

**Signature MSP is #1 US FBO. #2 Texas Jet FTW, #3 Pentastar PTK, #4 Million Air HOU, #5 GlobalSelect SGR.**  
**Best US Independent FBO is Texas Jet FTW. Most Improved Sheltair TPA.**  
**Best US FBO Chains: Small (3-10) Wilson Air Ctr, Large (11+) Million Air.**

**Aviation ground service is a very complex business with demanding customers. Loyalty is earned. Pro Pilot readers recognize the best, most consistent providers in this 45th annual PRASE Survey.**

Providing industry-wide recognition of outstanding performance is the sole purpose of the Preferences Regarding Aviation Services and Equipment (PRASE) Survey. And you can trust that the results came straight from the operators who use them – *Pro Pilot* only provides the categories, our readers provide the names, votes and rankings.

Regardless of where your mission takes you, we've got you covered across the globe. Our Top Intl FBOs/Handlers category gives you some of the best aviation services by region.

The Other Services section will provide you with information on the best in catering, fuel brands, preferred aviation credit cards, international trip planning services and MROs.

This year Signature MSP regains the crown as #1 US FBO from 2016/2015/2014, replacing Texas Jet FTW the top winner last year, now #2. Pentastar PTK placed #3 for the 2nd year. Million Air HOU #4 from #7 in 2017, and GlobalSelect SGR ranked #5 from #23 last year.

Continuing the top 10, Wilson Air CLT #6, Million Air ADS #7, Wilson Air HOU #8, Banyan Air Svcs FXE #9 and Signature STP #10.

Finally, we thank the *Pro Pilot* readers for rating the best Line Techs, CSRs and also our best writers.

Take a moment to review readers choices for the top of each section. They may just have a place as one your favorite service providers.

Congratulations to all the *Pro Pilot* 2018 PRASE Survey Winners.

## Top US FBOs

US – Signature MSP

Independent – Texas Jet FTW

Most Improved – Sheltair TPA

Small Chain – Wilson Air Ctr

Large Chain – Million Air

## Top International FBOs/Handlers

Canada – Skyservice YYZ

Mexico – Cabo San Lucas FBO CSL

Caribbean – Cherokee Aviation MHH

Latin America – Aerosupport FBO BOG

Europe – TAG Farnborough Arpt FAB

Middle East & Africa – Execujet 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

Fuel Brand – Phillips 66

Aviation Fuel Credit Card –

Colt Intl by World Fuel Services

Intl Trip Planning –

ITPS Intl Planning Svcs

MRO – West Star

*Pro Pilot* Writer – Karsten Shein

**PROFESSIONAL PILOT**  
FEB 23 2018

**SECOND REQUEST**  
**2018 PRASE SURVEY**  
\*Preferences Regarding Aviation Services & Equipment

MAIL ORIGINAL FORM BY MARCH 14 NO FAXES ACCEPTED  
00361

WRITE IN NAMES OF YOUR PREFERRED FBOs AND OTHER GROUND ACTIVITIES WHERE YOU RECEIVED SERVICE IN 2017 ONLY. WHEN SCORING, 10 IS EXCELLENT AND 1 IS POOR.

Give us your choices	3-LETTER ID	FBO/Handler names	Line Item	CSRs	Facility	Attitudes	Promptness & efficiency	Value for price
<b>FBOs visited during 2017</b>								
1 US – 1st choice	HOU	Million Air	10	8	10	10	9	9
2 US – 2nd choice	TEB	Meridian	10	10	10	10	9	8
3 US – 3rd choice	EGE	Vail Valley Jet Ctr	10	9	9	8	9	8
4 US – 4th choice	MKC	Atlantic	10	10	9	9	9	8
5 US – 5th choice	BOJ	Signature	10	10	8	8	9	8
<b>FBOs/Handlers visited during 2017</b>								
6 CANADIAN	CYUL	SKY Service	10	10	8	8	10	8
7 MEXICAN	CYU	SKY Service	10	10	9	8	9	8
8 CARIBBEAN	MMSD	EGGS Mexico	10	10	8	9	9	10
9 LATIN AMERICAN								
10 EUROPEAN								
11 MIDDLE EAST & AFRICAN								
12 ASIAN								
<b>FBO Personnel</b>								
13 LINE TECH								
14 CSR	TEB	Meridian	10	10	10	10	10	10
	FTW	Texas Jet						
<b>Other services used in 2017</b>								
15 CATERING FOR AVIATION	TEB	Rudy's	10	8	10	9		
16 FUEL BRAND	NO	Phillips	10	8	10	9		
17 FUEL CREDIT CARD	LOCATION	Av Card	10	9	9	9		
18 INTL TRIP PLANNING	REQUIRED	Universal	10	9	10	9		
19 MRO (Mx, Repair, Overhaul)								
20 FAVORITE PRO PILOT WRITER IN 2017		Karsten Shein						

Please mail this form ASAP (no later than March 14, 2018) - POSTAGE PAID ENVELOPE ENCLOSED

Certificates/ratings ATP, LR-45/75 CFI Aircraft now operated LR-45/75

Job title Owner/Pilot Total pilot hours 12,000+ Date 2/12/18

Please make corrections to label

Day phone 479-633-1514

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TREY WILLIS  
OWNER  
WILLIS AVIATION ENTERPRISES  
201 NE 7TH ST  
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Owner/Operator Trey Willis is an ATP/CFII with over 12,000 hours in Learjets, Turbo Commanders and Cirrus aircraft. He flies the Learjet 45/75 for his aircraft management and consulting business covering the Americas, Europe and the Caribbean. Trey knows FBOs and aviation service – he designed, built and ran 3 flight departments, has assisted dozens of others and was an award winning pilot with Walmart for 15 years. He evaluated multiple FBOs, CSRs and services on his 2018 *Pro Pilot* PRASE Survey response. His form is 1 of the 1211 received providing 29,301 individual evaluations.



## Final results of the 2018 Professional Pilot PRASE Survey

### Signature MSP voted #1 US FBO

Signature MSP clinches #1 again, distinction earned in 2014, 2015 and 2016. They placed #2 in last year's PRASE Survey. Branch representatives pictured are (L-R) Customer Experience Rep Latricia Edwards, Duty Mgr Matthew Hall, Area Dir Doug Drescher and Area Dir Kyle Schmaltz.

( ) denotes 2017 ranking \* did not place in 2017

## US FBOs

### Ranked by category scores and overall ratings

2018 rank	Airport	FBO	Fuel Brand	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	MSP	SIGNATURE	Unbranded	9.47	9.67	9.70	9.55	9.61	9.22	<b>9.54</b>	(2)
2	FTW	TEXAS JET	Phillips 66	9.67	9.74	9.06	9.33	9.63	9.60	<b>9.51</b>	(1)
3	PTK	PENTASTAR	Avfuel	9.27	9.59	9.18	9.41	9.59	9.50	<b>9.42</b>	(3)
4	HOU	MILLION AIR	World Fuel	9.42	9.08	9.76	9.83	9.36	8.96	<b>9.40</b>	(7)
5	SGR	GLOBAL SELECT	Shell	9.26	9.28	9.73	9.70	9.30	9.07	<b>9.39</b>	(23)
6	CLT	WILSON AIR CTR	Shell	9.77	9.47	9.13	9.17	9.53	9.17	<b>9.37</b>	(9)
7	ADS	MILLION AIR	Avfuel	9.50	9.64	9.21	9.14	9.43	9.18	<b>9.35</b>	(10)
8	HOU	WILSON AIR CTR	Shell	9.70	9.57	8.30	8.65	9.48	9.61	<b>9.22</b>	(15)
9	FXE	BANYAN	Avfuel	9.42	9.32	9.32	9.14	9.07	8.98	<b>9.21</b>	(5)
10	STP	SIGNATURE	Unbranded	9.53	9.48	8.97	8.89	9.34	8.93	<b>9.19</b>	(4)
11	DAL	BUSINESS JET CTR	Phillips 66	9.29	9.13	9.41	9.26	9.09	8.91	<b>9.18</b>	(17)
12	TPA	SHELTAIR	Avfuel	9.28	9.56	8.94	8.89	8.94	9.22	<b>9.14</b>	(*)
13	EGE	VAIL VALLEY JET CTR	Avfuel	9.62	9.46	9.27	9.04	9.12	8.08	<b>9.10</b>	(24)
14	MEM	WILSON AIR CTR	Shell	9.29	9.19	9.21	8.89	9.07	8.82	<b>9.08</b>	(8)
15	TEB	MERIDIAN	Shell	9.17	9.24	9.17	8.93	9.02	8.76	<b>9.05</b>	(20)
16	MRY	MONTEREY JET CTR	Avfuel	9.43	9.23	8.91	8.72	9.09	8.88	<b>9.04</b>	(12)
17	PDK	EPPS	Shell	9.38	9.44	8.54	8.50	9.12	9.15	<b>9.02</b>	(16)
18	PBI	JET AVIATION	Phillips 66	9.50	9.57	8.35	8.64	9.21	8.74	<b>9.00</b>	(6)
19	IAD	JET AVIATION	Phillips 66	9.20	9.26	9.25	8.90	9.05	8.11	<b>8.96</b>	(*)
20	PBI	SIGNATURE	Unbranded	9.39	9.33	8.56	8.39	9.22	8.61	<b>8.92</b>	(*)
21	FMY	BASE OPERATIONS PAGE FIELD	Avfuel	9.00	9.17	9.00	8.72	8.67	8.83	<b>8.90</b>	(*)
22	APF	NAPLES AIRPORT AUTHORITY	Avfuel	9.17	9.50	8.64	8.22	9.00	8.67	<b>8.87</b>	(13)
23	ASE	ATLANTIC	Unbranded	9.40	9.20	9.20	8.70	8.95	7.68	<b>8.86</b>	(21)
24	APA	DENVER JETCENTER	Avfuel	9.14	9.05	8.41	8.36	9.05	8.95	<b>8.83</b>	(22)
25	TEB	SIGNATURE	Unbranded	9.17	9.29	8.77	8.60	8.81	8.17	<b>8.80</b>	(30)
26	TEB	JET AVIATION	Phillips 66	8.81	9.11	8.88	8.74	8.77	8.36	<b>8.78</b>	(28)
27	LAS	ATLANTIC	Unbranded	9.09	9.09	8.55	8.59	8.73	8.14	<b>8.70</b>	(29)
28	TEB	ATLANTIC	World Fuel	8.88	9.00	8.55	8.22	8.73	8.41	<b>8.63</b>	(31)
29	FLL	SHELTAIR	Avfuel	9.05	8.19	8.50	8.36	8.77	8.36	<b>8.54</b>	(27)
30	BCT	ATLANTIC	Unbranded	8.90	8.90	8.20	8.15	8.35	8.65	<b>8.53</b>	(*)
31	SJC	ATLANTIC	Avfuel	8.85	8.80	8.58	8.32	8.47	8.00	<b>8.50</b>	(25)
32	IAD	SIGNATURE	Unbranded	8.82	8.61	8.71	8.50	8.46	7.64	<b>8.46</b>	(33)
33	MDW	ATLANTIC	Unbranded	8.77	8.73	8.38	8.31	8.42	7.92	<b>8.42</b>	(32)

Ranking Criteria for US FBOs—For 2018 the total number of ranked US FBOs was 33.

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

FBOs acquired after July 1, 2017 retained their former affiliation for this 2018 PRASE Survey.



## 2 Texas Jet FTW

Texas Jet Founder, Pres & CEO Reed Pigman stands in front of (L-R) Assistant Line Service Mgr Gabriel Cross, Customer Service Mgr Holly Hopkins and Line Service Mgr Mario Sanchez. In the background, sitting on an Embraer Phenom 300 wing, are proud customer service reps who helped the team secure the #2 spot in this year's *Pro Pilot* PRAISE Survey. Texas Jet FTW qualified 1st in our 2017 ranking.



## 3 Pentastar PTK



Pentastar PTK retains the #3 place for 2018. From L-R are President & CEO Greg Schmidt, VP FBO Services Bob Sarazin, Fivestar Gourmet Supervisor Jen McKenna, Line Service Supervisor Matt Sanzobrin and Customer Service Supervisor Krissy Ross.

## 4 Million Air HOU



Million Air HOU moves up from #7 in 2017 to the #4 spot this year. Fourth from the left (back row) is Line Svc Mgr Harvey Tucker. Seated second from the left is FBO Sales & Client Relations Elise Donald with VP of Business Development Anthony Ethridge.

## 5 Global Select SGR



Global Select SGR jumps from #23 last year to #5 in 2018. Proudly representing the team are (L-R) Asst Dir of Av Elizabeth Rosenbaum, Line Svcs Superintendent Ron Stroud, Line Crew Supervisors Guillermo Escobar and Dimas Renteria, ASR Supervisor Denise Beckwith (8th from left) and Airport Svcs Rep II Katie Senior (9th from left).

## 6 Wilson Air Center CLT



Wilson Air Center CLT rises from #9 in 2017 to #6 this year. Team members pictured are (L-R) Ops Mgr Brandon Popovich, Line Tech Ryan Sargent, CSR Joan Stewart, Line Tech Dylan Chance, Safety & Training Officer Tyler Klee, Concierge Lead Dexter Cherry, Line Supervisor Clifton Adams and CSR Lead Eileen Venuto.

## 7 Million Air ADS



Million Air ADS improves from #10 last year to #7 in 2018. Standing with base CSRs are (Back row) Line Service Mgr Chris Neufeld (2nd from left), VP/Dir FBO Operations Jeff Zimmerman (3rd from left) and Dir Customer Service Melissa Thompson (front row, 6th from left).

## 9 Banyan FXE



Banyan Air Service FXE placed #9 for our 2018 PRASE Survey under the leadership of President Don Campion (back row, 4th from left), Dir of Customer Support Jon Tonko (left of Don) and Dir of FBO Sales and Client Relations John Mason (right of Don). Photo shows Banyan's 2nd shift customer support team.

### 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 5 waves.

- PRASE forms were sent to subscribers in Oct 2017.
- PRASE forms were sent with the Nov and Dec 2017 issues of *Professional Pilot*.
- Additional mailings were sent to *Pro Pilot* subscribers separately from the magazine in Jan 2018 and March 2018.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2018 PRASE Survey was April 12, 2018. Late ballots were not included in the tally.

## 8 Wilson Air Center HOU



Wilson Air HOU is proud to be #8 in this year's PRASE Survey. From the branch are (L-R) CSR Penny Longoria, Concierge Gazigy Naim, Line Tech Cody Thorpe, Line Supervisor Ryan Walker, Line Mgr Kenny Tarrance, Line Tech Ariel Martinez and Line Tech Yazmi Cruz.

## 10 Signature STP



Signature STP completes our top 10. Representing the STP location are (back row, L-R) Line Support Techs Bob Gilles, Andrew Eull (also oversees quality control) and Ryan Archer. (Front row, L-R) CSR Michaela Brown, Duty Mgr Sandy Tachovsky and CSR Carly Davidson.

Strict checking was done and only 1 ballot per participant was allowed. Voting was restricted to only qualified *Pro Pilot* subscribers. 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 2018 PRASE Survey received a total of 1211 ballots. Of these forms a total of 1068 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 143 ballots disqualified due to inconsistencies, errors, duplications, and lack of required information.

2 Qualified ballots were sent 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 April 18, 2018.



## US FBO Chains

( ) denotes 2017 ranking \* did not place in 2017

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. A PRASE judges panel composed of top av dept mgrs established these definitions in 2011.



### Best Small FBO Chain (3–10 locations)

#### Wilson Air

Wilson Air Center is thrilled to be the #1 Best Small FBO Chain, as voted by *Pro Pilot* readers for the 11th time (2007–2009, 2011–2018). The company wishes to thank its team members and customers for this accomplishment. From L–R are Line Supervisor Troy Pickett, CSR Mgr Chris Bell, CSR Amy Brothers, Concierge Deb Hullender, Line Technician Kevin Cusack, Ops Mgr Andrew Swain and Safety/Training Coordinator Louis Bell.

#### Ranked by category scores and overall ratings

2018 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	WILSON AIR CTR	(CHA, CLT, HOU, MEM)	9.60	9.43	9.04	9.05	9.41	9.19	<b>9.29</b>	(1)
2	JET AVIATION	(BED, CPS, DAL, HOU, IAD, PBI, TEB, VNY)	9.11	9.27	8.76	8.64	8.95	8.44	<b>8.86</b>	(3)
3	JETCENTERS	(APA, COS, FNL)	9.03	9.03	8.24	8.14	9.03	8.79	<b>8.71</b>	(2)
4	ROSS AVIATION	(ANC, FAT, HPN, LGB, SDL, TRM)	8.86	8.93	8.55	8.10	8.90	8.48	<b>8.64</b>	(4)

**Note:** JETCENTERS includes Denver jetCenter, Colorado jetCenter and Ft Collins/Loveland jetCenter.

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

#### Million Air

*Pro Pilot* readers have voted Million Air as the #1 Large FBO Chain for the 7th year in a row. Representing the company are (L–R) Chief Brand and Business Development Officer Sandy Nelson, Dir of FBO Support and VP of Intl Ops John Bridi, CEO Roger Woolsey, Chief Information Officer Bruce Lambert, Chief Commercial Officer Terry Cross and Dir of Marketing Allie Woolsey.



2018 rank	FBO	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	MILLION AIR	9.25	9.26	9.02	8.93	9.12	8.89	<b>9.08</b>	(1)
2	ATLANTIC	9.10	9.16	8.64	8.43	8.85	8.35	<b>8.76</b>	(2)
3	SIGNATURE	9.07	9.14	8.67	8.53	8.86	8.22	<b>8.75</b>	(4)
4	SHELTAIR	9.16	8.94	8.47	8.37	8.85	8.67	<b>8.74</b>	(3)
5	TAC AIR	8.65	8.84	8.51	8.06	8.61	8.43	<b>8.52</b>	(5)

FBOs acquired after July 1, 2017 are considered as they were, as independent FBOs or part of the other chain, for this survey.

## Best Independent US FBO

### Texas Jet FTW

Texas Jet FTW has won the Best Independent US FBO category for 3 consecutive years. (L-R) Founder, Pres & CEO Reed Pigman (brown suit) is with Assistant Line Service Mgr Gabriel Cross, Customer Service Mgr Holly Hopkins and Line Service Mgr Mario Sanchez holding the 2016, 2017 and 2018 signs, respectively.



( ) denotes 2017 ranking \* did not place in 2017

### Ranked by category scores and overall ratings

2018 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	TEXAS JET	FTW	9.67	9.74	9.06	9.33	9.63	9.60	<b>9.51</b>	(1)
2	PENTASTAR	PTK	9.27	9.59	9.18	9.41	9.59	9.50	<b>9.42</b>	(2)
3	GLOBALSELECT	SGR	9.26	9.28	9.73	9.70	9.30	9.07	<b>9.39</b>	(10)
4	BANYAN	FXE	9.42	9.32	9.32	9.14	9.07	8.98	<b>9.21</b>	(3)
5	BUSINESS JET CTR	DAL	9.29	9.13	9.41	9.26	9.09	8.91	<b>9.18</b>	(7)
6	VAIL VALLEY JET CTR	EGE	9.62	9.46	9.27	9.04	9.12	8.08	<b>9.10</b>	(11)
7	MERIDIAN	TEB	9.17	9.24	9.17	8.93	9.02	8.76	<b>9.05</b>	(9)
8	MONTEREY JET CTR	MRY	9.43	9.23	8.91	8.72	9.09	8.88	<b>9.04</b>	(4)
9	EPPS	PDK	9.38	9.44	8.54	8.50	9.12	9.15	<b>9.02</b>	(6)
10	BASE OPERATIONS AT PAGE FIELD	FMY	9.00	9.17	9.00	8.72	8.67	8.83	<b>8.90</b>	(*)
11	NAPLES AIRPORT AUTHORITY	APF	9.17	9.50	8.64	8.22	9.00	8.67	<b>8.87</b>	(5)

## Most Improved US FBO

### Sheltair TPA

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Sheltair TPA didn't rank in the top 35 in the list of 2017 US FBOs but moved up into the 12th position in 2018. Hence, Sheltair TPA advanced by at least 24 positions to win Most Improved US FBO for 2018.

2018 rank	2017 rank
1	(*)
TPA	Sheltair Tampa Intl airport, Tampa FL up 24 places



Representing Sheltair TPA are (L-R, back row) GM Clayton Lackey, Facilities Supervisor John Blondin, Cust Svc Mgr Rebecca Reses, (L-R, middle row) Line Svc Supervisor Kyle Wald, CSR Tonio Brooks, Line Svc Supervisor Zac Ringler, (L-R, front row) Line Svc Mgr Josh Purvis and Cust Svc Supervisor Amanda Andrix.

## Favorite Pro Pilot Writers

### Ranked by total number of votes



Karsten Shein  
Wx Brief

Karsten's "Weather Brief" is the most popular feature in *Pro Pilot*. A NOAA climatologist in Asheville NC, Karsten is also a pilot and his articles have been voted #1 for the past 11 years in a row by PP readers.

2018 rank	2017 rank
1	(1)
2	(3)
3	(4)
4	(2)
KARSTEN SHEIN	
GRANT MCLAREN	
ARCHIE TRAMMELL	
ALEX KVASSAY	



Grant McLaren  
Intl Ops



Archie Trammell  
Radar-tech articles



Alex Kvassay  
Alex Remembers

## International FBOs/Handlers

In addition to US FBOs, the *Pro Pilot* PRAISE 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 has been voted as #1 FBO in Canada for the 4th consecutive year. Pictured are (L-R, sitting) Customer Svc Rep Jill Dermott and Supervisor Customer Svc Cheryl McKean. (L-R, standing) Crew Chief Mackenzie Callaghan, Line Svc Ryan Balman, Customer Svc Rep Nick Corvera, Mgr FBO Ops Emmanuel Rodrigues, Line Svc Simon Mancini and Concierge Mic Kelly.



( ) denotes 2017 ranking \* did not place in 2017

#### Ranked by category scores and overall ratings

2018 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	SKYSERVICE TORONTO	YYZ	9.32	9.42	9.14	8.92	9.20	8.81	<b>9.14</b>	(1)
2	SKYCHARTER TORONTO	YYZ	9.42	9.50	8.25	8.42	9.33	8.92	<b>8.97</b>	(*)
3	SIGNATURE VANCOUVER (Former Landmark)	YVR	8.93	8.93	8.60	8.33	9.00	8.73	<b>8.75</b>	(3)
4	SKYSERVICE MONTREAL	YUL	8.93	9.19	8.22	8.04	8.59	8.56	<b>8.59</b>	(2)
5	SIGNATURE TORONTO	YYZ	9.46	8.77	7.69	8.00	8.92	8.31	<b>8.53</b>	(5)



### Best in Mexico Cabo San Lucas FBO CSL

Cabo San Lucas FBO grabs 1st place again in the "Best in Mexico" category in 2018 – 3rd time in a row and 4th overall. CEO Sebastian Romo is the head of this FBO. Team members posing on the ramp at Cabo San Lucas Intl include Airport Mgr Iria Romo (8th from left) and Supervisor Rossy Cazarez (9th).

1	CABO SAN LUCAS FBO	CSL	9.58	9.58	8.68	8.58	9.42	9.11	<b>9.16</b>	(1)
2	MANNY AVIATION TOLUCA	TLC	8.86	9.13	8.43	8.71	9.13	8.50	<b>8.79</b>	(*)
3	AEROTRON PUERTO VALLARTA	PVR	9.27	8.73	7.91	7.45	8.45	8.18	<b>8.33</b>	(3)

### Best in the Caribbean Cherokee Aviation MHH

Cherokee Aviation, founded in 2004 by Sawyer family, is proud to be the #1 FBO in the Caribbean, as voted by *PP* readers. Brothers Claude Sawyer and Faron Sawyer lead the family founded and owned FBO (cover photo). Photo shows flight line and customer service staff. Cherokee Aviation gives recognition to their employees' dedication and their customers' loyalty.



1	CHEROKEE AVIATION - ABACO, BAHAMAS	MHH	9.40	9.30	8.20	8.00	9.10	8.80	<b>8.80</b>	(*)
2	JET AVIATION - NASSAU, BAHAMAS	NAS	8.94	9.00	8.71	8.41	8.88	8.71	<b>8.78</b>	(3)
3	ODYSSEY - NASSAU, BAHAMAS	NAS	8.94	9.12	8.15	7.79	8.79	8.28	<b>8.51</b>	(2)





( ) denotes 2017 ranking \* did not place in 2017

## Best in Latin America Aerosupport FBO BOG

Aerosupport FBO at El Dorado Intl in Bogotá, Colombia holds on to the #1 position they earned in the 2017 PRAISE Survey. CEO German Salgado leads the best FBO in Latin America. Proud staff members pose inside of the company's hangar at BOG.

### Ranked by category scores and overall ratings

2018 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	AEROSUPPORT FBO - BOGOTÁ, COLOMBIA	BOG	8.89	8.78	7.89	8.33	9.22	8.75	<b>8.64</b>	(1)
2	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	8.86	8.57	8.57	8.14	9.00	8.43	<b>8.60</b>	(3)
3	MAPIEX - PANAMA CITY, PANAMA	PAC	8.80	8.80	8.20	7.60	8.40	9.00	<b>8.47</b>	(*)

## Best in Europe TAG Farnborough Airport FAB

TAG Farnborough Airport has been chosen #1 FBO in Europe for 13 consecutive years. Pictured from (L-R) are Watch Mgr Lee Hulls, Customer Svcs Agents Kim Keates and Lee East, Head of Customer Svcs and Terminal Ops Sophie Lesnoff, Concierge Milen Petrov and Firefighter Ashley Froud.



1	TAG FARNBOROUGH AIRPORT	FAB	9.21	9.32	9.63	9.37	9.21	8.63	<b>9.23</b>	(1)
2	HARRODS LUTON	LTN	9.20	9.07	8.93	8.64	8.73	8.00	<b>8.76</b>	(2)
3	SIGNATURE LE BOURGET	LBG	9.00	8.93	8.53	8.47	9.00	8.25	<b>8.70</b>	(3)
4	SIGNATURE LUTON	LTN	8.93	9.00	8.59	8.48	8.56	7.96	<b>8.59</b>	(4)



## Best in Asia Hong Kong Business Av Ctr HKG

HKBAC keeps its crown as best Asian FBO for the 11th year in a row. Standing in front of the company's hangar are (L-R) Dir of Customer Relations Rita Tam (back row, center left, white blouse with black jacket), Financial Controller Herbert Tsang, GM Madonna Fung, Dir of Administration and Business Development Sheree Cheung and Dir of Flight Ops Christopher Barrow.

1	HONG KONG BUSINESS AV CTR	HKG	9.38	9.63	8.88	8.88	9.25	7.63	<b>8.94</b>	(1)
2	HAWKER PACIFIC - SYDNEY, AUSTRALIA	SYD	9.33	8.67	8.00	8.00	9.33	8.33	<b>8.61</b>	(*)
3	UNIVERSAL- SINGAPORE	XSP	8.33	8.67	7.33	7.00	8.67	7.33	<b>7.89</b>	(*)





( ) denotes 2017 ranking \* did not place in 2017

## Best in Middle East & Africa ExecuJet Dubai UAE

ExecuJet's hard work has earned them the #1 position in the PRAISE Survey Best FBO in ME & African category. Proudly celebrating this victory are (L-R), Customer Svc Agent Perizat Parmanova, Customer Svc Supervisor Yaman Gurung, Regional FBO Mgr Dumani Ndebele, Customer Svc Supervisor Nantia Bargouth, Customer Relations Mgr Ali Bacha, FBO Assistant Ronald Muwanguzi, Customer Svc Agent Gilbert Yulo, FBO Assistant Shabir Veetil and Senior Ramp Agent Kannan Arumugam.

### Ranked by category scores and overall ratings

2018 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2017 rank
1	EXECUJET DUBAI, UAE	DXB	8.75	9.25	9.75	9.50	9.50	8.75	<b>9.25</b>	(*)
2	JET AVIATION DUBAI, UAE	DXB	9.00	9.00	9.00	9.00	8.50	8.00	<b>8.75</b>	(1)
3	BEDEK AVIATION - TEL AVIV, ISRAEL	TLV	9.00	8.67	7.00	6.67	7.67	7.00	<b>7.67</b>	(*)

## FBO Line Techs and CSRs Best Line Techs

*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.



### 1 Pat Walter - Signature MSP

Pat Walter has more than 30 years of experience and knows how to anticipate the needs of executive passengers and flightcrew members. Signature Flight Support customers appreciate having Pat welcome them when they arrive at Minneapolis-St Paul Intl.



### 2 Bob Schaeppi Signature STP

2018 rank	FBO	Airport	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency	Overall	2017 rank
1	PAT WALTER	SIGNATURE	MSP	10.00	9.89	9.89	<b>9.92</b>	(1)
2	BOB SCHAEPP	SIGNATURE	STP	9.91	9.73	9.73	<b>9.80</b>	(2)

## Best CSRs

### 1 Betsy Wines - Meridian TEB

Betsy Wines has been voted, once again, Best CSR by *Pro Pilot* readers. She has consistently clinched the #1 place in this category since 1996. Exceptions are 2011 and 2015 (ranked 4th), and 2016 (3rd place).



### 2 Holly Hopkins Texas Jet FTW



### 3 Latricia Edwards Signature MSP



### 4 Sandy Tachovsky Signature STP



### 5 Victor Seda Meridian TEB

1	BETSY WINES	MERIDIAN	TEB	10.00	10.00	9.93	9.93	<b>9.97</b>	(1)
2	HOLLY HOPKINS	TEXAS JET	FTW	9.92	9.92	9.92	9.92	<b>9.92</b>	(*)
3	LATRICIA EDWARDS	SIGNATURE	MSP	9.89	9.78	9.89	10.00	<b>9.89</b>	(2)
4	SANDY TACHOVSKY	SIGNATURE	STP	9.83	9.83	9.92	9.92	<b>9.88</b>	(4)
5	VICTOR SEDA	MERIDIAN	TEB	9.67	9.67	9.67	9.67	<b>9.67</b>	(3)

## Other Services

( ) denotes 2017 ranking \* did not place in 2017

### 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 is a constant winner in the *Pro Pilot* PRAISE Survey because of the food the company chefs prepare for flightcrews and executive passengers. This year marks the 7th consecutive edition of this survey with Rudy's retaining the #1 position in the Best Catering for Aviation category in the Northeast region since the av catering regional divisions were established in 2012. And before that Rudy's was the undisputed aviation catering leader overall for 23 years. Picture shows Co-owners/Principals Joseph (front, 4th from left) and John Celentano (front, far right) with proud staff members.

#### Ranked by category scores and overall ratings

2018  
rank



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

Rudy's Inflight Catering

2018 rank	Company	Location	Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2017 rank
1	RUDY'S	NJ area (EWR, MMU, TEB)	9.47	8.42	9.55	9.33	9.19	(1)

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



1	SILVER LINING	MIA area (FLL, FXE, MIA, TMB)	9.78	8.00	9.78	9.78	9.34	(1)
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**Mountain** (AZ, CO, ID, MT, NM, NV, UT, WY)



1	PERFECT LANDING	APA	9.50	8.63	9.63	9.75	9.38	(1)
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**Note:** Not enough votes 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).

### Best Fuel Brand Phillips 66

Phillips 66 has won as Best Fuel Brand in the 2018 *Pro Pilot* PRAISE Survey, keeping the crown earned last year. The company was voted 3rd in 2016, 4th in 2015 and 2nd in 2014. Photo shows the Phillips 66 general aviation team based in Bartlesville OK.



2018  
rank

2018 rank	Company	Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2017 rank
1	PHILLIPS 66	9.61	9.33	9.67	9.66	9.57	(1)
2	WORLD FUEL SERVICES	9.48	9.06	9.47	9.52	9.38	(2)
3	AVFUEL	9.38	9.14	9.44	9.41	9.34	(3)
4	SHELL	9.28	8.96	9.38	9.29	9.23	(4)



( ) denotes 2017 ranking \* did not place in 2017

## Best Av Fuel Credit Card Colt Intl by World Fuel Services

Colt Intl, a division of World Fuel Services, keeps the top position for the Best Aviation Fuel Credit Card category in this year's PRASE Survey. They earned 1st place in 2014, 2015 and 2017. Photo shows staff members at NBAA 2017.



2018  
rank

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



- 1 INTL TRIP PLANNING SVCS (ITPS)
- 2 COLT TRIP SUPPORT by WORLD FUEL SERVICES
- 3 ROCKWELL COLLINS  
Includes ARINC, Ascend and Air Routing
- 4 UNIVERSAL WEATHER & AVIATION

### Ranked by category scores and overall ratings

Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2017 rank
9.71	9.33	9.63	9.67	<b>9.59</b>	(1)
9.43	9.32	9.51	9.50	<b>9.44</b>	(5)
9.25	9.14	9.24	9.31	<b>9.24</b>	(4)
9.20	9.00	9.33	9.15	<b>9.17</b>	(2)
9.11	8.71	9.09	9.06	<b>8.99</b>	(3)

## Best Intl Trip Planning Intl Trip Planning Svcs

International Trip Planning Services (ITPS) is crowned king of the Best Intl Trip Planning division in the PRASE Survey. Wearing a red shirt (top row, left) is COO Phil Linebaugh, President/Owner Richard Ezzeddine is in middle row (purple shirt, on left), and Vice President of Sales Scott Rapacki stands at left in front row.

1	INTL TRIP PLANNING SVCS (ITPS)	9.31	9.19	9.31	9.44	<b>9.31</b>	(*)
2	COLT TRIP SUPPORT by WORLD FUEL SERVICES	9.20	8.85	9.10	9.15	<b>9.08</b>	(2)
3	ROCKWELL COLLINS Includes ARINC, Ascend and Air Routing	9.23	8.63	9.26	9.17	<b>9.07</b>	(1)
4	UNIVERSAL WEATHER & AVIATION	9.01	8.57	8.95	9.05	<b>8.90</b>	(4)



## Preferred MRO (Maintenance, Repair & Overhaul) West Star

West Star Aviation has been voted #1 MRO for the past 5 years. Pictured are (L-R) President & COO Rodger Renaud, CEO Jim Rankin and Chairman Bob Rasberry.

2018  
rank

MRO

1	WEST STAR	9.63	9.26	9.63	9.68	<b>9.55</b>	(1)
2	TEXTRON AVIATION	9.41	8.53	9.44	9.44	<b>9.21</b>	(3)
3	DUNCAN AVIATION	9.43	8.67	9.24	9.29	<b>9.16</b>	(4)
4	GULFSTREAM	9.14	8.27	8.95	8.73	<b>8.77</b>	(2)
5	BOMBARDIER	9.07	8.50	8.71	8.64	<b>8.73</b>	(5)