

2023 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: Banyan FXE, Pentastar PTK, Monterey Jet Ctr MRY, Texas Jet FTW, Signature MSP, Galaxy FBO ADS, Million Air ADS, Cutter Av PHX, Denver jetCenter APA, Business Jet Ctr DAL.

Top US FBO Chains – Small (3–10): Galaxy FBO; Large (11+): Million Air.

ALEXANDRIA VA, April 7, 2023 – Subscribers to *Professional Pilot* magazine returned 713 forms in the 50th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

Final results of the 2023 Professional Pilot PRASE Survey

() denotes 2022 ranking

Ranked by overall scores

(*) did not place in 2022

Best US FBOs

		Scores	2022			Scores	2022		
1	BANYAN	FXE	9.81	(5)	11	MILLION AIR	HPN	9.38	(*)
2	PENTASTAR	PTK	9.77	(*)	12	MERIDIAN	TEB	9.33	(13)
3	MONTEREY JET CENTER	MRY	9.76	(1)	13	NAPLES AVIATION	APF	9.32	(14)
4	TEXAS JET	FTW	9.73	(4)	14	GLOBALSELECT	SGR	9.23	(10)
5	SIGNATURE	MSP	9.68	(3)	15	MILLION AIR	AUS	9.22	(*)
6	GALAXY FBO	ADS	9.58	(*)	16	WILSON AIR	MEM	9.15	(9)
7	MILLION AIR	ADS	9.54	(7)	17	WILSON AIR	CLT	9.12	(8)
8	CUTTER AVIATION	PHX	9.53	(*)	18	FONTAINEBLEAU AV	OPF	8.82	(18)
9	DENVER JETCENTER	APA	9.42	(16)	19	VAIL VALLEY JET CTR	EGE	8.70	(*)
10	BUSINESS JET CTR	DAL	9.41	(12)					

FBOs acquired after July 1, 2022 are considered as they were, as independent FBOs or part of the previous chain, as relates to this survey.

For the 2023 PRASE Survey, *Pro Pilot* subscribers scored a total of 1176 US FBO selections from 1 (poor) to 10 (excellent) in 6 categories – Line Team, Customer Service Representatives (CSRs), Facility, Amenities, Promptness & Efficiency, and Value for Price. This provided a total of 6996 individual evaluations to arrive at the 2023 US FBO rankings.

Ranking criteria for US FBOs

The threshold for ranking in the Top US FBOs was a minimum of 11 respondents, whose 6 category scores would yield 66 individual evaluations from *PP* subscribers. For 2023, the total number of ranked US FBOs was 19.

Most Improved US FBO – Pentastar PTK (Oakland County, Pontiac MI)

This award is given to the FBO that made the largest gain in ranking position compared with the previous year. **Pentastar PTK** didn't rank in the top 22 in the list of 2022 US FBOs, but moved up into the 1st position in 2023. Hence, Pentastar PTK advanced by at least 23 positions to win Most Improved US FBO for 2023.

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**Best Independent FBO
Best Small FBO Chain
Best Large FBO Chain**

**Banyan Air Service FXE
Galaxy FBO
Million Air**

Best Independent FBOs

		Scores	2022
1	BANYAN AIR SERVICE	FXE 9.81	(3)
2	PENTASTAR	PTK 9.77	(*)
3	MONTEREY JET CTR	MRY 9.76	(1)
4	TEXAS JET	FTW 9.73	(2)
5	BUSINESS JET CTR	DAL 9.41	(6)
6	MERIDIAN	TEB 9.33	(7)
7	NAPLES AVIATION	APF 9.32	(8)
8	GLOBALSELECT	SGR 9.23	(5)
9	FONTAINEBLEAU AV	OPF 8.82	(9)
10	VAIL VALLEY JET CTR	EGE 8.70	(*)

Best Small FBO Chain (3–10)

		Scores	2022
1	GALAXY FBO (ADS, CXO, HOU)	9.70	(*)
2	JETCENTERS OF COLORADO (APA, COS, FNL)	9.52	(3)
3	CUTTER AV (ABQ, COS, DVT, GTU, PHX, PRC)	9.50	(2)
4	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.18	(1)
5	JET AVIATION (BED, BZN, CPS, DAL, HOU, IAD, PBI, SDL, TEB, VNY)	9.17	(5)

Note: JETCENTERS OF COLORADO includes Denver jetCenter, Colorado jetCenter, and Fort Collins/Loveland jetCenter.

Best Large FBO Chain (11+)

		Scores	2022
1	MILLION AIR	9.37	(1)
2	SIGNATURE	8.75	(6)
3	ATLANTIC	8.74	(4)
4	SHELTAIR	8.72	(2)
5	ROSS AVIATION	8.30	(3)
6	MODERN AVIATION	8.26	(*)

Note: Ross Aviation was acquired by Atlantic Aviation on July 12, 2022.

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. PRASE judges established these definitions in 2011.

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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 Canadian	Skyservice	YYZ	Toronto ON, Canada
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas, Mexico
Best Caribbean	Odyssey Aviation	NAS	Nassau, Bahamas
Best Latin American	Mapiex Intl	PAC	Marcos Gelabert, Panama City, Panama
Best European	Signature	LTN	Luton, London, England
Best Middle East & African	JetEx	DWC	Dubai, UAE
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Scores 2022

Best Canadian

1	SKYSERVICE TORONTO	YYZ	8.81	(1)
2	SKYCHARTER TORONTO	YYZ	8.71	(*)
3	SIGNATURE TORONTO	YYZ	8.45	(*)

Best Mexican

1	CABO SAN LUCAS FBO	CSL	8.75	(1)
2	AEROTRON – PUERTO VALLARTA	PVR	8.27	(*)

Best Caribbean

1	ODYSSEY AVIATION – NASSAU, BAHAMAS	NAS	9.11	(5)
2	JET NASSAU – NASSAU, BAHAMAS	NAS	8.99	(3)

Best Latin American

1	MAPIEX INTL, PANAMA CITY, PANAMA	PAC	9.82	(*)
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Best European

1	SIGNATURE – LUTON, LONDON, ENGLAND	LTN	8.57	(1)
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Best Middle East and African

1	JETEX – DUBAI WORLD CENTRAL, DUBAI, UAE	DWC	9.50	(2)
2	JET AVIATION – INTL, DUBAI, UAE	DXB	8.17	(*)

Best Asian

1	HONG KONG BUSINESS AV CENTRE	HKG	10.00	(1)
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Final results of the 2023 Professional Pilot PRAISE Survey

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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 FBO Line Tech	Jason Gray	Monterey Jet Ctr	MRY	Monterey CA
Best FBO CSR	Kawai Lopez	Monterey Jet Ctr	MRY	Monterey CA

Best Line Techs

			Scores	2022
1	JASON GRAY	MONTEREY JET CTR	MRY	10.00 (1)
2	PAT WALTER	SIGNATURE	MSP	9.93 (*)

Best CSRs

1	KAWAI LOPEZ	MONTEREY JET CTR	MRY	10.00 (1)
2	HOLLY HOPKINS	TEXAS JET	FTW	9.95 (2)
3	SARAH HANK	SIGNATURE	MSP	9.90 (*)

Other services

Catering, Fuel Brand, Fuel Credit Card, Intl Trip Planning, MRO service centers

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

Each region has a winner with no overall national one.

			Scores	2022
Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY'S	NJ area (EWR, TEB)	9.33	(1)
South (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area (FXE, MIA, OPF)	9.64	(1)
2	SILVER LINING	PBI area (PBI)	9.42	(2)
Mountain (AZ, CO, ID, MT, NM, NV, UT, WY)				
1	PERFECT LANDING	APA	9.33	(1)

Note:

Middle Atlantic (DC, DE, MD, VA, WV) – Not enough votes received to determine a winner for this region.

Midwest (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI) – Not enough votes received to determine a winner for this region.

West (AK, CA, HI, OR, WA) – Not enough votes received to determine a winner for this region.

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Best Fuel Brand	WORLD FUEL SERVICES
Best Fuel Credit Card	AVCARD by WORLD FUEL SERVICES
Best Intl Trip Planning	UNIVERSAL WEATHER & AVIATION
Most Preferred MRO	WEST STAR

Best Fuel Brand	Scores	2022
1 WORLD FUEL SERVICES	9.62	(4)
2 AVFUEL	9.45	(1)
3 PHILLIPS 66	9.28	(3)

Best Aviation Fuel Credit Card

1 AVCARD by WORLD FUEL SERVICES	9.61	(1)
2 AVFUEL	9.56	(2)
3 WORLD FUEL CONTRACT	8.94	(3)

Best International Trip Planning

1 UNIVERSAL WEATHER & AVIATION	8.88	(1)
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Most Preferred MROs (Maintenance, Repair & Overhaul) – Category established in 2014

1 WEST STAR	9.95	(2)
2 DUNCAN AVIATION	9.48	(1)

Ranked by total numbers of votes

Favorite *Pro Pilot* Writer Karsten Shein

Pro Pilot magazine writers are ranked annually by subscribers.

List of Favorite *Pro Pilot* Writers

1 KARSTEN SHEIN (Weather Brief)	(1)
2 SHANNON FORREST (Technical articles)	(3)
3 JUSTIN MARCHAND (Operator Profile)	(*)

2023 PROFESSIONAL PILOT PRASE 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, CEOs, and other qualified subscribers to *Professional Pilot* magazine are polled once a year in order to determine the PRASE Winners' List. *Pro Pilot*'s PRASE is the gold standard of aviation ground service leaders.

Pro Pilot uses a multistep process to ensure accurate PRASE Survey results.

1 PRASE voting ballots were sent to subscribers in different waves.

- Digital forms were sent to subscribers directly in Sep 2022.
- Subsequently, forms were mailed with the Oct 2022 issue of *Professional Pilot* magazine.
- Additional direct mailings were sent to *Pro Pilot* subscribers in Jan and Feb 2023, and electronic forms were e-mailed in Sep, Oct, Nov, and Dec 2022, and in Jan, Feb, and Mar 2023.
- PRASE Survey form was shared on www.propilotmag.com, and *PP* social media accounts – Facebook, LinkedIn, Instagram, and Twitter. We monitored closely every form received. Only *Pro Pilot* subscribers' votes were accepted.

Subscribers were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2023 PRASE Survey was Mar 28, 2023. Late ballots were not included in the tally.

Strict checking and verification was done and only 1 ballot per participant was allowed. Voting was restricted to qualified *Pro Pilot* subscribers only.

In categories where they compete, members of organizations or individuals were not permitted to submit ballots. Public relations, marketing, and advertising personnel are ineligible.

PRASE Survey results are based on operators' experience during the past year only. *Pro Pilot* does not use evaluations and/or results from previous years.

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 2023 PRASE Survey received a total of 713 ballots. Of these forms, a total of 505 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 208 ballots disqualified due to inconsistencies, errors, duplications, or lack of required information.

2 Qualified ballots were transferred into a database and sent to Conklin & de Decker, a JSSI company, for analysis.

3 Database information was analyzed and tabulated by Conklin & de Decker at its headquarters in Arlington TX.

A precount was accomplished as a preliminary step, followed by a final count to determine the rankings and winners. The winners' list was finalized on April 4, 2023.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2023 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2023 issue of *Pro Pilot*.