

Best **Caribbean** FBO/Handler: Executive Flight Support NAS, Nassau, Bahamas

Best **Latin American** FBO/Handler: Líder Aviação CGH, São Paulo, Brazil

Best **European** FBO/Handler: TAG Av FAB, Farnborough, England

Best **Middle East and African** FBO/Handler: Jet Aviation DXB, Dubai, UAE

Best **Asian** FBO/Handler: Hong Kong Business Av Centre HKG, Hong Kong

### Other services

Rather than base results on total votes received, this year category scores were assigned to other services such as Catering for Aviation, Handling Service Worldwide, Fuel Brand, Fuel Credit Card and Intl Trip Planning. Subscribers provided scores within 4 categories—Quality of Service, Value for Price, Dependability and Customer Satisfaction.

Best **Catering** for Aviation: Rudy's Inflight Catering TEB, Teterboro NJ

Best **Handling Service Worldwide**: Air Routing (Rockwell Collins), Houston TX

Best **Fuel Brand**: Avfuel

Best **Aviation Fuel Credit Card**: Multi Service

Best **Intl Trip Planning**: Air Routing (Rockwell Collins), Houston TX

*Pro Pilot* readers also gave scores when voting for their preferred FBO Line Tech and FBO CSR under 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**: Sandy Tachovsky, Signature STP, St Paul MN

Best *Pro Pilot* **Writer**: Karsten Shein (Weather Briefs)

*Pro Pilot* uses a 4-step process to ensure valid results. First the ballots, which had been sent out with the Nov 2010 edition of the magazine, were mailed back by readers to *Pro Pilot* in Alexandria VA. A 2nd-request ballot was mailed out with the Dec 2010 issue. Finally, a 3rd-request ballot was mailed out with the Jan 2011 issue. Cutoff date for this year's survey was March 31, 2011. Only original ballots were accepted and no more than 1 per respondent. Voting is restricted to qualified subscribers. Organizations or individuals cannot cast ballots in categories where they compete. Public relations, marketing and advertising personnel are ineligible. Ballots are checked to make sure FBOs whose names have changed because of mergers or acquisitions receive proper accreditation. This year a total of 1431 ballots were received. Of these 1259 met *Pro Pilot's* acceptance criteria. A total of 172 were disqualified due to inconsistencies, errors, duplications or lateness.

Second, the ballots are shipped to ABCO Data Systems of Vienna VA, a bonded data processing house, where the data is transferred from the original forms to an electronic database.

Third, the database information is sent to Conklin & de Decker of Arlington TX to be analyzed and tabulated as a preliminary step to determine winners.

Finally, the ballots and scoring are provided to 5 corporate pilots serving as judges on site in Alexandria.

In addition to the ground services scoring for *Pro Pilot's* PRASE Survey, each year the magazine presents awards to companies and individuals recognized for their aerospace achievements. This year *Pro Pilot* gave 3 awards. Hewlett-Packard was the selected Flight Dept of the Year 2010 with the honor accepted by Dir of Aviation Richard Walsh. Sikorsky received an award as Aviation Innovator of the Year 2010 for its high-speed coaxial X2 helicopter, which has sped to over 250 kts. Sikorsky President Jeff Pino accepted the award plaque. And Honeywell Director of Media Relations Bill Reavis, with 22 years of service, received the *Pro Pilot* Communications Manager of the Year 2010 award.

Complete 2011 PRASE results follow on pages 4–6.

## Final results of the 2011 *Professional Pilot* PRASE Survey

### USA — Ranked by overall scores

( ) denotes 2010 ranking

\* did not place in 2010

#### Best US FBOs

1	SIGNATURE ST PAUL	STP	9.46	(17)
2	PENTASTAR PONTIAC	PTK	9.45	(2)
3	JET AVIATION WEST PALM	PBI	9.44	(10)
4	TEXAS JET	FTW	9.39	(1)
5	NATIONAL JETS	FLL	9.36	(7)
6	WILSON AIR CTR MEMPHIS	MEM	9.23	(6)
7	VAIL VALLEY JET CTR	EGE	9.22	(23)
8	WILSON AIR CTR CHARLOTTE	CLT	9.20	(8)
9	GALAXY/BOCA AVIATION	BCT	9.19	(13)
10	MILLION AIR ADDISON	ADS	9.18	(11)
11	MERIDIAN TETERBORO	TEB	9.15	(9)
12	SIGNATURE MINNEAPOLIS	MSP	9.14	(18)
13	TRADITION AVIATION	TRM	9.13	(*)
14	MONTEREY JET CTR	MRY	9.12	(3)
15	SCOTTSDALE AIR CTR	SDL	9.11	(15)
16	MILLION AIR HOBBY	HOU	9.07	(4)
17	MILLION AIR SALT LAKE	SLC	9.06	(16)
18	BUSINESS JET CTR LOVE	DAL	9.05	(19)
19	BANYAN	FXE	9.04	(5)
20	GALAXY WEST PALM	PBI	9.03	(30)
21	JET AVIATION TETERBORO	TEB	9.02	(28)
22	DENVER JET CTR	APA	9.01	(25)
23	PANORAMA	HPN	8.87	(31)
24	SIGNATURE TETERBORO	TEB	8.86	(32)
25	NAPLES AIRPORT AUTHORITY	APF	8.85	(*)
26	ATLANTIC MIDWAY	MDW	8.84	(27)
27	EPPS AVIATION	PDK	8.77	(20)
28	ATLANTIC LAS VEGAS	LAS	8.71	(34)
29	FIRST AVIATION SERVICES	TEB	8.64	(26)
30	GALVIN	BFI	8.62	(24)
31	ATLANTIC TETERBORO	TEB	8.60	(35)
32	LANDMARK SCOTTSDALE	SDL	8.57	(21)
33	AVITAT WESTCHESTER	HPN	8.50	(14)
34	LANDMARK DULLES	IAD	7.87	(33)
35	SIGNATURE DULLES	IAD	7.83	(29)

US FBOs needed a minimum of 25 acceptable evaluations to be ranked this year. A total of 35 FBOs met this cutoff.

#### Best Independent FBO

1	PENTASTAR PONTIAC	PTK	9.45	(*)
2	TEXAS JET	FTW	9.39	(1)
3	NATIONAL JETS	FLL	9.36	(4)
4	VAIL VALLEY JET CTR	EGE	9.22	(9)
5	MERIDIAN TETERBORO	TEB	9.15	(5)
6	TRADITION AVIATION	TRM	9.13	(*)
7	MONTEREY JET CTR	MRY	9.12	(2)
8	BUSINESS JET CTR LOVE	DAL	9.05	(*)
9	BANYAN	FXE	9.04	(3)
10	DENVER JET CTR	APA	9.01	(11)
11	PANORAMA	HPN	8.87	(13)
12	NAPLES AIRPORT AUTHORITY	APF	8.85	(*)
13	EPPS AVIATION	PDK	8.77	(8)
14	FIRST AVIATION SERVICES	TEB	8.64	(12)
15	GALVIN	BFI	8.62	(10)
16	AVITAT WESTCHESTER	HPN	8.50	(7)

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

1	WILSON AIR CTR	9.20
2	JET AVIATION	9.14
3	GALAXY	9.07
4	CUTTER	9.01
5	ODYSSEY	8.91
6	AIRCENTER	8.89

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

1	TAC AIR	9.05
2	MILLION AIR	9.02
3	ATLANTIC AVIATION	8.75
4	SHELTAIR	8.68
5	SIGNATURE	8.62
6	LANDMARK	8.43

#### Most Improved FBOs

13	TRADITION AVIATION	TRM	up 23 places	(*)
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Most Improved FBO measures the US FBO that made the biggest gain in scoring over the past year. In 2010 the PRASE Survey cut off the ranking at 35 US FBOs. TRADITION AVIATION TRM did not rank in the top 35 last year.

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#### International

##### Best Canadian FBO/Handler

1	IRVING GANDER	YQX	9.38	(1)
2	SKYSERVICE TORONTO	YYZ	9.00	(2)
3	SKYSERVICE MONTREAL	YUL	8.56	(3)
4	LANDMARK TORONTO	YYZ	8.27	(4)

##### Best Mexican FBO/Handler

1	MANNY AVIATION	TLC	9.01	(2)
2	AEROTRON PUERTO VALLARTA	PVR	8.44	(3)
3	UVAVEMEX	TLC	7.99	(1)

##### Best Caribbean FBO/Handler

1	EXEC FLIGHT SUPPORT NASSAU	NAS	8.73	(3)
2	BOHLKE ST CROIX	STX	8.70	(1)
3	ODYSSEY NASSAU	NAS	8.40	(2)

##### Best Latin American FBO/Handler

1	LÍDER AVIAÇÃO SÃO PAULO	CGH	7.97	(1)
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##### Best European FBO/Handler

1	TAG FARNBOROUGH	FAB	9.17	(1)
2	SIGNATURE LUTON	LTN	8.44	(2)

##### Best Middle East and African FBO/Handler

1	JET AVIATION DUBAI	DXB	8.73	(1)
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##### Best Asian FBO/Handler

1	HONG KONG BUSINESS AV CTR	HKG	8.29	(1)
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#### Other services

##### Best Catering

1	RUDY'S TETERBORO	Note 1	9.05	(1)
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Note 1: TEB, MMU, EWR, CDW, TTN, BLM

##### Best Handling Service Worldwide

1	AIR ROUTING (ROCKWELL COLLINS)	9.00	(2)
2	UNIVERSAL AVIATION	8.99	(1)

##### Best Fuel Brand

1	AVFUEL	9.29	(1)
2	PHILLIPS 66	9.13	(2)
3	SHELL	9.00	(6)
4	AIR BP	8.89	(3)
5	EXXONMOBIL	8.73	(4)

##### Best Aviation Fuel Credit Card

1	MULTI SERVICE	9.26	(1)
2	UVAIR	9.25	(5)
3	AVFUEL	9.20	(3)
4	COLT	9.19	(4)
5	AVCARD	9.14	(2)
6	AIR BP	8.78	(6)

##### Best International Trip Planning

1	AIR ROUTING (ROCKWELL COLLINS)	9.06	(2)
2	UNIVERSAL WEATHER & AVIATION	9.03	(1)
3	JEPPESEN	9.02	(3)
4	ARINC	8.95	(5)
5	COLT	8.46	(4)

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### Line Techs & CSRs

#### Best Line Tech

1	BOB SCHAEPPI	SIGNATURE ST PAUL	STP	9.95	(2)
2	MICHAEL HEILPERN	MONTEREY JET CTR	MRY	9.89	(5)
3	ERIC VEAL	BANYAN	FXE	9.82	(3)
4	EDDIE QUEEN	SIGNATURE NEWARK	EWR	9.70	(1)

#### Best CSR

1	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.97	(5)
2	DJ KORZYNIEWSKI	BUSINESS JET CTR LOVE	DAL	9.94	(7)
3	HOLLY HOPKINS	TEXAS JET	FTW	9.92	(2)
4	BETSY WINES	MERIDIAN TETERBORO	TEB	9.91	(1)
5	LISA STEVENS	BANYAN	FXE	9.86	(8)
6	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.85	(3)

### Ranked by votes

#### Best Pro Pilot Writer

1	KARSTEN SHEIN	(1)
2	GRANT MCLAREN	(3)
3	CLAY LACY	(2)
4	ALEX KVASSAY	(*)
5	MARVIN CETRON	(5)