

## 2020 Pro Pilot PRASE Survey Winners List

**Top 10 US FBOs: Wilson Air CHA, Texas Jet FTW, Pentastar PTK, Signature MSP, Signature STP, Jet Aviation PBI, GlobalSelect SGR, Million Air HOU, Business Jet Ctr DAL, Monterey Jet Ctr MRY.**  
**Top US FBO Chains – Small (3–10): Wilson Air Ctr, Large (11+): Million Air.**

ALEXANDRIA VA – April 21, 2020. Subscribers to *Professional Pilot* magazine returned 937 forms in the 47th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

### Final results of the 2020 Professional Pilot PRASE Survey

( ) denotes 2019 ranking

#### Ranked by overall scores

\* did not place in 2019

#### Best US FBOs

		Scores	2019			Scores	2019		
1	WILSON AIR	CHA	9.63	(*)	14	WILSON AIR	MEM	9.13	(10)
2	TEXAS JET	FTW	9.61	(3)	15	BANYAN	FXE	9.11	(6)
3	PENTASTAR	PTK	9.53	(2)	16	ATLANTIC	MDW	9.07	(18)
4	SIGNATURE	MSP	9.47	(5)	17	NAPLES AVIATION	APF	9.05	(15)
5	SIGNATURE	STP	9.40	(1)	18	MERIDIAN	TEB	9.03	(13)
6	JET AVIATION	PBI	9.30	(8)	19	JET AVIATION	IAD	8.98	(*)
7	GLOBALSELECT	SGR	9.29	(7)	20	WILSON AIR	HOU	8.92	(24)
8	MILLION AIR	HOU	9.24	(4)	21	FONTAINEBLEAU	OPF	8.91	(17)
9	BUSINESS JET CTR	DAL	9.20	(11)	22	ATLANTIC	TEB	8.80	(27)
10	MONTEREY JET CTR	MRY	9.19	(14)	23	DENVER JETCENTER	APA	8.77	(23)
11	ATLANTIC	SJC	9.18	(*)	24	JET AVIATION	TEB	8.69	(29)
12	WILSON AIR	CLT	9.17	(12)	25	SIGNATURE	TEB	8.59	(26)
13	MILLION AIR	ADS	9.14	(9)					

FBOs acquired after July 1, 2019 are considered as they were, as independent FBOs or part of the other chain, as relates to this survey.

*Pro Pilot* subscribers scored 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.

#### Ranking Criteria for US FBOs

For 2020 the total number of ranked US FBOs was 25. A minimum of 15 respondents with 6 categories giving 90 individual evaluations from *Pro Pilot* subscribers was the threshold for ranking in the Top US FBOs.

#### Most Improved FBO – Wilson Air Ctr CHA (Lovell Field Airport, Chattanooga TN)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Wilson Air Ctr CHA didn't rank in the top 32 in the list of 2019 US FBOs, but moved up into the 1st position in 2020. Hence, Wilson Air Ctr CHA advanced at least 32 positions to win Most Improved US FBO for 2020.

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**Best Independent FBO** Texas Jet FTW  
**Best Small FBO Chain** Wilson Air Center  
**Best Large FBO Chain** Million Air

<b>Best Independent FBOs</b>			<b>Scores</b>	<b>2019</b>
1	TEXAS JET	FTW	9.61	(2)
2	PENTASTAR	PTK	9.53	(1)
3	GLOBALSELECT	SGR	9.29	(4)
4	BUSINESS JET CTR	DAL	9.20	(5)
5	MONTEREY JET CTR	MRY	9.19	(7)
6	BANYAN	FXE	9.11	(3)
7	NAPLES AVIATION	APF	9.05	(8)
8	MERIDIAN	TEB	9.03	(6)
9	FONTAINEBLEAU AVIATION	OPF	8.91	(9)

<b>Best Small FBO Chain (3–10)</b>			<b>Scores</b>	<b>2019</b>
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)		9.30	(1)
2	CUTTER (ABQ, COS, DVT, PHX)		8.92	(2)
3	JET AVIATION (BED, CPS, DAL, HOU, IAD, PBI, TEB ,VNY)		8.90	(3)
4	ROSS AVIATION (ANC, FAT, HPN, LGB, SDL, TRM)		8.84	(4)
5	JETCENTERS (APA, COS, FNL)		8.83	(5)

Note: JETCENTERS includes Denver jetCenter, Colorado jetCenter and Ft Collins/Loveland jetCenter.

<b>Best Large FBO Chain (11+)</b>			<b>Scores</b>	<b>2019</b>
1	MILLION AIR		9.13	(1)
2	SHELTAIR		9.00	(2)
3	ATLANTIC		8.82	(3)
4	SIGNATURE		8.75	(5)
5	TAC AIR		8.64	(4)

In the *Pro Pilot* PRASE Survey, small FBO chains have 3–10 bases. Large FBO chains have 11 bases 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	YUL	Montreal, Canada
Best <b>Mexican</b>	Uvavemex	TLC	Toluca, Mexico
Best <b>Caribbean</b>	Jet Aviation now Jet Nassau	NAS	Nassau, Bahamas
Best <b>Latin American</b>	Aerosupport FBO	BOG	Bogota, Colombia
Best <b>European</b>	Farnborough Airport	FAB	Farnborough, UK
Best <b>Middle East &amp; African</b>	Jet Aviation	DXB	Dubai, United Arab Emirates (UAE)
Best <b>Asian</b>	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

			Scores	2019
<b><u>Best Canadian</u></b>				
1	SKYSERVICE MONTREAL	YUL	8.98	(3)
2	SKYSERVICE TORONTO	YYZ	8.95	(2)
3	SKYCHARTER TORONTO	YYZ	8.59	(*)
4	SIGNATURE TORONTO	YYZ	8.51	(*)
<b><u>Best Mexican</u></b>				
1	UVAVEMEX TOLUCA	TLC	9.35	(*)
2	MANNY AVIATION SAN JOSE DEL CABO	SJD	8.91	(*)
3	CABO SAN LUCAS FBO	CSL	8.80	(1)
4	AEROTRON PUERTO VALLARTA	PVR	8.08	(3)
<b><u>Best Caribbean</u></b>				
1	JET AVIATION - NASSAU, BAHAMAS (JET NASSAU as of Jan 2020)	NAS	8.65	(1)
2	ODYSSEY - NASSAU, BAHAMAS	NAS	8.44	(3)
3	BLUE HERON AVIATION PROVIDENCIALES, TURKS & CAICOS	PLS	8.34	(*)
4	ISLAND AIR - GRAND CAYMAN, CAYMAN ISLAND	GCM	8.07	(*)
<b><u>Best Latin American</u></b>				
1	AEROSUPPORT FBO - BOGOTÁ, COLOMBIA	BOG	9.08	(*)
2	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	8.10	(*)
<b><u>Best European</u></b>				
1	FARNBOROUGH AIRPORT - UK	FAB	9.40	(1)
2	SIGNATURE - LE BOURGET, PARIS, FRANCE	LBG	9.07	(3)
3	SIGNATURE - LUTON, LONDON, UK	LTN	8.97	(2)
<b><u>Best Middle East and African</u></b>				
1	JET AVIATION - DUBAI, UAE	DXB	9.00	(2)
2	EXECUJET - DUBAI, UAE	DXB	8.83	(1)
3	DC AVIATION - AL MAKTOUM INTL, DUBAI, UAE	DWC	8.50	(*)
<b><u>Best Asian</u></b>				
1	HONG KONG BUSINESS AV CTR	HKG	7.93	(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 <b>FBO Line Tech</b>	Pat Walter	Signature	MSP	Minneapolis	MN
Best <b>FBO CSR</b>	Betsy Wines	Meridian	TEB	Teterboro	NJ

**Best Line Techs**

				<b>Scores</b>	<b>2019</b>
1	PAT WALTER	SIGNATURE	MINNEAPOLIS	MSP	9.98 (1)

**Best CSRs**

1	BETSY WINES	MERIDIAN	TETERBORO	TEB	10.00 (2)
2	ANNETTE TORGERSON	SIGNATURE	MINNEAPOLIS	MSP	9.98 (*)
3	VICTOR SEDA	MERIDIAN	TETERBORO	TEB	9.85 (4)
4	HOLLY HOPKINS	TEXAS JET	FORT WORTH	FTW	9.84 (3)

**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.

					<b>Scores</b>	<b>2019</b>
<b><u>Northeast</u></b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)						
1	RUDY'S		NJ area	(EWR, MMU, TEB)	9.23	(1)
<b><u>South</u></b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)						
1	SILVER LINING		MIA area	(BCT, FLL, FXE, MIA, OPF)	9.13	(2)
<b><u>Mountain</u></b> (AZ, CO, ID, MT, NM, NV, UT, WY)						
1	PERFECT LANDING		APA		9.29	(1)
<b><u>Midwest</u></b> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)						
1	ATIKI'S FLIGHT CATERING		MN area	(MSP, STP)	9.50	(*)
<b><u>WEST</u></b> (AK, CA, HI, OR, WA)						
1	STEVIE'S		CA area	(BUR, VNY)	9.79	(*)

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

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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>	UNIVERSAL WEATHER & AVIATION
Most Preferred <b>MRO</b>	WEST STAR AVIATION

**Best Fuel Brand**

**Scores 2019**

1 PHILLIPS 66	9.40	(1)
2 AVFUEL	9.32	(2)
3 WORLD FUEL SERVICES	9.29	(4)
4 SHELL	9.09	(3)

**Best Aviation Fuel Credit Card**

1 AVCARD by WORLD FUEL SERVICES	9.44	(4)
2 AVFUEL	9.15	(5)
3 UVAIR	9.13	(3)

**Best International Trip Planning**

1 UNIVERSAL WEATHER & AVIATION	9.06	(2)
2 COLLINS AEROSPACE Includes ARINC, Ascend and Air Routing	8.88	(3)

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

1 WEST STAR AVIATION	9.56	(1)
2 DUNCAN AVIATION	9.53	(2)
3 GULFSTREAM	9.38	(4)
4 TEXTRON AVIATION	8.77	(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 GRANT MCLAREN (Intl Ops)	(2)
3 BRENT BUNDY (Operator Profile)	(4)
4 MIKE POTTS (Senior Contributing Writer)	(*)
5 SHANNON FORREST (Tech Articles Specialist)	(*)

## **2020 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, pilots, CEOs and other qualified subscribers to *Professional Pilot* magazine are polled once a year in order to determine the PRASE Winners List. PRASE is the gold standard of aviation ground service leaders.

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

### **1 Ballots were sent to subscribers in 6 waves.**

- PRASE forms were sent to subscribers in Oct 2019.
- PRASE forms were sent with the Nov and Dec 2019 issues of *Professional Pilot*.
- Additional forms were sent to *Pro Pilot* subscribers separately from the magazine in Jan, Feb, and Mar 2020.
- PRASE Survey form was shared on *Pro Pilot's* website and social media accounts – [www.propilotmag.com](http://www.propilotmag.com), 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 2020 PRASE Survey was April 10, 2020. Late ballots were not included in the tally.

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

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

### **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 2020 PRASE Survey received a total of 937 ballots. Of these forms, a total of 799 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 138 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 as a preliminary step was accomplished followed by a final count to determine the rankings and winners. The winners list was finalized on April 17, 2020.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2020 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2020 issue of *Pro Pilot*.

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