

2025 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs:

Base Operations at Page Field FMY, Banyan FXE, GlobalSelect SGR, Galaxy FBO ADS, Monterey Jet Ctr MRY, Texas Jet FTW, Pentastar PTK, Million Air HPN, Business Jet DAL, Naples Aviation APF.

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

ALEXANDRIA VA, April 16 , 2025 – Subscribers to *Professional Pilot* magazine and qualified operators returned 706 forms in the 52nd annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

Final results of the 2025 Professional Pilot PRASE Survey

() denotes 2024 ranking

Ranked by overall scores

(*) did not place in 2024

Best US FBOs

			Scores	2024				Scores	2024
1	BASE OPERATIONS AT PAGE FIELD	FMY	9.73	(14)	10	NAPLES AVIATION	APF	9.35	(8)
2	BANYAN	FXE	9.71	(6)	11	WILSON AIR	HOU	9.34	(11)
3	GLOBALSELECT	SGR	9.64	(*)	12	CUTTER AVIATION	COS	9.29	(*)
4	GALAXY FBO	ADS	9.63	(1)	13	WILSON AIR	CHA	9.22	(2)
5	MONTEREY JET CENTER	MRY	9.51	(5)	14	MILLION AIR	AUS	9.20	(*)
6	TEXAS JET	FTW	9.50	(3)	15	WILSON AIR	CLT	9.12	(7)
7	PENTASTAR	PTK	9.49	(4)	16	JET AVIATION	TEB	8.73	(*)
8	MILLION AIR	HPN	9.40	(*)	17	SIGNATURE – formerly Meridian	TEB	8.65	(12)
9	BUSINESS JET	DAL	9.39	(15)					

FBOs acquired after July 1, 2024 are considered as they were, ie, as independent FBOs or as part of the previous chain, as relates to this survey.

For the 2025 PRASE Survey, *Pro Pilot* subscribers and qualified operators scored a total of 1345 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 8046 individual evaluations to arrive at the 2025 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. For 2025, the total number of ranked US FBOs was 17.

Most Improved US FBO:

GlobalSelect SGR (Sugar Land, Houston TX)

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

GlobalSelect SGR didn't rank in the top 17 in the list of 2024 US FBOs, but moved up into the 3rd position in 2025.

Hence, **GlobalSelect SGR** advanced by at least 15 positions to win Most Improved US FBO for 2025.

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

**Base Operations at Page Field FMY
Galaxy FBO
Million Air**

Best Independent FBO

Scores 2024

1	BASE OPERATIONS AT PAGE FIELD	FMY	9.73	(7)
2	BANYAN	FXE	9.71	(4)
3	GLOBALSELECT	SGR	9.64	(*)
4	MONTEREY JET CENTER	MRY	9.51	(3)
5	TEXAS JET	FTW	9.50	(1)
6	PENTASTAR	PTK	9.49	(2)
7	BUSINESS JET	DAL	9.39	(8)
8	NAPLES AVIATION	APF	9.35	(5)

Best Small FBO Chain (3–10)

Scores 2024

1	GALAXY FBO (ADS, CXO, HOU)		9.68	(1)
2	CUTTER AV (ABQ, COS, DVT, GTU, PHX, PRC)		9.31	(4)
3	WILSON AIR CTR (CHA, CLT, HOU, MEM)		9.24	(2)
4	CLAY LACY (OXC, SNA, VNY)		8.92	(*)
5	SKYSERVICE (APC, BDN, BFI, FLL, HLN, OPF, RDM)		8.90	(*)
6	AERO CENTERS (CPR, GEG, ILM, LAL, PDK, SFF, TLH)		8.88	(*)
7	JET AVIATION (BED, BZN, CPS, DAL, HOU, MKE, PBI, SDL,TEB ,VNY)		8.85	(5)

Best Large FBO Chain (11+)

Scores 2024

1	MILLION AIR		9.31	(1)
2	SIGNATURE		8.78	(4)
3	SHELTAIR		8.74	(3)
4	ATLANTIC		8.55	(2)

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:

Best Canadian	Skyservice	YUL	Montréal QC, Canada
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas, Mexico
Best Caribbean	Provo Air Ctr	PLS	Providenciales, Turks and Caicos Islands
Best Latin American	Mapiex Intl	PAC	Marcos Gelabert, Panama City, Panama
Best European	Farnborough Airport	FAB	Farnborough, England
Best Middle East & African	Jetex	DWC	Dubai World Central, Dubai, UAE
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Best Canadian

		Scores	2024
1	SKYSERVICE MONTREAL	YUL 9.32	(*)
2	MILLION AIR VANCOUVER	YVR 9.17	(*)
3	SKYSERVICE TORONTO	YYZ 9.13	(1)
4	SKYSERVICE VANCOUVER	YVR 8.93	(*)

Best Mexican

1	CABO SAN LUCAS FBO	CSL 8.90	(1)
2	ICCS MONTERREY	MTY 8.83	(*)
3	UNIVERSAL AVIATION LOS CABOS	SJD 8.78	(*)

Best Caribbean

1	PROVO AIR CTR – PROVIDENCIALES, TURKS AND CAICOS ISLANDS	PLS 9.17	(*)
2	JET NASSAU – NASSAU, BAHAMAS	NAS 8.96	(2)
3	ODYSSEY AVIATION – NASSAU, BAHAMAS	NAS 8.85	(3)
4	CHEROKEE AVIATION – ABACO ISLANDS, BAHAMAS	MHH 8.45	(*)

Best Latin American

1	MAPIEX INTL – PANAMA CITY, PANAMA	PAC 9.78	(1)
2	ECUACENTAIR FBO – QUITO, ECUADOR	UIO 9.33	(*)
3	AEROSUPPORT FBO – BOGOTA, COLOMBIA	BOG 8.83	(*)
4	LIDER – RIO DE JANEIRO, BRAZIL	GIG 8.33	(*)

Best European

1	FARNBOROUGH AIRPORT – FARNBOROUGH, ENGLAND	FAB 9.73	(1)
2	HARRODS AV – LUTON, LONDON, ENGLAND	LTN 9.60	(*)
3	SIGNATURE – LUTON, LONDON, ENGLAND	LTN 8.83	(4)

Best Middle East and African

1	JETEX – DUBAI WORLD CENTRAL, DUBAI, UAE	DWC 10.00	(*)
2	GOZEN AIR SERVICES – TRABZON, TURKEY	TZX 8.83	(*)

Best Asian

1	HONG KONG BUSINESS AV CTR HONG KONG, CHINA	HKG 9.41	(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	Holly Hopkins	Texas Jet	FTW	Meacham, Fort Worth TX

Best Line Techs

			Scores	2024
1	JASON GRAY	MONTEREY JET CTR	MRY	10.00 (1)
2	CARLOS ROBINS	BANYAN	FXE	9.98 (3)
3	JASON ROWE	SKYSERVICE	YVR	9.66 (*)

Best CSRs

1	HOLLY HOPKINS	TEXAS JET	FTW	10.00 (3)
2	KAWAI LOPEZ	MONTEREY JET CTR	MRY	9.98 (1)
3	ABBIGALE GRENSING	BANYAN	FXE	9.91 (*)
4	SOLANGE VIDEIRA	SKYSERVICE	YVR	9.83 (*)

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	2024
<u>Northeast</u> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY'S	NJ area (MMU, TEB)		9.79 (1)
<u>South</u> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area (FXE, BCT)		9.81 (1)
<u>Midwest</u> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)				
1	FIVESTAR GOURMET	PTK		9.85 (1)
<u>Mountain</u> (AZ, CO, ID, MT, NM, NV, UT, WY)				
1	PERFECT LANDING	APA		9.38 (*)
<u>West</u> (AK, CA, HI, OR, WA)				
1	STEVIE'S	CA area (VNY)		9.50 (*)

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

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

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Best Fuel Brand	TITAN
Best Fuel Credit Card	WORLD FUEL SERVICES CONTRACT
Best Intl Trip Planning	WORLD FUEL TRIP SUPPORT
Most Preferred MRO	WEST STAR

Best Fuel Brand

	Scores	2024
1 TITAN	9.75	(4)
2 AVFUEL	9.65	(3)
3 WORLD FUEL SERVICES	9.60	(2)
4 PHILLIPS 66	8.95	(1)

Best Aviation Fuel Credit Card

1 WORLD FUEL SERVICES CONTRACT	9.75	(*)
2 AVCARD by WORLD FUEL SERVICES	9.54	(1)
3 AVFUEL	9.40	(2)

Best International Trip Planning

1 WORLD FUEL TRIP SUPPORT	9.50	(1)
2 UNIVERSAL WEATHER & AVIATION	9.06	(2)

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

1 WEST STAR	8.89	(2)
2 TEXTRON	8.83	(3)

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)	(2)
3 DON VAN DYKE (Engine Propulsion/Technique)	(*)
4 OWEN DAVIS (Engine Propulsion/Technique)	(*)

2025 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 2024.
- Subsequently, direct mailings were sent to *Pro Pilot* subscribers in Oct 2024, and electronic forms were e-mailed in Oct, Nov, and Dec 2024, and in Jan, Feb, and Mar 2025.
- PRASE Survey form was shared on www.propilotmag.com and on *Pro Pilot* social media accounts – Facebook, LinkedIn, Instagram, and Twitter. We monitored closely every form received. *Pro Pilot* subscribers and qualified operators were instructed to return their completed ballots to *Professional Pilot* in Alexandria VA. Cutoff date for the 2025 PRASE Survey was Mar 31, 2025. Late ballots were not included in the tally.

Strict checking and verification was done and only 1 ballot per participant was allowed.

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 2025 PRASE Survey received a total of 706 ballots. Of these forms, 559 met the *Pro Pilot* acceptance criteria and were used in the analysis. A total of 147 ballots were 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 16, 2025.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2025 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2025 issue of *Pro Pilot*.