

Texas Jet FTW #1 FBO in 2010 *Pro Pilot* PRASE Survey for 2nd year Pentastar #1 FBO chain 2010 after placing 2nd in 2009

ALEXANDRIA VA — March 30, 2010 — Subscribers to *Professional Pilot* magazine voted Texas Jet at Meacham Field, Fort Worth TX, Best FBO in the US in the magazine's 37th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey.

Pentastar Aviation, with locations at PTK (Pontiac MI) and VNY (Van Nuys CA), was voted Best FBO Chain in the survey after earning 2nd place in the 2009 PRASE Survey.

Top 10 FBOs in the 2010 *Pro Pilot* PRASE Survey are:

- 1 Texas Jet FTW, Fort Worth TX
- 2 Pentastar Aviation PTK, Pontiac MI
- 3 Monterey Jet Center MRY, Monterey CA
- 4 Million Air HOU, Houston TX
- 5 Banyan Air Service FXE, Fort Lauderdale Exec FL
- 6 Wilson Air Center MEM, Memphis TN
- 7 National Jets FLL, Fort Lauderdale Intl FL
- 8 Wilson Air Center CLT, Charlotte NC
- 9 Meridian TEB, Teterboro NJ
- 10 Jet Aviation PBI, West Palm Beach FL

This year *Professional Pilot's* PRASE Survey ranked best FBOs from 1 through 35 in the US. International area FBO ranking divisions were Best FBO of Canada, Mexico, Caribbean, Latin America, Europe, Middle East & Africa and Asia. Other services ranked in the 2010 survey were catering, handling service worldwide, fuel brand, aviation fuel credit card and intl trip planning. Readers also recognized Best FBO line tech, CSR and favorite *Pro Pilot* writers.

Other winners are:

- Best **Independent** FBO: Texas Jet FTW, Fort Worth TX
- Most **Improved** FBO: Dulles Jet Center IAD, Washington DC
- Best **Canadian** FBO: Irving Aviation YQX, Gander NF
- Best **Mexican** FBO: UVavemex TLC, Toluca
- Best **Caribbean** FBO: Bohlke Intl Airways STX, St Croix, Virgin Islands
- Best **Latin America** FBO: Líder Aviação CGH, São Paulo, Brazil
- Best **European** FBO: TAG Aviation FAB, Farnborough, England
- Best **Middle East** and **African** FBO: Jet Aviation DXB, Dubai, United Arab Emirates
- Best **Asian** FBO: Hong Kong Business Aviation Centre HKG, Hong Kong
- Best **Catering** for Aviation: Rudy's Inflight Catering TEB, Teterboro NJ
- Best **Handling** Service Worldwide: Universal Aviation HOU, Houston Hobby TX
- Best **Fuel Brand**: Avfuel
- Best Aviation **Fuel Credit Card**: Multi Service
- Best **Intl Trip Planning**: Universal Weather and Aviation HOU, Houston Hobby TX
- Best FBO **Line Tech**: Eddie Queen, Signature EWR, Newark NJ
- Best FBO **CSR**: Betsy Wines, Meridian TEB, Teterboro NJ
- Best *Pro Pilot* **Writer**: Karsten Shein (monthly weather articles)

The magazine's subscribers ranked their favorite FBO selections by writing scores within 6 categories: Line Team, Customer Service Representatives (CSRs), Facility, Amenities, Promptness & Efficiency, and Value for Cost. Voters gave numbers to the FBOs in those categories on a scale of 1 (poor) to 10 (excellent). Scores were averaged to determine each FBO's overall rating. To qualify for ranking in 2010 for the Best US FBO division a facility needed to receive a minimum of 25 votes.

Pro Pilot uses a 4-step process to ensure valid results: First, the ballots are mailed from readers to *Pro Pilot* in Alexandria VA. Ballots were sent out along with the Dec 2009 edition of *Pro Pilot*. Cutoff date for this year's survey was March 17, 2010. Only original ballots are 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 1460 ballots were returned. Of these 1331 met *Pro Pilot's* acceptance criteria. A total of 129 ballots 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 precount or preliminary step to determine the winners.

Finally, the ballots and scoring data are provided to corporate pilots serving as judges on site in Alexandria. For the 2010 survey *Pro Pilot* hosted 5 distinguished members of the business 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 Perdue Aviation Dept Mgr Paul Bradham, Steelcase Dir of Aviation Glenn Jones, Owens Corning Sr Captain David Grimm, Marathon Petroleum Aviation Mgr Gary Junker and H J Heinz Aviation Dept Mgr Abby Bishop.

In addition to the ground services scoring for *Pro Pilot's* PRASE 2010 Survey, each year the magazine gives awards to companies and individuals recognized for their business aviation achievements. This year *Pro Pilot* gave 3 awards to aviation leaders. US Air Force 89th Airlift Wing as the selected Flight Dept of the Year 2009, accepted by the Wing's Vice Cdr, Col Charles Spencer, Robert Sumwalt from NTSB as chosen Aviation Safety Advocate for 2009, and Garmin, selected as Avionics Innovator of the Year 2009, with the award received by VP Marketing Gary Kelley.

A list of winners and runners up in the various categories follows.

Final results of the 2010 Professional Pilot PRASE Survey

Ranked by overall scores

() denotes 2009 ranking

Best US FBOs

1	TEXAS JET	FTW	9.36	(1)
2	PENTASTAR PONTIAC	PTK	9.31	(7)
3	MONTEREY JET CTR	MRY	9.22	(9)
4	MILLION AIR	HOU	9.21	(12)
5	BANYAN	FXE	9.20	(6)
6	WILSON AIR CTR MEMPHIS	MEM	9.17	(2)
7	NATIONAL JETS	FLL	9.16	(3)
8	WILSON AIR CTR CHARLOTTE	CLT	9.14	(16)
9	MERIDIAN TETERBORO	TEB	9.13	(14)
10	JET AVIATION WEST PALM	PBI	9.12	(4)
11	MILLION AIR ADDISON	ADS	9.11	(5)
12	DULLES JET CTR	IAD	9.10	(*)
13	GALAXY/BOCA AVIATION	BCT	9.09	(*)
14	AVITAT WESTCHESTER	HPN	9.02	(18)
15	SCOTTSDALE AIR CTR	SDL	9.01	(8)
16	MILLION AIR SALT LAKE	SLC	8.96	(19)
17	SIGNATURE ST PAUL	STP	8.91	(11)
18	SIGNATURE MINNEAPOLIS	MSP	8.89	(20)
19	BUSINESS JET CTR LOVE	DAL	8.88	(10)
20	EPPS AVIATION	PDK	8.87	(23)
21	LANDMARK SCOTTSDALE	SDL	8.85	(24)
22	WILSON AIR CTR HOBBY	HOU	8.83	(13)
23	VAIL VALLEY JET CTR	EGE	8.82	(17)
24	GALVIN	BFI	8.81	(25)
25	DENVER JET CTR	APA	8.80	(15)
26	FIRST AVIATION	TEB	8.77	(*)
27	ATLANTIC MIDWAY	MDW	8.76	(27)
28	JET AVIATION TETERBORO	TEB	8.75	(30)
29	SIGNATURE DULLES	IAD	8.74	(*)
30	GALAXY WEST PALM	PBI	8.71	(26)
31	PANORAMA	HPN	8.59	(31)
32	SIGNATURE TETERBORO	TEB	8.56	(32)
33	LANDMARK DULLES	IAD	8.19	(34)
34	ATLANTIC LAS VEGAS	LAS	8.14	(29)
35	ATLANTIC TETERBORO	TEB	8.13	(33)

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

* did not place in 2009

Most Improved FBOs

12	DULLES JET CTR	IAD	up 23 places	(*)
13	GALAXY/BOCA AVIATION	BCT	up 22 places	(*)
26	FIRST AVIATION	TEB	up 9 places	(*)

Most Improved FBO measures the US FBO that made the biggest gain in scoring over the past year. In 2009 the PRASE Survey cut off the ranking at 34 US FBOs. None of the 3 FBOs listed above ranked in the top 34 last year.

Best FBO Chain

1	PENTASTAR AVIATION	9.22	(2)
2	WILSON AIR CTR	9.09	(1)
3	MILLION AIR	8.96	(3)
4	GALAXY	8.91	(7)
5	BUSINESS JET CTR	8.88	(4)
6	JET AVIATION	8.79	(8)
7	AIRCENTER	8.76	(*)
8	SHELTAIR	8.71	(9)
9	TAC AIR	8.63	(10)
10	SIGNATURE	8.59	(13)
11	CUTTER	8.56	(14)
12	ODYSSEY	8.54	(6)
13	LANDMARK	8.44	(15)
14	ATLANTIC AVIATION	8.43	(12)

Best Independent FBO

1	TEXAS JET	FTW	9.36	(1)
2	MONTEREY JET CTR	MRY	9.22	(5)
3	BANYAN	FXE	9.20	(3)
4	NATIONAL JETS	FLL	9.16	(2)
5	MERIDIAN TETERBORO	TEB	9.13	(6)
6	DULLES JET CTR	IAD	9.10	(*)
7	AVITAT WESTCHESTER	HPN	9.02	(9)
8	EPPS AVIATION	PDK	8.87	(11)
9	VAIL VALLEY JET CTR	EGE	8.82	(8)
10	GALVIN	BFI	8.81	(12)
11	DENVER JET CTR	APA	8.80	(7)
12	FIRST AVIATION	TEB	8.77	(*)
13	PANORAMA	HPN	8.59	(13)

Final results of the 2010 *Professional Pilot* PRAISE Survey

Ranked by overall scores

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Best Canadian FBO

1	IRVING GANDER	YQX	9.24	(1)
2	SKYSERVICE TORONTO	YYZ	8.92	(5)
3	SKYSERVICE MONTREAL	YUL	8.68	(7)
4	LANDMARK TORONTO	YYZ	8.19	(8)
5	INTERDEL AV VANCOUVER	YVR	7.90	(6)

Best Mexican FBO

1	UVAVEMEX	TLC	8.71	(1)
2	MANNY AV/AEROLINEAS EJECUTIVAS	TLC	8.70	(2)
3	AEROTRON PUERTO VALLARTA	PVR	8.40	(3)

Best Caribbean FBO

1	BOHLKE ST CROIX	STX	8.73	(2)
2	ODYSSEY NASSAU	NAS	8.56	(4)
3	EXEC FLIGHT SUPPORT NASSAU	NAS	8.15	(3)
4	TLC (THE LOGICAL CHOICE) ST MAARTEN	SXM	8.10	(1)
5	ISLAND AIR GRAND CAYMAN	GCM	7.80	(5)

Best Latin American FBO

1	LIDER AVIAÇÃO SÃO PAULO	CGH	7.50	(1)
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Best European FBO

1	TAG FARNBOROUGH	FAB	9.28	(1)
2	SIGNATURE LUTON	LTN	8.38	(2)

Best Middle East and African FBO

1	JET AVIATION DUBAI	DXB	8.80	(2)
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Best Asian FBO

1	HONG KONG BUSINESS AV CTR	HKG	8.69	(1)
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Ranked by total votes

* did not place in 2009

Best Catering

1	RUDY'S TETERBORO	Note 1	(1)
2	RUDY'S DULLES	Note 2	(4)
3	STEVIE'S VAN NUYS	Note 3	(5)
4	PERFECT LANDING DENVER	APA	(3)
5	RUDY'S WHITE PLAINS	Note 4	(2)

Note 1: TEB, MMU, EWR, CDW, TTN, BLM

Note 2: DCA, BWI, IAD, HEF, JYO, MTN, GAI, ESN

Note 3: VNY, LAX, OXR, ONT, BUR, CMA, SNA, LGB, SMO, TOA, HHR

Note 4: HPN, LGA, JFK, SWF, ISP, FRG

Best Handling Service Worldwide

1	UNIVERSAL AVIATION	(1)
2	AIR ROUTING	(2)
3	COLT	(6)
4	JEPPESSEN	(3)

Best Fuel Brand

1	AVFUEL	(1)
2	PHILLIPS 66	(2)
3	AIR BP	(3)
4	EXXONMOBIL	(4)
5	CHEVRON	(6)
6	SHELL	(5)

Best Aviation Fuel Credit Card

1	MULTI SERVICE	(1)
2	AVCARD	(2)
3	AVFUEL	(4)
4	COLT	(5)
5	UVAIR	(3)
6	AIR BP	(6)
7	PHILLIPS 66	(8)

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Best International Trip Planning

- | | | |
|---|--------------------------------|-----|
| 1 | UNIVERSAL WEATHER AND AVIATION | (1) |
| 2 | AIR ROUTING | (3) |
| 3 | JEPPESEN | (2) |
| 4 | COLT | (4) |
| 5 | ARINC | (5) |
| 6 | BASEOPS | (6) |

Best Line Tech

- | | | | | |
|---|------------------|-------------------|-----|-----|
| 1 | EDDIE QUEEN | SIGNATURE NEWARK | EWR | (1) |
| 2 | BOB SCHAEPPPI | SIGNATURE ST PAUL | STP | (3) |
| 3 | ERIC VEAL | BANYAN | FXE | (4) |
| 4 | SCOTT HELMS | GALVIN | BFI | (5) |
| 5 | MICHAEL HEILPERN | MONTEREY JET CTR | MRY | (2) |

Best CSR

- | | | | | |
|----|------------------|-----------------------|-----|------|
| 1 | BETSY WINES | MERIDIAN TETERBORO | TEB | (1) |
| 2 | HOLLY HOPKINS | TEXAS JET | FTW | (2) |
| 3 | VICTOR SEDA | MERIDIAN TETERBORO | TEB | (7) |
| 4 | ASHLEY KOVALENKO | GALVIN | BFI | (5) |
| 5 | SANDY TACHOVSKY | SIGNATURE ST PAUL | STP | (4) |
| 6 | RAYELLE WOJNO | ATLANTIC MIDWAY | MDW | (10) |
| 7 | DJ KORZYNIEWSKI | BUSINESS JET CTR LOVE | DAL | (3) |
| 8 | LISA STEVENS | BANYAN | FXE | (*) |
| 9 | JANE WEBB | ATLANTIC NASHVILLE | BNA | (*) |
| 10 | LISA BUE | SIGNATURE MINNEAPOLIS | MSP | (*) |

Best Pro Pilot Writer

- | | | |
|---|---------------|-----|
| 1 | KARSTEN SHEIN | (1) |
| 2 | CLAY LACY | (3) |
| 3 | GRANT MCLAREN | (2) |
| 4 | PHIL ROSE | (*) |
| 5 | MARVIN CETRON | (6) |