

2017 PRASE WINNERS

Texas Jet FTW is #1 US FBO, Signature MSP #2, Pentastar PTK #3, Signature STP #4, Banyan FXE #5.

Familiar FBO names known for outstanding aviation ground service dominate the 2017 PP PRASE winners list.

It's not luck but hard work in all aspects of service that gets *Pro Pilot* readers to fill out and send in their PRASE ballots. They give recognition to the best in aviation ground service.

Each of the CEOs at the top FBOs will be quick to give compliments to their staff. But truth is it's the planning and supervision by the dedicated managers in the business aviation industry who are responsible for achieving the top positions in the *Pro Pilot* PRASE Survey competition.

So for 1 through 5 let's give compliments for work well done to Founder & Pres Reed Pigman of Texas Jet FTW, Gen Mgr Kyle Schmaltz of Signature MSP, Pres & CEO Greg Schmidt of Pentastar PTK, Gen Mgr Jim Pederson of Signature STP and Pres & CEO Don Campion of Banyan FXE. All of those named take a bow!

Texas Jet FTW was not only #1 for 2017 but also won the crown in 2010. Signature MSP took #2 this year after being #1 in 2016. Pentastar PTK placed #3 for 2017 moving up from #4 last year. Signature STP is #4 this year and was #3 in 2016 and is consistently in the top 5. And Banyan FXE placed #5 in 2017 up from #9 in 2016.

And so once again its smart and hard-working people in our FBO industry who become the winners by moving a step ahead of their competition through noticeable improvements. At *Pro Pilot* we're pleased to have the responsibility to measure the differences shown by the better FBOs over the others. And we've been doing this survey, tallying who's best for the past 44 years.

Top US FBOs

US – Texas Jet FTW
Independent – Texas Jet FTW
Most Improved – Wilson Air Ctr CHA
Small Chain – Wilson Air Ctr
Large Chain – Million Air

Top International FBOs/Handlers

Canada – Skyservice YYZ
Mexico – Cabo San Lucas FBO CSL
Caribbean – Bohlke Intl Airways STX
Latin America – Aerosupport FBO BOG
Europe – TAG Farnborough Arpt FAB
Middle East & Africa – Jet Aviation DXB
Asia – Hong Kong Business Av Ctr HKG

FBO Personnel

Line Tech – Pat Walter, Signature MSP
CSR – Betsy Wines, Meridian TEB

Other services

Catering – each region has a winner with no overall national one.

Northeast – Rudy's NJ area
South – Silver Lining MIA area
Mountain – Perfect Landing APA
West – Stevie's CA area

Fuel Brand – Phillips 66
Aviation Fuel Credit Card –

Colt Intl by World Fuel Services
Intl Trip Planning – Rockwell Collins
MRO – West Star

Pro Pilot Writer – Karsten Shein

Please fill out this survey form. In return we'll donate \$1 to St Jude Children's Research Hospital for each properly completed form received. Your input helps improve service at FBOs, MROs and other ground activities. Also you help a great charity. Thanks! Murray Smith, Publisher

PROFESSIONAL PILOT

2017 PRASE* SURVEY

JAN 07 2017

*Preferences Regarding Aviation Services & Equipment

WRITE IN NAMES OF YOUR PREFERRED FBOs AND OTHER GROUND ACTIVITIES WHERE YOU RECEIVED SERVICE IN 2016 ONLY. WHEN SCORING, 10 IS EXCELLENT AND 1 IS POOR.

Give us your choices	Info must be provided - (Print in CAPS)	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price
Sample:	3-LETTER ID FBO/Handler names						
FBOs visited during 2016							
1 US - 1st choice	PBI JET AVIATION	10	10	9	9	10	9
2 US - 2nd choice	BGR BANGOR AVIATION SVCS	10	10	8	8	10	9
3 US - 3rd choice	PST SIGNATURE ES	10	10	8	8	9	8
4 US - 4th choice	BNA SIGNATURE ES	9	9	8	7	8	8
5 US - 5th choice	TEB JET AVIATION	9	9	8	7	7	8
FBOs/Handlers visited during 2016							
6 CANADIAN							
7 MEXICAN							
8 CARIBBEAN	PLS BLUE HERON AV ANU JAM JET CENTRE	9	9	9	9	9	9
9 LATIN AMERICAN							
10 EUROPEAN	BCN UNIVERSAL AVIATION LBB UNIVERSAL AVIATION	10	10	6	5	8	7
11 MIDDLE EAST & AFRICAN	TLV BEDEK AVIATION	9	9	6	5	7	7
12 ASIAN							
FBO Personnel							
13 LINE TECH	TLV BEDEK AVIATION	10	10	10	10	10	10
14 CSR	PBI JET AVIATION	10	10	10	10	10	10
Other services used in 2016							
15 CATERING FOR AVIATION	PBI SILVER LINING	10	7	9	9	9	9
16 FUEL BRAND	NO WORLD FUEL	10	10	10	10	10	10
17 FUEL CREDIT CARD	LOCATION REQUIRED	10	10	10	10	10	10
18 INTL TRIP PLANNING	UNIVERSAL AVIATION	9	9	8	8	8	8
19 MRO (Mx, Repair, Overhaul)	TUS BOMBARDIER	9	9	9	9	9	9
20 FAVORITE PRO PILOT WRITER IN 2016	GRANT MCLAREN						

Please mail this form ASAP (no later than March 6, 2017) POSTAGE PAID ENVELOPE ENCLOSED

Address is my ☐ Home ☒ Business Date 01-02-2017
Name (Please print) RONALD PEPPER
Company BEACH CAPITAL MANAGEMENT
Address 1514 PERIMETER ROAD #101
City PALM BEACH State FL Zip 33406
Country USA Day phone 5615143965
E-mail RPEPPER@AOL.COM

Licenses & ratings ATP
Type aircraft operated BD 700
Job title CHIEF PILOT
Total pilot hours 5500
or total maintenance experience (years)
Signature [Signature]

Chief Pilot Ronald Pepper holds an ATP and operates a Global Express for Beach Capital Mgmt. He has logged over 5500 hrs and his experience with FBOs and ground services is significant as shown on his form. His missions have enabled him to evaluate 20 out of the 29 activities worldwide listed for scoring on the 2017 *Pro Pilot* PRASE Survey and he provided 97 individual evaluations. His form is 1 of the 1299 received. The 2017 PRASE Survey tallied 32,045 individual evaluations.



Final results of the 2017 Professional Pilot PRASE Survey

Texas Jet FTW voted #1 US FBO

Founder & Pres Reed Pigman in front of staff with Cust Svc Mgr Holly Hopkins (L), Line Svc Mgr Mario Sanchez (R) and other proud team members celebrating their victory as #1 US FBO for 2017. As the crown winner this year Texas Jet repeated the success they earned during 2010 and 2009.

() denotes 2016 ranking * did not place in 2016

US FBOs

Ranked by category scores and overall ratings

2017 rank	Airport	FBO	Fuel Brand	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	FTW	TEXAS JET	Phillips 66	9.66	9.73	9.03	9.34	9.64	9.49	9.48	(2)
2	MSP	SIGNATURE	Unbranded	9.79	9.49	9.51	9.34	9.47	8.85	9.41	(1)
3	PTK	PENTASTAR	Avfuel	9.50	9.62	9.15	9.19	9.50	9.27	9.37	(4)
4	STP	SIGNATURE	Unbranded	9.57	9.83	9.17	9.07	9.62	8.90	9.36	(3)
5	FXE	BANYAN	Avfuel	9.54	9.39	9.43	9.21	9.39	9.14	9.35	(9)
6	PBI	JET AVIATION	Phillips 66	9.50	9.50	9.13	9.00	9.29	9.17	9.27	(20)
7	HOU	MILLION AIR	Epic	9.43	9.14	9.61	9.50	9.14	8.75	9.26	(13)
8	MEM	WILSON AIR CTR	Shell	9.51	9.46	9.09	8.94	9.54	8.97	9.25	(22)
9	CLT	WILSON AIR CTR	Shell	9.69	9.44	8.81	8.88	9.47	9.13	9.24	(18)
10	ADS	MILLION AIR	Avfuel	9.50	9.45	9.15	9.27	9.03	8.91	9.22	(5)
11	SDL	SIGNATURE	Unbranded	9.47	9.21	9.37	9.32	9.21	8.37	9.16	(12)
12	MRY	MONTEREY JET CTR	Avfuel	9.50	9.46	8.93	9.07	9.36	8.57	9.15	(19)
13	APF	NAPLES AIRPORT AUTHORITY	Avfuel	9.53	9.58	8.61	8.52	9.39	9.13	9.13	(23)
14	CHA	WILSON AIR CTR	Shell	9.28	9.50	9.17	8.78	9.28	8.72	9.12	(*)
15	HOU	WILSON AIR CTR	Shell	9.69	9.54	8.04	8.38	9.46	9.50	9.10	(29)
16	PDK	EPPS	Shell	9.67	9.63	8.47	8.30	9.50	8.97	9.09	(30)
17	DAL	BUSINESS JET CTR	Phillips 66	9.07	9.02	9.21	9.25	9.06	8.89	9.08	(16)
18	FLL	NATIONAL JETS	Independent	9.54	9.39	8.68	8.46	9.29	9.00	9.06	(10)
19	MKC	ATLANTIC	Unbranded	9.00	9.40	9.30	9.00	8.70	8.70	9.02	(11)
20	TEB	MERIDIAN	Shell	9.09	9.20	9.14	8.94	8.94	8.75	9.01	(14)
21	ASE	ATLANTIC	Avfuel	9.47	9.53	9.11	8.63	8.95	8.05	8.96	(32)
22	APA	DENVER JET CTR	World Fuel	9.14	9.32	8.69	8.54	8.95	9.04	8.95	(21)
23	SGR	GLOBAL SELECT	Shell	8.75	8.72	9.56	9.14	8.78	8.66	8.94	(7)
24	EGE	VAIL VALLEY JET CTR	Avfuel	8.91	9.14	9.27	9.05	8.86	8.32	8.93	(17)
25	SJC	ATLANTIC	Avfuel	9.05	9.24	9.00	8.55	9.00	8.67	8.92	(45)
26	PBI	ATLANTIC	World Fuel	9.10	9.20	8.87	8.63	8.90	8.77	8.91	(27)
27	FLL	SHELTAIR	Avfuel	8.96	9.30	9.00	8.83	9.00	8.30	8.90	(*)
28	TEB	JET AVIATION	Phillips 66	9.13	9.03	8.93	8.63	8.85	8.32	8.82	(31)
29	LAS	ATLANTIC	Unbranded	9.20	9.26	8.97	8.43	8.57	8.32	8.79	(24)
30	TEB	SIGNATURE	Unbranded	9.10	9.05	8.71	8.53	8.81	8.38	8.76	(39)
31	TEB	ATLANTIC	World Fuel	8.97	9.26	8.58	8.20	8.69	8.63	8.72	(34)
32	MDW	ATLANTIC	Unbranded	8.90	9.14	8.52	8.07	8.79	8.17	8.60	(38)
33	IAD	SIGNATURE	Unbranded	8.70	8.67	8.80	8.67	8.27	7.66	8.46	(41)
34	SLC	TAC AIR	Phillips 66	9.05	8.86	8.59	8.14	8.09	7.86	8.43	(25)
35	HPN	SIGNATURE	Unbranded	8.83	8.61	8.22	8.00	8.50	7.89	8.34	(37)

Ranking Criteria for US FBOs—For 2017 the total number of ranked US FBOs was 35.

A minimum of 18 respondents with 6 categories giving 108 individual evaluations from PP subscribers.

FBOs acquired after July 1, 2016 retained their former affiliation for this 2017 PRASE Survey.

2017 PRAISE WINNERS

2 Signature MSP

Signature MSP (Minneapolis MN) places #2 for 2017. This Minneapolis FBO was #1 in 2016/2015/2014. (L-R) Back row: Gen Mgr Kyle Schmalz, Duty Mgrs Matthew Hall and Peter Landis and Shift Supervisor Pat Walter (center back row). Front row: Shift Supervisor Chris Baker (wearing blue cap), Latricia Edwards (3rd from R), line techs and CSRs join to celebrate their win.



3 Pentastar PTK



Pentastar PTK (Pontiac MI) moved up to be #3 for 2017 after being #4 in 2016. Photo shows honored team. Leadership includes: (L-R) Back row, VP FBO Svcs Bob Sarazin, Pres & CEO Greg Schmidt, Line Svc Supvr Matt Sanzobrin (4th from R). Front row: Customer Svc Supervisor Krissy Ross (far L), Fivestar Gourmet Supvr Jen McKenna (far R).

4 Signature STP



Signature STP (St Paul MN) captured #4 US FBO position this year from #3 earned in 2016. (L-R) Duty Mgr Sandy Tachovsky, CSR Emily Bartkey, Line Svc Technicians Bob Gilles and Ryan Archer, CSR Michaela Brown and Line Svc Technician Bob Schaeppi. This team is always ready to provide the best possible service for their customers.

5 Banyan FXE



Under the leadership of Pres & CEO Don Campion, Banyan FXE (Ft Lauderdale Exec FL) continues to be strong and earned #5 in 2017, moving up from #9 in 2016. They placed 13th in 2015. Photo shows happy Banyan team members celebrating their achievement.



6 Jet Aviation PBI



Jet Aviation PBI (West Palm Beach FL) ranked #6 this year, advancing from #20 earned in 2016. Proud team poses by the fountain. (L-R) Front row: Regional Dir FBO Svcs SE Region Nuno Da Silva, Mgr Customer Svc Cathy Moore and Supervisor Customer Svc Noreen Ohnmacht. Back row: Line Svc Techs Luay Khalaf and Abner Elias, Ramp Attendant Daphne De Celles and CSR Kathy McCollum.

2017 PRASE WINNERS

7 Million Air HOU



Million Air HOU (Houston Hobby TX) earned the #7 spot moving up from #13 in 2016. Photo shows Gen Mgr Scott Helms (wearing suit) and his team displaying smiles that show satisfaction with their success.

9 Wilson Air CLT



Wilson Air Center CLT (Charlotte NC) placed #9 in this year's survey, showing a vast improvement over the #18 spot earned last year. WAC team shows their contentment with this triumph. (L-R) Gen Mgr Vince Papke, Concierge Gavin Dyer, Ops Mgr Brandon Popovich, CSR Monteka Burris, Line Tech Logan Proksch, Concierge Adalgisa Waters, Line Tech Josh Thompson and CSR Kayla Orloff.

8 Wilson Air MEM



Wilson Air Ctr MEM (Memphis TN) took the #8 position, a great gain forward after being voted #22 in the 2016 PRASE Survey. (L-R) Photo shows pleased CSRs Andrea Scott, Jaycey Thompson, Kimberly Boyle and Jazmine Harding.

10 Million Air ADS



Million Air ADS (Addison TX) was voted #10 in overall US FBOs and ranked #5 in 2016. Photo shows VP & Dir FBO Ops Jeff Zimmerman and Dir Customer Svc Melissa Thompson (background), Line Svc Mgr Chris Neufeld (wearing black shirt) along with other proud staff members.

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 3-step process to ensure accurate PRASE survey results.

1 Ballots were sent to subscribers in 3 waves.

- PRASE forms were sent with the Nov and Dec 2016 of *Professional Pilot* issues.
- An additional mailing was sent to *Pro Pilot* subscribers separately from the magazine in Jan 2017.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2017 PRASE Survey was April 4, 2017. Late ballots were not included.

Strict checking was done and only 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 2017 PRASE Survey received a total of 1299 ballots. Of those forms, 1145 met the *Pro Pilot* acceptance criteria and were used in the analysis that provided 32,045 individual evaluations. There were 154 ballots disqualified due to inconsistencies, errors, duplications and lack of information.

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 20, 2017.

Best Independent US FBO

() denotes 2016 ranking * did not place in 2016



Texas Jet FTW

Texas Jet at FTW (Meacham Field, Ft Worth TX) not only was voted #1 US FBO this year but also won the Best Independent US FBO crown for the 2nd year in a row. And constant high-scorer TJ was 3rd as Best Independent in 2015. (L) Customer Svc Mgr Holly Hopkins and her CSR team line up by Texas Jet monument sign showing satisfaction with this year's double victory.

Ranked by category scores and overall ratings

2017 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	TEXAS JET	FTW	9.66	9.73	9.03	9.34	9.64	9.49	9.48	(1)
2	PENTASTAR	PTK	9.50	9.62	9.15	9.19	9.50	9.27	9.37	(2)
3	BANYAN	FXE	9.54	9.39	9.43	9.21	9.39	9.14	9.35	(6)
4	MONTEREY JET CTR	MRY	9.50	9.46	8.93	9.07	9.36	8.57	9.15	(11)
5	NAPLES AIRPORT AUTHORITY	APF	9.53	9.58	8.61	8.52	9.39	9.13	9.13	(12)
6	EPPS	PDK	9.67	9.63	8.47	8.30	9.50	8.97	9.09	(13)
7	BUSINESS JET CTR	DAL	9.07	9.02	9.21	9.25	9.06	8.89	9.08	(9)
8	NATIONAL JETS	FLL	9.54	9.39	8.68	8.46	9.29	9.00	9.06	(7)
9	MERIDIAN	TEB	9.09	9.20	9.14	8.94	8.94	8.75	9.01	(8)
10	GLOBALSELECT	SGR	8.75	8.72	9.56	9.14	8.78	8.66	8.94	(4)
11	VAIL VALLEY JET CTR	EGE	8.91	9.14	9.27	9.05	8.86	8.32	8.93	(10)

Most Improved US FBO

Wilson Air Center CHA

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Wilson Air Ctr CHA didn't rank in the top 45 in the list of 2016 US FBOs but moved up into the 14th position in 2017. Hence, Wilson Air Ctr CHA advanced by at least 32 positions to win Most Improved US FBO for 2017.

2017 rank	2016 rank
1	CHA
	Wilson Air Center
	Lovell Field Airport, Chattanooga TN
	up 32 places (*)



Wilson Air Center at CHA won Most Improved US FBO for 2017. Happy staff members are (L-R) Ops Mgr Andrew Swain, Gen Mgr Glenn Rivenbark, Safety/Training Coordinator Louis Bell, Cust Svc Mgr Chris Bell, Concierge Pam Coates and CSR Alice Stiles.

US FBO Chains

() denotes 2016 ranking * did not place in 2016

In the *Pro Pilot* PRAISE 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. PRAISE judges established these definitions in 2011.



Best Small FBO Chain (3–10 locations)

Wilson Air

Wilson Air Center is the winner once again this year. They've been #1 as Best Small FBO Chain since the FBO Chain division was split into small and large in 2011. Wilson had the same honor in 2009, 2008 and 2007. Under the leadership of Pres Bob Wilson they have 4 locations of CHA, CLT, HOU and MEM. Staff members are ready to welcome every aircraft and give outstanding service to all their visitors. Photo shows Wilson Air MEM with its 26,000 sq ft protective canopy.

Ranked by category scores and overall ratings

2017 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	WILSON AIR CTR	(CHA, CLT, HOU, MEM)	9.57	9.48	8.77	8.77	9.46	9.10	9.19	(1)
2	JET CENTERS	(APA, COS, FNL)	9.24	9.34	8.63	8.58	9.05	9.13	9.00	(2)
3	JET AVIATION	(BED, CPS, DAL, HOU, PBI, TEB, VNY)	9.21	9.17	8.88	8.70	8.91	8.55	8.90	(4)
4	ROSS AVIATION	(ANC, FAT, HPN, IAD, SDL, TRM)	9.02	8.94	8.23	8.08	8.73	8.57	8.60	(*)
5	CUTTER AVIATION	(ABQ, COS, DVT, PHX)	9.04	9.12	8.19	8.00	8.73	8.46	8.59	(3)

JET CENTERS includes Denver jetCenter, Colorado jetCenter and Ft Collins/Loveland jetCenter.
ROSS AVIATION acquired Landmark ANC, FAT HPN, IAD, SDL, TRM during Jul 2016.
ROSS IAD was subsequently acquired by Jet Aviation during Jan 2017.
CUTTER COS did not receive any evaluation this year.

Best Large FBO Chain (11+ locations)

Million Air

Million Air has been voted for 6 consecutive years by PP readers as #1 Large FBO Chain (11+). Under the direction of CEO Roger Woolsey, the Million Air chain continues to provide pristine customer service. (L-R) Front row: Chief Brand & Business Dvlpmnt Officer Sandy Nelson sitting with Dir of Sales Dolores Johnson. Back row: Dir of FBO Safety & Ops Rick Boyce and Dir of Mktg Allie Woolsey.



2017 rank	FBO	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	MILLION AIR	9.31	9.34	9.05	8.97	9.01	8.76	9.07	(1)
2	ATLANTIC	9.12	9.28	8.67	8.39	8.86	8.47	8.80	(5)
3	SHELTAIR	9.05	9.23	8.61	8.47	8.88	8.38	8.77	(2)
4	SIGNATURE	9.06	9.07	8.58	8.45	8.86	8.22	8.71	(4)
5	TAC AIR	8.92	8.87	8.74	8.41	8.45	8.41	8.63	(3)

ATLANTIC completed the acquisition of Black Canyon Jet Ctr during June 2016.
SIGNATURE acquired Landmark in Feb 2016. That acquisition excluded ANC, FAT, HPN, IAD, SDL, TRM.

FBOs acquired after July 1, 2016 are considered as they were, as independent FBOs or part of the other chain, for this survey.

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 in Canada Skyservice YYZ

Skyservice YYZ clinched top honors as Best Canadian FBO for 2017, same position as in 2016 and 2015. Key personnel shown are (L-R) Martyn Howard, Matthew West, Supervisor Line Svc Craig Morgan, Mgr Customer Svc & FBO Sales & Service Josie DaCosta, Mackenzie Callaghan, Basil Matti and Dir FBO Ops Mike Denham.



() denotes 2016 ranking * did not place in 2016

Ranked by category scores and overall ratings

2017 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	SKYSERVICE TORONTO	YYZ	9.30	9.25	8.97	8.73	8.95	8.73	8.99	(1)
2	SKYSERVICE MONTREAL	YUL	9.33	9.22	8.70	8.59	9.07	8.88	8.97	(2)
3	LANDMARK VANCOUVER	YVR	9.27	9.09	8.00	8.00	8.82	8.45	8.61	(5)
4	STARLINK MONTREAL	YUL	8.82	8.55	7.91	8.09	8.00	8.18	8.26	(3)
5	SIGNATURE TORONTO	YYZ	8.62	8.62	7.85	8.08	7.85	8.00	8.17	(4)



Best in Mexico Cabo San Lucas CSL

Cabo San Lucas FBO celebrates its 1st place win for 2017. This Mexican FBO also was #1 in 2016 and 2014. CSL was 2nd in 2015. Team members pose with pride. (L-R) Back row: CEO Sebastian Romo (4th), Airport Mgr Iria Romo (5th) Supvr Rossy Cazarez (6th) and Ramp Mgr Otoniel Agundez (7th).

1	CABO SAN LUCAS FBO	CSL	9.48	9.52	8.65	8.65	9.52	9.07	9.15	(1)
2	UVAVEMEX TOLUCA	TLC	8.85	9.15	8.62	8.62	8.23	8.31	8.63	(3)
3	AEROTRON PUERTO VALLARTA	PVR	9.14	8.79	8.14	7.00	8.29	8.54	8.32	(*)

Best in the Caribbean Bohlke St Croix STX

Bohlke has continued to dominate in the Caribbean as #1 for the last 3 consecutive years. And BIA (Bohlke Intl Airways) was also the winner in 2013 and 2012. Here the proud team assembles in front of the hangar at the St Croix base. The BIA team is now led by Pres William "Billy" Bohlke (9th person from L) and Dir of Ops Jomen "Sam" Black (10th from L).



1	BOHLKE ST CROIX	STX	9.73	9.64	8.73	8.64	9.36	9.09	9.20	(1)
2	ODYSSEY NASSAU	NAS	9.19	9.35	8.62	8.35	8.76	8.67	8.82	(2)
3	JET AVIATION NASSAU	NAS	9.32	9.27	7.91	7.86	9.18	8.57	8.69	(3)
4	EXECUJET ST MAARTEN was TLC Aviation until June 2016	SXM	9.45	9.00	6.40	6.70	9.09	8.82	8.24	(*)
5	ISLAND AIR GRAND CAYMAN	GCM	8.50	8.86	7.14	6.71	8.79	7.57	7.93	(*)

2017 PRASE WINNERS



() denotes 2016 ranking * did not place in 2016

Best in Latin America Aerosupport FBO BOG

Aerosupport FBO at Bogota made its debut into the PRASE winners circle as Best Latin American FBO this year. Photo shows Bus Dvlpmnt Mgr Nicholas Salgado (wearing cap) with his happy team as they celebrate being #1 in this category. Aerosupport FBO Founder & CEO German Salgado (see him on the cover in another photo) started this FBO 20 years ago and popularity of his original service base led to expansion of his services at other major cities across Colombia and Panama.

Ranked by category scores and overall ratings

2017 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	AEROSUPPORT FBO - BOGOTA, COLOMBIA	BOG	9.33	9.33	7.67	8.33	9.00	8.67	8.72	(*)
2	AVIASUR - SANTIAGO, CHILE	SCL	8.67	8.33	8.33	7.67	9.00	7.67	8.28	(*)
3	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	7.33	7.33	6.67	6.00	7.67	7.33	7.06	(1)

Best in Europe TAG Farnborough Airport FAB

TAG Farnborough Airport is a perennial winner as Best of Europe and has kept the crown in this category for the past 12 years in a row. Photo shows some of the TAG team in front of their distinctive terminal. (L-R) Ground Handler Ricky Green, Head of Customer Svcs & Terminal Ops Sophie Lesnoff, Customer Svcs Agent Lisa Barnes, Concierge Milen Petrov, Customer Svcs Agent Hayley Williams, Ops Officer Keith Millar, Ground Handler Adrian Rackley.



1	TAG FARNBOROUGH AIRPORT	FAB	9.25	9.25	9.50	9.20	8.69	8.57	9.08	(1)
2	HARRODS LUTON	LTN	9.36	9.18	8.82	8.73	9.27	8.82	9.03	(*)
3	SIGNATURE LE BOURGET	LBG	9.11	8.45	8.91	9.00	8.91	8.45	8.81	(*)
4	SIGNATURE LUTON	LTN	9.29	9.18	8.82	8.36	8.82	8.32	8.80	(2)



Best in Asia Hong Kong Business Av Ctr HKG

Hong Kong Business Aircraft Centre takes the crown as Best FBO in Asia year after year. It is now 10 consecutive years that HKBAC has been the winner of this category. Top executives for HKBAC assemble here in front row (starting 5th from L) Head of Client Relations Rita Tam, Financial Controller Herbert Tsang, Gen Mgr Madonna Fung, Dir of Admin & Bus Development Sheree Cheung and Head of Flight Ops Chris Barrow.

1	HONG KONG BUSINESS AV CTR	HKG	9.13	9.50	9.63	9.50	9.00	8.63	9.23	(1)
2	JET AVIATION - SINGAPORE	SIN	9.33	9.00	8.67	8.00	9.00	8.33	8.72	(*)
3	MJETS - BANGKOK	DMK	8.67	8.33	8.00	8.33	8.33	8.33	8.33	(*)

2017 PRASE WINNERS



() denotes 2016 ranking * did not place in 2016

Best in Middle East & Africa Jet Aviation Dubai DXB

Jet Aviation DXB took the 2017 title of #1 Best FBO in the Middle East & Africa. They also earned this title in 2016 and 2015. Jet Av Dubai also won top honors in this category in 2011 and 2010. Key team members of Jet Av Dubai pose with some of their *Pro Pilot* award plaques. They are (L-R) Senior Dir FBO Philippe Gerard, Senior FBO Agent Chamal Devapura, Supervisor Ramp Reddy Srinivas and Cust Svc Agent Luba Kostrova.

Ranked by category scores and overall ratings

2017 FBO rank	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2016 rank
1	JET AVIATION DUBAI	DXB	9.14	8.57	8.43	8.29	8.29	8.64	(1)
2	GAMA AVIATION SHARJAH, UAE	SHJ	8.25	8.50	8.75	8.75	8.25	8.54	(*)
3	DC AVIATION DUBAI SOUTH	DWC	8.50	9.00	8.75	8.25	7.50	8.33	(*)

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 Line Techs



1 Pat Walter - Signature MSP

Pat Walter of Signature MSP was voted Best Line Tech for 2017, a repeat of his title clinching in 2016. With his 30 years of aviation ground service experience Pat Walter has learned how to please pilots and executive passengers when they come to his terminal so that they prize the services he provides in various wants and needs. The customers respect him and that is the basis for his success year after year.



2 Bob Schaeppi Signature STP

2017 rank		FBO	Airport	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency	Overall	2016 rank
1	PAT WALTER	SIGNATURE	MSP	9.95	9.95	9.90	9.95	9.94	(1)
2	BOB SCHAEPP	SIGNATURE	STP	9.89	9.89	9.78	9.89	9.86	(2)

Best CSRs

1 Betsy Wines - Meridian TEB

Who in business aviation hasn't heard of Betsy Wines? Once again for the 2017 PRASE Survey she was voted #1 as Best CSR by pilots and pax who had their travel needs satisfied by Betsy. She received the top CSR award consecutively from 1996 until 2014 except in 2011 when she was voted 4th. In 2016 and 2015 she was voted 3rd and 4th.



2 Latricia Edwards Signature MSP



3 Victor Seda Meridian TEB



4 Sandy Tachovsky Signature STP

1	BETSY WINES	MERIDIAN	TEB	10.00	9.93	10.00	10.00	9.98	(3)
2	LATRICA EDWARDS	SIGNATURE	MSP	9.95	9.93	10.00	10.00	9.97	(*)
3	VICTOR SEDA	MERIDIAN	TEB	9.90	9.85	9.85	9.90	9.88	(5)
4	SANDY TACHOVSKY	SIGNATURE	STP	9.83	9.90	9.92	9.83	9.87	(2)

Other Services

() denotes 2016 ranking * did not place in 2016

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

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

Each region has a winner with no overall national one.

Northeast, Middle Atlantic, South, Mountain, Midwest and West



Rudy's, Northeast



Rudy's Inflight Catering

Anyone who has tasted the scrumptious food that Rudy's prepares for pilots and pax knows why Rudy's is a constant catering winner. Rudy is the #1 Best Catering for Aviation position in the Northeast region for the past 6 years – or since the aviation catering regional divisions were established in 2012. And before that Rudy's was the undisputed aviation catering leader overall for 23 years. Here the proud staff members of Rudy's pose with Exec VP John Celentano and CEO Joe Celentano (wearing blue jackets).

Ranked by category scores and overall ratings

2017
rank

Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2016 rank
9.54	8.28	9.55	9.42	9.20	(1)
9.00	8.17	9.00	9.00	8.79	(*)

Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT)

- 1 RUDY'S NJ area (EWR, MMU, TEB)
- 2 AIR CULINAIRE NJ area (TEB)

Silver Lining, South



Silver Lining MIA ranks 1st for providing Best Catering for Aviation in the South Region Division for 2017. They were also division winners in 2016 and 2014. (L-R) Owners Mitch Amsterdam and Mike Linder smile with pleasure gained from success achieved in this year's catering competition in this region.



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

- 1 SILVER LINING MIA area (FLL, FTX)

9.57	8.28	9.29	9.43	9.14	(1)
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Mountain (AZ, CO, ID, MT, NM, NV, UT, WY)

- 1 PERFECT LANDING APA



9.57	9.14	9.71	9.57	9.50	(*)
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West (AK, CA, HI, OR, WA)

- 1 STEVIE'S CA area (BUR, SAN, VNY)



9.69	9.39	9.89	9.81	9.70	(*)
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Middle Atlantic (DC, DE, MD, VA, WV) **

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

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

2017 PRAISE WINNERS

() denotes 2016 ranking * did not place in 2016

Best Fuel Brand Phillips 66

Phillips 66 is the winner of the Best Fuel Brand category in the 2017 PRAISE Survey. They were 3rd in 2016, 4th in 2015 and 2nd in 2014. Photo show Phillips 66 GA team based in Bartlesville OK includes Fuel Sales, Supply, Quality Control & Customer Support (L-R) Back row: Dir Fuel Sales Eric McMurphy (2nd). Front row: Dir Contract Fuel Sales Kim Ruth (in red jacket), Supvr GA Customer Support Scott Hill (2nd from R) and Dir Fuel Quality & Control Ryan Manor (1st from R).



Ranked by category scores and overall ratings

2017
rank

- 1 PHILLIPS 66
- 2 WORLD FUEL SERVICES
- 3 AVFUEL
- 4 SHELL

Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2016 rank
9.51	9.38	9.53	9.55	9.49	(3)
9.35	9.12	9.38	9.31	9.29	(2)
9.32	9.07	9.33	9.29	9.25	(1)
9.21	8.76	9.32	9.26	9.14	(4)

Best Av Fuel Credit Card Colt Intl by World Fuel Services

Colt Intl div of World Fuel Svcs took 2017 top award as Best Fuel Credit Card. Colt reclaimed its 1st place position earned in 2015 and 2014 plus Colt had a 5th place win in 2016. Photo shows members of World Fuel Services Business & Gen Av Team assembled at the NBAA convention in Orlando last year.



- 1 COLT INTL by WORLD FUEL SERVICES
- 2 AVFUEL
- 3 UVAIR
- 4 US BANK MULTI SERVICE
- 5 AVCARD by WORLD FUEL SERVICES



9.55	9.41	9.50	9.59	9.51	(5)
9.54	9.42	9.48	9.33	9.44	(1)
9.37	9.15	9.38	9.33	9.31	(4)
9.20	9.00	9.42	9.23	9.21	(2)
9.10	8.93	9.20	9.19	9.11	(3)



Best Intl Trip Planning Rockwell Collins

Rockwell Collins makes it again and takes the crown as Best Intl Trip Planning. RC has repeated its success for the 5th yr in a row. Honored Rockwell Collins intl trip support team gathers for a photo outside of its Houston, Texas-based facility. The team provides regional and international trip support, weather, flight planning, data link, fuel, concierge services and dedicated flight watch for corporate aircraft operators around the world.

- 1 ROCKWELL COLLINS
Includes ARINC, Ascend and Air Routing
- 2 COLT TRIP SUPPORT by WORLD FUEL SERVICES
- 3 JEPPESEN
- 4 UNIVERSAL WEATHER & AVIATION

9.38	8.83	9.43	9.29	9.23	(1)
9.32	8.77	9.32	9.27	9.17	(4)
9.47	8.19	9.35	9.47	9.12	(3)
9.03	8.40	8.95	8.89	8.82	(5)

Preferred MRO (Maintenance, Repair & Overhaul)

West Star

() denotes 2016 ranking * did not place in 2016



West Star Aviation was voted #1 MRO for the last 4 consecutive years. West Star is a full service MRO and refurbishment company with 3 main bases at East Alton IL, Grand Junction CO, and Chattanooga TN. They also have smaller satellite facilities in Denver CO, Aspen CO, Houston TX and Chicago IL. (L-R) Co-Founder, EVP Sales & Mktg Jim Swehla, CEO Robert Rasberry and Pres & COO Roger Renaud.

Ranked by category scores and overall ratings

2017 rank	MRO	Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2016 rank
1	WEST STAR	9.71	9.21	9.57	9.71	9.55	(1)
2	GULFSTREAM	9.61	8.65	9.43	9.13	9.21	(3)
3	CITATION SERVICE CTRS	9.36	8.55	9.33	9.24	9.12	(4)
4	DUNCAN AVIATION	9.31	8.63	9.00	9.06	9.00	(2)
5	BOMBARDIER	8.93	8.23	8.71	8.64	8.63	(*)

Favorite Pro Pilot Writers

Ranked by total number of votes



Karsten Shein
Wx Brief

Karsten Shein writes series of monthly "WX Brief" articles for PP. A meteorologist and pilot, he serves with the National Climatic Data Center in Ashville NC. Karsten's weather articles have made him the favorite PP writer for the past 10 yrs in a row.



Alex Kvassay
Alex Remembers



Grant McLaren
Intl Ops



Archie Trammell
Radar-tech articles

2017 rank		2016 rank
1	KARSTEN SHEIN	(1)
2	ALEX KVASSAY	(2)
3	GRANT MCLAREN	(3)
4	ARCHIE TRAMMELL	(*)



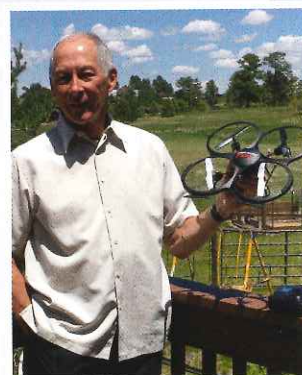
Winners of Pro Pilot's 2017 PRASE Survey quadcopter drones drawing

Congratulations to the winners of the 2017 PRASE Survey. *Pro Pilot* offered 10 quadcopter drones with HD cameras (U818A HD+FPV upgrade) to the readers who returned a complete PRASE survey form.

The UAV winners are:

1. Art Trouville, Captain
ATP. Falcon 2000
Flatirons Aviation Mgmt
Franktown CO
2. Curt Harms, Chief Pilot
ATP/CFII. Citation ISP & Cherokee
MTBC
Pipersville PA
3. Kelly Durgan, Chief Pilot/DOM
Comm-Multi-Inst/CFII/A&P.
King Air E90
COSCO Aviation
Crestview FL
4. Jeffrey Poynton, Captain
ATP/CFII. Gulfstream G650
Key Air
Beacon Falls CT
5. Keith Woods, Senior Captain
ATP/CFII/A&P. Citation Excel/CJ2
& Baron 58
Fagen Inc
Granite Falls MN
6. Mark Nevil, Chief Pilot
Comm-Multi-Inst.
Conquest I
Key Construction Air
Whichita KS
7. James Gregory, Captain
ATP. Citation II/CJ1
Marblehead Aviation
Marblehead MA
8. James White, Dir of Av
& Chief Pilot
ATP/Helo/A&P. Gulfstream
G200 & Airbus AS350
The Walsh Group
Chicago IL
9. James Steele, Captain
ATP. Falcon 50EX
Harsco Corp
New Cumberland PA

Art Trouville is 1 of 10 lucky winners in the U818A quadcopter drawing. With 49 yrs of aviation experience, he was most recently a Falcon 2000 captain for Flatirons Aviation Mgmt based at BJC (Rocky Mtn Metro Airport CO).



10. Erin-Mari Heggland, Chief Pilot
ATP. Falcon 50 & King Air 300
CSL 340 Corp
Westport MA

Response was so overwhelming that we'll have a similar drawing for *Pro Pilot* Corporate Aircraft Manufacturers Product Support Survey. So be sure to mail back your completed form before the July 14 deadline. □