

2021 Pro Pilot PRASE Survey Winners List

Top 10 US FBOs: Wilson Air CHA, Million Air HPN, Signature MSP, Texas Jet FTW, Pentastar PTK, Signature STP, Banyan FXE, Atlantic SJC, Wilson Air CLT, Meridan TEB.

Top US FBO Chains—Small (3–10): Wilson Air Ctr, Large (11+): Million Air.

ALEXANDRIA VA—April 22, 2021 Subscribers to *Professional Pilot* magazine returned 837 forms in the 48th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

Final results of the 2021 Professional Pilot PRASE Survey

() denotes 2020 ranking

Ranked by overall scores

* did not place in 2020

Best US FBOs

		Scores	2020			Scores	2020		
1	WILSON AIR	CHA	9.64	(1)	13	MILLION AIR	ADS	9.15	(13)
2	MILLION AIR	HPN	9.63	(*)	14	ROSS AV	SDL	9.10	(*)
3	SIGNATURE	MSP	9.61	(4)	15	SIGNATURE	TEB	9.08	(25)
4	TEXAS JET	FTW	9.59	(2)	16	BASE OPS AT PAGE FIELD	FMY	9.07	(*)
5	PENTASTAR	PTK	9.58	(3)	17	VAIL VALLEY JET CTR	EGE	9.01	(*)
6	SIGNATURE	STP	9.53	(5)	18	JET AVIATION	TEB	8.96	(24)
7	BANYAN	FXE	9.50	(15)	19	NAPLES AVIATION	APF	8.95	(17)
8	ATLANTIC	SJC	9.39	(11)	20	FONTAINEBLEAU AV	OPF	8.91	(21)
9	WILSON AIR	CLT	9.31	(12)	21	BUSINESS JET CTR	DAL	8.90	(9)
10	MERIDIAN	TEB	9.23	(18)	22	ATLANTIC	TEB	8.67	(22)
11	JET AVIATION	PBI	9.22	(6)	23	DENVER JETCENTER	APA	8.62	(23)
12	GLOBALSELECT	SGR	9.17	(7)					

FBOs acquired after July 1, 2020 are considered as they were, as independent FBOs or part of the previous chain, as relates to this survey.

For the 2021 PRASE Survey, *Pro Pilot* subscribers scored a total of 1689 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 10,089 individual evaluations to arrive at the 2021 US FBO rankings.

Ranking criteria for US FBOs

For 2021 the total number of ranked US FBOs was 23. A minimum of 13 respondents with 6 categories giving 78 individual evaluations from *PP* subscribers was the threshold for ranking in the Top US FBOs.

Most Improved FBO—Million Air HPN (Westchester County, White Plains NY)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Million Air HPN didn't rank in the top 25 in the list of 2020 US FBOs but moved up into the 2nd position in 2021. Hence, Million Air HPN advanced by at least 24 positions to win Most Improved US FBO for 2021.

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Best Independent FBO
Best Small FBO Chain
Best Large FBO Chain

Texas Jet FTW
Wilson Air Center
Million Air

Best Independent FBOs

		Scores	2020
1	TEXAS JET	FTW 9.59	(1)
2	PENTASTAR	PTK 9.58	(2)
3	BANYAN	FXE 9.50	(6)
4	MERIDIAN	TEB 9.23	(8)
5	GLOBALSELECT	SGR 9.17	(3)
6	BASE OPS AT PAGE FIELD	FMY 9.07	(*)
7	VAIL VALLEY JET CTR	EGE 9.01	(*)
8	NAPLES AVIATION	APF 8.95	(7)
9	FONTAINEBLEAU AV	OPF 8.91	(9)
10	BUSINESS JET CTR	DAL 8.90	(4)

Best Small FBO Chain (3–10)

		Scores	2020
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.38	(1)
2	CUTTER (ABQ, COS, DVT, PHX)	9.21	(2)
3	ROSS AVIATION (ANC, FAT, HPN, LGB, SDL, TRM)	8.95	(4)
4	JET AVIATION (BED, BZN, CPS, DAL, HOU, IAD, PBI, SDL,TEB ,VNY)	8.91	(3)
5	ACI JET (L52, PRB, SBP, SNA)	8.73	(*)
6	JETCENTERS (APA, COS, FNL)	8.65	(5)
7	MODERN AVIATION (APA, BFI, ILM)	8.39	(*)
8	LYNX FBO (AGC, ANE, APC, DTS, FXE, LIT, MMU, PVD, UAO)	8.27	(*)

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

Best Large FBO Chain (11+)

		Scores	2020
1	MILLION AIR	9.31	(1)
2	ATLANTIC	8.85	(3)
3	SHELTAIR	8.76	(2)
4	TAC AIR	8.73	(5)
5	SIGNATURE	8.67	(4)

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, Ontario, Canada
Best Mexican	Cabo San Lucas FBO	CSL	Cabo San Lucas, Mexico
Best Caribbean	Oddysey Aviation	GGT	Exuma Islands, Bahamas
Best Latin American	ADS Ground Handling	SJO	San Jose, Costa Rica
Best European	Farnborough Airport	FAB	Farnborough, UK
Best Middle East & African	Fireblade Aviation	JNB	Johannesburg, Gauteng, South Africa
Best Asian	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

Best Canadian Scores 2020

1	SKYSERVICE TORONTO	YYZ	9.26	(2)
2	SKYSERVICE MONTREAL	YUL	9.17	(1)
3	SIGNATURE MONTREAL	YUL	8.56	(*)

Best Mexican

1	CABO SAN LUCAS FBO	CSL	9.53	(3)
2	MANNY AVIATION - SAN JOSE DEL CABO	SJD	8.79	(2)
3	AEROTRON - PUERTO VALLARTA	PVR	8.65	(4)

Best Caribbean

1	ODYSSEY - EXUMA ISLANDS, BAHAMAS	GGT	9.08	(*)
2	JET NASSAU - NASSAU, BAHAMAS	NAS	8.90	(1)
3	ODYSSEY - NASSAU, BAHAMAS	NAS	8.73	(2)
4	ISLAND AIR GRAND CAYMAN, CAYMAN ISLAND	GCM	8.13	(4)

Best Latin American

1	ADS GROUND HANDLING SAN JOSE, COSTA RICA	SJO	9.75	(*)
2	HELICOL - BOGOTÁ, COLOMBIA	BOG	9.67	(*)
3	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	8.25	(2)

Best European

1	FARNBOROUGH AIRPORT - UK	FAB	9.30	(1)
2	UNIVERSAL - LE BOURGET, PARIS, FRANCE	LBG	9.00	(*)
3	SIGNATURE - LUTON, LONDON, UK	LTN	8.38	(3)

Best Middle East and African

1	FIREBLADE AVIATION JOHANNESBURG, GAUTENG, SOUTH AFRICA	JNB	9.14	(*)
2	JET AVIATION DUBAI, UAE	DXB	8.78	(1)

Best Asian

1	HONG KONG BUSINESS AV CENTRE	HKG	8.93	(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 FBO Line Tech	Pat Walter	Signature	MSP	Minneapolis	MN
Best FBO CSR	Annette Torgerson	Signature	MSP	Minneapolis	MN

Best Line Techs

			Scores	2020
1	PAT WALTER	SIGNATURE MINNEAPOLIS	MSP	9.90 (1)
2	RICH DUENES	ATLANTIC SAN JOSE	SJC	9.88 (*)

Best CSRs

1	ANNETTE TORGERSON	SIGNATURE MINNEAPOLIS	MSP	9.97 (2)
2	HOLLY HOPKINS	TEXAS JET FORT WORTH	FTW	9.96 (4)
3	SANDY TACHOVSKY	SIGNATURE ST PAUL	STP	9.95 (*)

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	2020
<u>Northeast</u> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)				
1	RUDY'S	NJ area (EWR, MMU, TEB)		9.37 (1)
<u>South</u> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)				
1	SILVER LINING	MIA area (FLL, FXE, MIA, OPF)		9.67 (1)
<u>Midwest</u> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)				
1	ATIKI'S FLIGHT CATERING	MSP/STP		9.94 (1)
<u>WEST</u> (AK, CA, HI, OR, WA)				
1	STEVIE'S	So California area (BUR, VNY)		9.63 (1)

Note:

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

Mountain (AZ, CO, ID, MT, NM, NV, UT, WY) — 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	2020
1 WORLD FUEL SERVICES	9.58	(3)
2 AVFUEL	9.39	(2)
3 TITAN (SHELL)	9.37	(4)
4 PHILLIPS 66	9.21	(1)

Best Aviation Fuel Credit Card	Scores	2020
1 AVCARD by WORLD FUEL SERVICES	9.53	(1)
2 AVFUEL	9.40	(2)
3 WORLD FUEL CONTRACT	9.32	(*)

Best International Trip Planning	Scores	2020
1 UNIVERSAL WEATHER & AVIATION	9.05	(1)

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

1 WEST STAR	9.49	(1)
2 DUNCAN AVIATION	9.42	(2)
3 GULFSTREAM	9.04	(3)

Ranked by total numbers of votes

Most 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 BRENT BUNDY	(Operator Profile)	(3)
3 GRANT MCLAREN	(Intl Ops)	(2)
4 SHANNON FORREST	(Technical articles)	(5)

2021 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 Winner's List. 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 6 waves.

- Digital forms were sent to subscribers directly in Oct 2020.
- Subsequently, forms were mailed with the Nov and Dec 2020 issues of *Professional Pilot* magazine.
- Additional direct mailings were sent to *Pro Pilot* subscribers in Jan 2021, and electronic forms were emailed in Jan, Feb and Mar.
- PRASE Survey form was shared on www.propilotmag.com, and 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 2021 PRASE Survey was April 15, 2021. 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 2021 PRASE Survey received a total of 837 ballots. Of these forms, a total of 678 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 159 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 20, 2021.

Detailed PRASE Survey results

Full details regarding scores in each category will be published in the May 2021 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2021 issue of *Pro Pilot*.