

## 2024 Pro Pilot PRASE Survey Winners List

**Top 10 US FBOs: Galaxy FBO ADS, Wilson Air Ctr CHA, Texas Jet FTW, Pentastar PTK, Monterey Jet Ctr MRY, Banyan FXE, Wilson Air Ctr CLT, Naples Aviation APF, Wilson Air Ctr MEM, Cutter Aviation PHX.**

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

ALEXANDRIA VA, April 16, 2024 – Subscribers to *Professional Pilot* magazine returned 707 forms in the 51st annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

### Final results of the 2024 Professional Pilot PRASE Survey

( ) denotes 2023 ranking

Ranked by overall scores

(\*) did not place in 2023

#### Best US FBOs

		Scores	2023			Scores	2023		
1	GALAXY FBO	ADS	9.85	(6)	10	CUTTER AVIATION	PHX	9.50	(8)
2	WILSON AIR	CHA	9.77	(*)	11	WILSON AIR	HOU	9.30	(*)
3	TEXAS JET	FTW	9.75	(4)	12	MERIDIAN – now SIGNATURE	TEB	9.28	(12)
4	PENTASTAR	PTK	9.72	(2)	13	JETCENTERS OF COLORADO	APA	9.24	(9)
5	MONTEREY JET CENTER	MRY	9.71	(3)	14	BASE OPERATIONS AT PAGE FIELD	FMY	9.23	(*)
6	BANYAN	FXE	9.64	(1)	15	BUSINESS JET CTR	DAL	9.16	(10)
7	WILSON AIR	CLT	9.62	(17)	16	FONTAINEBLEAU AV	OPF	8.71	(18)
8	NAPLES AVIATION	APF	9.52	(13)	17	SIGNATURE AV	TEB	7.97	(*)
9	WILSON AIR	MEM	9.51	(16)					

FBOs acquired after July 1, 2023 are considered as they were, as independent FBOs or part of the previous chain, as relates to this survey.

Meridian TEB was acquired by Signature on Jan 1, 2024.

For the 2024 PRASE Survey, *Pro Pilot* subscribers scored a total of 1258 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 7496 individual evaluations to arrive at the 2024 US FBO rankings.

#### Ranking criteria for US FBOs

The threshold for ranking in the Top US FBOs was a minimum of 12 respondents, whose 6 category scores would yield 72 individual evaluations from PP subscribers. For 2024, the total number of ranked US FBOs was 17.

#### Most Improved US FBO – Wilson Air Ctr CHA (Chattanooga TN)

This award is given to the FBO that made the largest gain in ranking position compared with the previous year.

**Wilson Air Ctr CHA** didn't rank in the top 19 in the list of 2023 US FBOs, but moved up into the 2nd position in 2024.

Hence, Wilson Air Ctr CHA advanced by at least 18 positions to win Most Improved US FBO for 2024.

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

**Texas Jet FTW  
Galaxy FBO  
Million Air**

**Best Independent FBOs**

		<b>Scores</b>	<b>2023</b>
1	TEXAS JET	FTW 9.75	(4)
2	PENTASTAR	PTK 9.72	(2)
3	MONTEREY JET CTR	MRY 9.71	(3)
4	BANYAN AIR SERVICE	FXE 9.64	(1)
5	NAPLES AVIATION	APF 9.52	(7)
6	MERIDIAN – now SIGNATURE	TEB 9.28	(6)
7	BASE OPERATIONS AT PAGE FIELD	FMY 9.23	(*)
8	BUSINESS JET CTR	DAL 9.16	(5)
9	FONTAINEBLEAU AV	OPF 8.71	(9)

**Best Small FBO Chain (3–10)**

		<b>Scores</b>	<b>2023</b>
1	GALAXY FBO (ADS, CXO, HOU)	9.80	(1)
2	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.61	(4)
3	JETCENTERS OF COLORADO (APA, COS, FNL)	9.41	(2)
4	CUTTER AV (ABQ, COS, DVT, GTU, PHX, PRC)	9.39	(3)
5	JET AVIATION (BED, BZN, CPS, DAL, HOU, PBI, SDL,TEB ,VNY)	8.78	(5)

**Best Large FBO Chain (11+)**

		<b>Scores</b>	<b>2023</b>
1	MILLION AIR	9.15	(1)
2	ATLANTIC	8.87	(3)
3	SHELTAIR	8.75	(4)
4	SIGNATURE	8.59	(2)
5	MODERN AVIATION	8.50	(6)

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 <b>Canadian</b>	Skyservice	YYZ	Toronto ON, Canada
Best <b>Mexican</b>	Cabo San Lucas FBO	CSL	Cabo San Lucas, Mexico
Best <b>Caribbean</b>	Bohlke	STX	St Croix, Virgin Islands
Best <b>Latin American</b>	Mapiex Intl	PAC	Marcos Gelabert, Panama City, Panama
Best <b>European</b>	Farnborough Airport	FAB	Farnborough, England
Best <b>Middle East &amp; African</b>	Jet Aviation	DXB	Dubai, UAE
<b>Best Asian</b>	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

#### Scores 2023

#### Best Canadian

1	SKYSERVICE TORONTO	YYZ	8.82	(1)
2	SKYCHARTER TORONTO	YYZ	8.47	(2)

#### Best Mexican

1	CABO SAN LUCAS FBO	CSL	8.88	(1)
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#### Best Caribbean

1	BOHLKE – ST CROIX, VIRGIN ISLANDS	STX	9.65	(*)
2	JET NASSAU – NASSAU, BAHAMAS	NAS	8.74	(2)
3	ODYSSEY AVIATION – NASSAU, BAHAMAS	NAS	8.42	(1)

#### Best Latin American

1	MAPIEX INTL – PANAMA CITY, PANAMA	PAC	9.48	(1)
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#### Best European

1	FARNBOROUGH AIRPORT – FARNBOROUGH, ENGLAND	FAB	9.63	(*)
2	UNIVERSAL – LE BOURGET, PARIS, FRANCE	LBG	9.07	(*)
3	SIGNATURE – SHANNON, IRELAND	SNN	8.60	(*)
4	SIGNATURE – LUTON, LONDON, ENGLAND	LTN	8.58	(1)

#### Best Middle East and African

1	JET AVIATION – INTL, DUBAI, UAE	DXB	9.33	(2)
2	JET AVIATION – DUBAI WORLD CENTRAL, DUBAI, UAE	DWC	9.00	(*)

#### Best Asian

1	HONG KONG BUSINESS AV CTR HONG KONG, CHINA	HKG	9.25	(1)
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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	2023
1	JASON GRAY	MONTEREY JET CTR	MRY	10.00 (1)
2	PAT WALTER	SIGNATURE	MSP	9.98 (2)
3	CARLOS ROBINS	BANYAN	FXE	9.90 (*)

### Best CSRs

1	KAWAI LOPEZ	MONTEREY JET CTR	MRY	10.00 (1)
2	PAM COATES	WILSON AIR CTR	CHA	9.98 (*)
3	HOLLY HOPKINS	TEXAS JET	FTW	9.95 (2)
4	PABLO GARCIA	BANYAN	FXE	9.78 (*)

### 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	2023
<b>Northeast</b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY'S	NJ area (EWR, MMU, TEB)		9.10 (1)
<b>South</b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area (FXE, FLL)		9.75 (1)
<b>Midwest</b> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)				
1	FIVESTAR GOURMET	PTK		9.94 (*)

**Note:** Not enough votes received to determine a winner for these regions:

**Middle Atlantic** (DC, DE, MD, VA, WV)

**Mountain** (AZ, CO, ID, MT, NM, NV, UT, WY)

**West** (AK, CA, HI, OR, WA)

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Best <b>Fuel Brand</b>	PHILLIPS 66
Best <b>Fuel Credit Card</b>	AVCARD by WORLD FUEL SERVICES
Best <b>Intl Trip Planning</b>	WORLD FUEL TRIP SUPPORT
Most Preferred <b>MRO</b>	DUNCAN AVIATION

<b>Best Fuel Brand</b>		<b>Scores</b>	<b>2023</b>
1	PHILLIPS 66	9.81	(3)
2	WORLD FUEL SERVICES	9.71	(1)
3	AVFUEL	9.30	(2)
4	TITAN	9.28	(*)

**Best Aviation Fuel Credit Card**

1	AVCARD by WORLD FUEL SERVICES	9.71	(1)
2	AVFUEL	9.02	(2)
3	US BANK MULTI SERVICE	8.89	(*)

**Best International Trip Planning**

1	WORLD FUEL TRIP SUPPORT	9.51	(*)
2	UNIVERSAL WEATHER & AVIATION	8.48	(1)

**Most Preferred MROs (Maintenance, Repair & Overhaul)** – Category established in 2014

1	DUNCAN AVIATION	9.42	(2)
2	WEST STAR	9.34	(1)
3	TEXTRON	8.86	(*)

**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	DAVID BJELLOS (Rules & Regulations)	(*)
3	SHANNON FORREST (Technical articles)	(2)
4	PETER BERENDSEN (Intl Ops)	(*)

## **2024 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 2023.
- Subsequently, forms were mailed with the Oct 2023 issue of *Professional Pilot* magazine.
- Additional direct mailings were sent to *Pro Pilot* subscribers in Nov 2023, and electronic forms were e-mailed in Sep, Oct, Nov, and Dec 2023, and in Jan, Feb, and Mar 2024.
- PRASE Survey form was shared on [www.propilotmag.com](http://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 2024 PRASE Survey was Mar 31, 2024. 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 2024 PRASE Survey received a total of 707 ballots. Of these forms, a total of 547 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 160 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 12, 2024.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2024 edition of *Professional Pilot* magazine.

Expanded coverage with photos of winners and descriptions of activities will appear in the July 2024 issue of *Pro Pilot*.