

## Texas Jet FTW voted top FBO in 2009 *Pro Pilot* PRASE Survey Wilson Air Center repeats as number 1 FBO chain

ALEXANDRIA VA – April 24, 2009 – Subscribers to *Professional Pilot* magazine have voted Texas Jet of Meacham, Fort Worth TX, Best FBO in the US in the magazine's 36th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey.

Wilson Air Center, with locations at Memphis TN, Charlotte NC and Houston TX, was voted Best FBO Chain in the survey for the 3rd year in a row.

Other FBOs ranked as the Top 10 in the 2009 *Pro Pilot* PRASE Survey are:

- 2 Wilson Air Center MEM, Memphis TN
- 3 National Jets FLL, Fort Lauderdale Intl FL
- 4 Jet Aviation PBI, West Palm Beach FL
- 5 Million Air ADS, Addison, Dallas TX
- 6 Banyan Air Service FXE, Fort Lauderdale Exec FL
- 7 Pentastar Aviation PTK, Pontiac MI
- 8 Scottsdale Air Center SDL, Scottsdale AZ
- 9 Monterey Jet Center MRY, Monterey CA
- 10 Business Jet Center DAL, Love Field, Dallas TX

This year *Professional Pilot's* PRASE Survey ranked best FBOs from 1 through 34 in the US. International area FBOs rated were the Best FBO of Canada, Mexico, the Caribbean, Latin America, Europe, Middle East & Africa and Asia. Other services ranked in the 2009 survey were: catering, intl handling, charter, fuel brand, fuel credit card, weather online/self-service, weather full-service and intl trip planning. Best FBO employees behind the counter and on the line as well as favorite *Pro Pilot* writers were recognized.

Last year Mexico was included under the Best Latin America FBO category. This year Best Mexican FBO was added as an independent category.

The 34 best FBOs and a complete list of rankings in additional categories are presented as an addendum to this news release. Other winners are:

- Best Independent FBO: Texas Jet FTW, Fort Worth TX
- Best Canadian FBO: Irving Aviation YQX, Gander NL
- Best Mexican FBO: UVavemex TLC, Toluca
- Best Caribbean FBO: TLC (The Logical Choice) SXM, St Maarten, Netherlands Antilles
- Best Latin American FBO: Líder-Signature CGH, São Paulo, Brazil
- Best European FBO: TAG Aviation FAB, Farnborough, England
- Best Middle East and African FBO: Royal Jet AUH, Abu Dhabi, 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 International Handling Service: Universal Aviation, Houston Hobby TX
- Best Charter Service: EJM, Executive Jet Mgmt div of NetJets, Hq at Cincinnati OH
- Best Fuel Brand: Avfuel
- Best Aviation Fuel Credit Card: Multi Service
- Best Online/Self-Service Weather: FltPlan.com
- Best Full-Service Weather: WSI
- Best International Trip Planning: Universal Weather and Aviation, Houston Hobby TX
- Best FBO Employee—Line Tech: Eddie Queen, Signature EWR, Newark NJ
- Best FBO Employee—CSR: Betsy Wines, Meridian TEB
- 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 2009 for the Best US FBO division a facility needed to receive a minimum of 30 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. Cutoff date for this year's survey was Apr 1, 2009. 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 the proper accreditation. This year a total of 1999 ballots were returned. Of these 1743 met *Pro Pilot's* acceptance criteria. A total of 256 ballots were disqualified due to lack of signature, 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 pre-count or preliminary step to determine the winners.

Finally, the ballots and scoring data are provided to the judges on site in Alexandria. For the 2009 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 Valero Energy Av Dir John White, United Technologies Chief Pilot Ken Kuhrt, Deere & Company Dir Global Aviation Svcs Larrie Dahl, Kraft Foods Global Chief Pilot Jeff Mroczenski and McDonald's Sr Dir Av Svcs Greg Woods.

In addition to the ground services scoring for *Pro Pilot's* PRASE 2009 survey, each year the magazine gives awards to companies and individuals recognized for their business aviation achievements. This year *Pro Pilot* gave 4 awards. Universal Avionics received 2: One for the company's leadership in SVS—they had the 1st TSO'd Part 25 SVS, the Vision1—and the 2nd to Dir of Advanced Displays Patrick Krohn, who conceived Vision1 and in so doing earned the *Professional Pilot* Avionics Innovator of the Year Award for 2009. The 2 plaques were accepted by Universal Avionics COO Paul DeHerrera. Richard Aboulafia, vp of The Teal Group, was cited for his analytical work in aviation. Valero Energy was earlier selected to be the *Professional Pilot* Flight Dept of the Year for 2008 and Aviation Dir John White accepted the plaque. *Pro Pilot* Annual Awards Dinner for 2009 PRASE was held on April 16th at the Chart House restaurant in Alexandria VA.

A list of all the 2009 PP PRASE Survey winners and runners-up in the various categories follows.

## Final results of the 2009 Professional Pilot PRASE Survey

### Ranked by overall scores

#### Best US FBOs

1	TEXAS JET	FTW	9.36	(4)
2	WILSON AIR CTR MEMPHIS	MEM	9.24	(10)
3	NATIONAL JETS	FLL	9.18	(6)
4	JET AVIATION WEST PALM	PBI	9.17	(7)
5	MILLION AIR ADDISON	ADS	9.15	(9)
6	BANYAN	FXE	9.14	(2)
7	PENTASTAR PONTIAC	PTK	9.13	(1)
8	SCOTTSDALE AIR CTR	SDL	9.12	(3)
9	MONTEREY JET CTR	MRY	9.10	(5)
10	BUSINESS JET CTR LOVE	DAL	9.09	(11)
11	SIGNATURE ST PAUL	STP	9.08	(13)
12	MILLION AIR HOBBY	HOU	9.06	(8)
13	WILSON AIR CTR HOBBY	HOU	9.05	(*)
14	MERIDIAN TETERBORO	TEB	9.04	(20)
15	DENVER JET CTR	APA	9.03	(26)
16	WILSON AIR CTR CHARLOTTE	CLT	9.02	(15)
17	VAIL VALLEY JET CTR	EGE	9.01	(30)
18	AVITAT WESTCHESTER	HPN	8.97	(17)
19	MILLION AIR SALT LAKE	SLC	8.93	(16)
20	SIGNATURE MINNEAPOLIS	MSP	8.88	(23)
21	SHELTAIR FT LAUDERDALE	FLL	8.85	(*)
22	SHOWALTER	ORL	8.83	(12)
23	EPPS	PDK	8.81	(29)
24	LANDMARK SCOTTSDALE	SDL	8.79	(18)
25	GALVIN	BFI	8.75	(19)
26	GALAXY WEST PALM	PBI	8.70	(27)
27	ATLANTIC MIDWAY	MDW	8.69	(28)
28	ATLANTIC SANTA ANA	SNA	8.66	(*)
29	ATLANTIC LAS VEGAS	LAS	8.65	(24)
30	JET AVIATION TETERBORO	TEB	8.64	(25)
31	PANORAMA	HPN	8.53	(*)
32	SIGNATURE TETERBORO	TEB	8.48	(*)
33	ATLANTIC TETERBORO	TEB	8.40	(22)
34	LANDMARK DULLES	IAD	8.37	(*)

US FBOs needed a minimum number of 30 acceptable evaluations to be ranked this year. A total of 34 FBOs met this cut-off.

#### Best FBO Chain

1	WILSON AIR CTR	9.15	(1)
2	PENTASTAR	9.13	(*)
3	MILLION AIR	9.02	(2)
4	BUSINESS JET CTR	9.01	(*)
5	ELLIOTT	8.99	(*)
6	ODYSSEY	8.96	(*)
7	GALAXY	8.84	(*)
8	JET AVIATION	8.82	(5)
9	SHELTAIR	8.80	(3)
10	TAC AIR	8.73	(4)
11	CLAY LACY	8.69	(*)
12	ATLANTIC AVIATION	8.66	(6)
13	SIGNATURE	8.58	(8)
14	CUTTER	8.54	(*)
15	LANDMARK	8.53	(7)

#### Best Independent FBO

1	TEXAS JET	FTW	9.36	(2)
2	NATIONAL JETS	FLL	9.18	(7)
3	BANYAN	FXE	9.14	(1)
4	SCOTTSDALE AIR CTR *	SDL	9.12	(*)
5	MONTEREY JET CTR	MRY	9.10	(3)
6	MERIDIAN TETERBORO	TEB	9.04	(4)
7	DENVER JET CTR **	APA	9.03	(*)
8	VAIL VALLEY JET CTR	EGE	9.01	(6)
9	AVITAT WESTCHESTER	HPN	8.97	(*)
10	SHOWALTER	ORL	8.83	(5)
11	EPPS	PDK	8.81	(8)
12	GALVIN	BFI	8.75	(9)
13	PANORAMA	HPN	8.53	(*)

\* A member of the Ross Aviation Network.

\*\* A member of the Rocky Mountain Jet Ctrs Network.

#### Most Improved FBO

13	WILSON AIR CTR	HOU	(*)
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Most Improved FBO measures the US FBO that made the biggest gain in scoring over the past year. In 2008 the PRASE Survey cut off the ranking at 30 US FBOs. Wilson Air Ctr at Houston Hobby was not ranked in the top 30 last year but moved up to 13th for 2009—the largest gain of any US FBO.

( ) denotes 2008 ranking

\* did not place in 2008

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#### Best Canadian FBO

1	IRVING GANDER	YQX	9.19	(1)
2	MILLION AIR VANCOUVER	YVR	9.03	(*)
3	AERO TOY STORE MONTREAL	YUL	9.02	(*)
4	LANDMARK CALGARY	YYC	8.94	(4)
5	SKYSERVICE TORONTO	YYZ	8.87	(2)
6	INTERDEL AV VANCOUVER	YVR	8.86	(8)
7	SKYSERVICE MONTREAL	YUL	8.72	(3)
8	LANDMARK TORONTO	YYZ	8.64	(5)
9	SKYSERVICE CALGARY	YYC	8.55	(7)
10	LANDMARK VANCOUVER	YVR	8.47	(*)

#### Best Mexican FBO

1	UVAVEMEX	TLC	8.78	(1)
2	MANNY AVIATION	TLC	8.69	(*)
3	AEROTRON PUERTO VALLARTA	PVR	7.85	(2)
4	ASUR CANCUN	CUN	7.72	(*)
5	SAN JOSE DEL CABO	SJD	7.52	(*)

#### Best Caribbean FBO

1	TLC (THE LOGICAL CHOICE) ST MAARTEN	SXM	8.64	(*)
2	BOHLKE ST CROIX	STX	8.51	(3)
3	EXEC FLIGHT SUPPORT NASSAU	NAS	8.43	(2)
4	ODYSSEY NASSAU	NAS	8.22	(1)
5	ISLAND AIR GRAND CAYMAN	GCM	8.09	(*)
6	PROVO AIR CTR, PROVIDENCIALES	PLS	7.42	(*)

#### Best Latin American FBO

1	LÍDER-SIGNATURE SÃO PAULO	CGH	7.94	(*)
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#### Best European FBO

1	TAG FARNBOROUGH	FAB	9.05	(1)
2	SIGNATURE LUTON	LTN	7.99	(2)

#### Best Middle East and African FBO

1	ROYAL JET ABU DHABI	AUH	8.54	(2)
2	JET AVIATION DUBAI	DXB	8.18	(1)

#### Best Asian FBO

1	HONG KONG BUSINESS AV CTR	HKG	8.76	(1)
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### Ranked by total votes

#### Best Catering

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

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

Note 2: HPN, LGA, JFK, SWF, ISP, FRG

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

Note 4: DCA, BWI, IAD, HEF, JYO

#### Best International Handling Service

1	UNIVERSAL AVIATION	(1)
2	AIR ROUTING	(2)
3	JEPPESEN	(3)
4	ICCS	(*)
5	ARINC	(*)
6	COLT	(5)
7	MANNY AVIATION	(4)
8	UVAVEMEX	(*)

#### Best Charter Service

1	EXECUTIVE JET MGMT	(1)
2	CLAY LACY AVIATION	(2)

#### Best Fuel Brand

1	AVFUEL	(1)
2	PHILLIPS 66	(2)
3	AIR BP	(4)
4	EXXONMOBIL	(3)
5	SHELL	(5)
6	CHEVRON	(6)
7	TEXACO	(7)

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### Ranked by total votes

#### **Best Aviation Fuel Credit Card**

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

#### **Best Online/Self-Service Weather**

- 1 FLTPLAN.COM (1)
- 2 WSI (2)
- 3 ARINC (4)
- 4 CSC DUATS (3)
- 5 ADDS (AVIATION DIGITAL DATA SVC) (5)

#### **Best Full-Service Weather**

- 1 WSI (1)
- 2 UNIVERSAL WEATHER AND AVIATION (2)
- 3 ARINC (3)
- 4 JEPPESEN (4)
- 5 AIR ROUTING (\*)

#### **Best International Trip Planning**

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

#### **Best Line Tech**

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

#### **Best CSR**

- |                    |                        |     |      |
|--------------------|------------------------|-----|------|
| 1 BETSY WINES      | MERIDIAN TETERBORO     | TEB | (1)  |
| 2 HOLLY HOPKINS    | TEXAS JET              | FTW | (2)  |
| 3 D J KORZYNIEWSKI | BUSINESS JET CTR       | DAL | (7)  |
| 4 SANDY TACHOVSKY  | SIGNATURE ST PAUL      | STP | (5)  |
| 5 ASHLEY KOVALENKO | GALVIN                 | BFI | (*)  |
| 6 BEVERLY PATTON   | SHELTAIR FT LAUDERDALE | FLL | (8)  |
| 7 VICTOR SEDA      | MERIDIAN TETERBORO     | TEB | (3)  |
| 8 JENNY SHOWALTER  | SHOWALTER              | ORL | (6)  |
| 9 JEAN BALLOU      | GALAXY                 | SUA | (*)  |
| 10 RAYELLE WOJNO   | ATLANTIC MIDWAY        | MDW | (10) |

#### **Favorite Pro Pilot Writer**

- 1 KARSTEN SHEIN (1)
- 2 GRANT MCLAREN (3)
- 3 CLAY LACY (2)
- 4 WOODY MCCLENDON (\*)
- 5 TODD GUNTHER (\*)
- 6 MARVIN CETRON (\*)
- 7 DOUGLAS WILSON (\*)

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