

## 2022 Pro Pilot PRASE Survey Winners List

**Top 10 US FBOs: Monterey Jet Ctr MRY, Wilson Air CHA, Signature MSP, Texas Jet FTW, Banyan FXE, Stuart Jet Ctr/Ross Aviation SUA, Million Air ADS, Wilson Air CLT, Wilson Air MEM, GlobalSelect SGR.**  
**Top US FBO Chains – Small (3–10): Wilson Air Ctr; Large (11+): Million Air.**

ALEXANDRIA VA – April 21, 2022. Subscribers to *Professional Pilot* magazine returned 716 forms in the 49th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey. Rankings follow.

### Final results of the 2022 Professional Pilot PRASE Survey

( ) denotes 2021 ranking

#### Ranked by overall scores

\* did not place in 2021

#### Best US FBOs

		Scores	2021			Scores	2021		
1	MONTEREY JET CTR	MRY	9.87	(*)	12	BUSINESS JET CTR	DAL	9.28	(21)
2	WILSON AIR	CHA	9.67	(1)	13	MERIDIAN	TEB	9.27	(10)
3	SIGNATURE	MSP	9.62	(3)	14	NAPLES AVIATION	APF	9.11	(19)
4	TEXAS JET	FTW	9.61	(4)	15	MILLION AIR	SAT	9.08	(*)
5	BANYAN	FXE	9.60	(7)	16	DENVER JETCENTER	APA	9.07	(23)
6	STUART JET CTR/ now ROSS AV	SUA	9.49	(*)	17	JET AVIATION	PBI	9.06	(11)
7	MILLION AIR	ADS	9.46	(13)	18	FONTAINEBLEAU AV	OPF	8.96	(20)
8	WILSON AIR	CLT	9.43	(9)	19	EPPS AVIATION	PDK	8.91	(*)
9	WILSON AIR	MEM	9.36	(*)	20	SIGNATURE	TEB	8.89	(*)
10	GLOBALSELECT	SGR	9.30	(12)	21	ATLANTIC	PBI	8.74	(*)
11	TAC AIR	APA	9.29	(*)	22	ROSS AVIATION	SDL	8.70	(14)

FBOs acquired after July 1, 2021 are considered as they were, as independent FBOs or part of the previous chain, as relates to this survey.

For the 2022 PRASE Survey, *Pro Pilot* subscribers scored a total of 1543 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 9160 individual evaluations to arrive at the 2022 US FBO rankings.

#### Ranking criteria for US FBOs

For 2022, the total number of ranked US FBOs was 22. A minimum of 11 respondents with 6 categories giving 66 individual evaluations from *PP* subscribers was the threshold for ranking in the Top US FBOs.

#### Most Improved FBO – Monterey Jet Ctr MRY (Monterey Regional Airport, Monterey CA)

This award is given to the FBO that made the largest gain in ranking position as compared with the previous year. Monterey Jet Ctr MRY didn't rank in the top 23 in the list of 2021 US FBOs, but moved up into the 1st position in 2022. Hence, Monterey Jet Ctr MRY advanced by at least 23 positions to win Most Improved US FBO for 2022.

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

**Monterey Jet Ctr MRY**  
**Wilson Air Center**  
**Million Air**

**Best Independent FBOs**

		<b>Scores</b>	<b>2021</b>
1	MONTEREY JET CTR	MRY 9.87	(*)
2	TEXAS JET	FTW 9.61	(1)
3	BANYAN	FXE 9.60	(3)
4	STUART JET/now ROSS AVIATION	SUA 9.49	(*)
5	GLOBALSELECT	SGR 9.30	(5)
6	BUSINESS JET CTR	DAL 9.28	(10)
7	MERIDIAN	TEB 9.27	(4)
8	NAPLES AVIATION	APF 9.11	(8)
9	FONTAINEBLEAU AV	OPF 8.96	(9)
10	EPPS AVIATION	PDK 8.91	(*)

Note: Ross Aviation acquired Stuart Jet Ctr in August 2021.

**Best Small FBO Chain (3–10)**

		<b>Scores</b>	<b>2021</b>
1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.44	(1)
2	CUTTER (ABQ, COS, DVT, GTU, PHX, PRC)	9.17	(2)
3	JETCENTERS (APA, COS, FNL)	9.04	(6)
4	ACI JET (L52, PRB, SBP, SNA)	9.03	(5)
5	JET AVIATION (BED, BZN, CPS, DAL, HOU, IAD, PBI, SDL, TEB, VNY)	8.90	(4)

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

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

		<b>Scores</b>	<b>2021</b>
1	MILLION AIR	9.25	(1)
2	SHELTAIR	9.00	(3)
3	ROSS AVIATION	8.96	(*)
4	ATLANTIC	8.77	(2)
5	TAC AIR	8.71	(4)
6	SIGNATURE	8.68	(5)

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, Ontario, Canada
Best <b>Mexican</b>	Cabo San Lucas FBO	CSL	Cabo San Lucas, Mexico
Best <b>Caribbean</b>	Standard Av	STT	St Thomas, Virgin Islands
Best <b>Latin American</b>	Aerosupport FBO	BOG	Bogotá, Colombia
Best <b>European</b>	Signature	LTN	Luton, London, UK
Best <b>Middle East &amp; African</b>	ExecuJet	DWC	Dubai, UAE
Best <b>Asian</b>	Hong Kong Bus Av Ctr	HKG	Hong Kong, China

**Best Canadian** **Scores 2021**

1	SKYSERVICE TORONTO	YYZ	9.12	(1)
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**Best Mexican**

1	CABO SAN LUCAS FBO	CSL	9.25	(1)
2	MANNY AVIATION – CABO SAN LUCAS	CSL	8.63	(*)
3	MANNY AVIATION – SAN JOSE DEL CABO	SJD	8.58	(2)

**Best Caribbean**

1	STANDARD AVIATION ST THOMAS, VIRGIN ISLANDS	STT	9.52	(*)
2	PROVO AIR CENTER PROVIDENCIALES, TURKS & CAICOS ISLANDS	PLS	9.40	(*)
3	JET NASSAU – NASSAU, BAHAMAS	NAS	9.20	(2)
4	BOHLKE – ST CROIX, VIRGIN ISLANDS	STX	8.73	(*)
5	ODYSSEY AVIATION – NASSAU, BAHAMAS	NAS	8.67	(3)

**Best Latin American**

1	AEROSUPPORT FBO BOGOTÁ, COLOMBIA	BOG	9.67	(*)
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**Best European**

1	SIGNATURE – LUTON, LONDON, UK	LTN	9.33	(3)
2	FARNBOROUGH AIRPORT – UK	FAB	8.88	(1)

**Best Middle East and African**

1	EXECUJET AL MAKTOUM INTL AIRPORT, DUBAI, UAE	DWC	9.13	(*)
2	JETEX – DUBAI, UAE	DWC	8.48	(*)

**Best Asian**

1	HONG KONG BUSINESS AV CENTRE	HKG	9.02	(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>	Jason Gray	Monterey Jet Ctr	MRY	Monterey	CA
Best <b>FBO CSR</b>	Kawai Lopez	Monterey Jet Ctr	MRY	Monterey	CA

**Best Line Techs**

			<b>Scores</b>	<b>2021</b>	
1	JASON GRAY	MONTEREY JET CTR	MRY	10.00	(*)

**Best CSRs**

1	KAWAI LOPEZ	MONTEREY JET CTR	MRY	10.00	(*)
2	HOLLY HOPKINS	TEXAS JET FORT WORTH	FTW	9.98	(2)
3	VICTOR SEDA	MERIDIAN TETERBORO	TEB	9.97	(*)

**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>2021</b>
<b><u>Northeast</u></b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)					
1	RUDY'S	NJ area (EWR, MMU, TEB)		9.43	(1)
<b><u>South</u></b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)					
1	SILVER LINING	MIA area (FLL, FXE)		9.51	(1)
2	SILVER LINING	PBI area (PBI, SUA)		9.25	(*)
<b><u>Mountain</u></b> (AZ, CO, ID, MT, NM, NV, UT, WY)					
1	PERFECT LANDING	APA		9.25	(*)

**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 <b>Fuel Brand</b>	AVFUEL
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>	DUNCAN AVIATION

<b>Best Fuel Brand</b>	<b>Scores</b>	<b>2021</b>
1 AVFUEL	9.58	(2)
2 TITAN (SHELL)	9.42	(3)
3 PHILLIPS 66	9.34	(4)
4 WORLD FUEL SERVICES	9.26	(1)

**Best Aviation Fuel Credit Card**

1 AVCARD by WORLD FUEL SERVICES	9.59	(1)
2 AVFUEL	9.52	(2)
3 WORLD FUEL CONTRACT	9.33	(*)

**Best International Trip Planning**

1 UNIVERSAL WEATHER & AVIATION	8.72	(1)
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**Most Preferred MROs (Maintenance, Repair & Overhaul) – Category established in 2014**

1 DUNCAN AVIATION	9.60	(2)
2 WEST STAR	9.56	(1)
3 TEXTRON	8.50	(*)

**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)	(2)
3 SHANNON FORREST	(Technical articles)	(4)
4 GRANT MCLAREN	(International Ops)	(3)

## **2022 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. *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 6 waves.**

- Digital forms were sent to subscribers directly in Oct 2021.
- Subsequently, forms were mailed with the Nov and Dec 2021, and Jan 2022 issues of *Professional Pilot* magazine.
- Additional direct mailings were sent to *Pro Pilot* subscribers in Jan and Feb 2022, and electronic forms were emailed in Jan, Feb and Mar.
- 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 2022 PRASE Survey was April 8, 2022. 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 2022 PRASE Survey received a total of 716 ballots. Of these forms, a total of 608 met the *Pro Pilot* acceptance criteria and were used in the analysis. There were 108 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, 2022.

## **Detailed PRASE Survey results**

Full details regarding scores in each category will be published in the May 2022 edition of *Professional Pilot* magazine. Expanded coverage with photos of winners and descriptions of activities will appear in the July 2022 issue of *Pro Pilot*.