

# 2021 PRAISE WINNERS

**Wilson Air Ctr CHA is #1 US FBO. Million Air HPN #2, Signature MSP #3, Texas Jet FTW #4, Pentastar PTK #5. Best US Independent Texas Jet FTW. Most Improved Million Air HPN. Best US FBO Chains: Small (3-10) Wilson Air Center, Large (11+) Million Air.**

**Pro Pilot readers returned 837 survey forms in the 48th annual PRAISE (Preferences Regarding Aviation Services and Equipment) Survey of 2021. Original Pro Pilot FBO Survey initiated in 1974.**

### Top US FBOs

- US – Wilson Air Ctr CHA
- Independent – Texas Jet FTW
- Most Improved – Million Air HPN
- Small Chain – Wilson Air Ctr
- Large Chain – Million Air

### Top International FBOs/Handlers

- Canada – Skyservice YYZ
- Mexico – Cabo San Lucas FBO CSL
- Caribbean – Odyssey Aviation GGT
- Latin America – ADS Ground Handling SJO

### Europe – Farnborough Airport FAB

- Middle East & Africa – Fireblade Aviation JNB
- Asia – Hong Kong Business Av Ctr HKG

### FBO Personnel

- Line Tech – Pat Walter, Signature MSP
- CSR – Annette Torgerson, Signature MSP

### Other services

- Catering – each region has a winner with no overall national title.
- Northeast – Rudy's NJ area
- South – Silver Lining MIA area

### Midwest – Atiki's Flight Catering

- MN area
- West – Stevie's Southern CA area

### Fuel Brand

- World Fuel Services

### Aviation Fuel Credit Card

- AVCARD by World Fuel Services

### Intl Trip Planning

- Universal Weather & Aviation

### MRO

- West Star Aviation

**Pro Pilot Writer – Karsten Shein**

**PROFESSIONAL PILOT 2021 PRAISE SURVEY**  
 \*Preferences Regarding Aviation Services & Equipment 00569

MAIL ORIGINAL FORM BY MARCH 12 NO FAXES ACCEPTED

WRITE IN NAMES OF YOUR PREFERRED FBOs AND OTHER GROUND ACTIVITIES WHERE YOU RECEIVED SERVICES IN 2020 ONLY. WHEN SCORING, 10 IS EXCELLENT AND 1 IS POOR.

Give us your choices	3-LETTER ID	Provide FBO/Handler names	Line Item	CSRs	Facility	Amenities	Progression & efficiency	Value for price
<b>FBOs visited during 2020</b>								
1 US - 1st choice	PBI	JET AVIATION	9	10	9	9	9	9
2 US - 2nd choice	TEB	JET AVIATION	9	10	7	8	9	8
3 US - 3rd choice	BGR	BANGOR AVIATION	10	9	7	7	9	8
4 US - 4th choice	BNA	ATLANTIC AVIATION	10	9	7	7	9	8
5 US - 5th choice	HPN	SIGNATURE F.S.	9	9	7	6	8	9
<b>FBOs/Handlers visited during 2020</b>								
6 CANADIAN								
7 MEXICAN								
8 CARIBBEAN								
9 LATIN AMERICAN								
10 EUROPEAN								
11 MIDDLE EAST & AFRICAN	TLV	BEDEK AERO	9	9	9	10	8	9
12 ASIAN								
<b>FBO Personnel</b>								
13 LINE TECH	PBI	JET AVIATION		10	10	10	10	
14 CSR	PBI	JET AVIATION		10	10	10	10	
15 OTHER SERVICES USED IN 2020								
16 CATERING FOR AVIATION								
17 FUEL BRAND	NO LOCATION REQUIRED	WORLD FUEL		9	10	9	9	
18 FUEL CREDIT CARD		AVCARD		10	9	10	10	
19 INTL TRIP PLANNING		UNIVERSAL WEATHER		9	9	9	9	
20 MRO (Mx, Repair, Overhaul)	BDL	BOEMBAER		9	8	8	8	
20 FAVORITE PRO PILOT WRITER IN 2020	BRENT BUNDY							

Please mail this form ASAP (no later than March 12, 2021) - POSTAGE PAID ENVELOPE ENCLOSED

Address is my  Home  Business Date 12-22-2020  
 Name (Please print) RONALD PEPPER  
 Company BEACH CAPITAL  
 Address 3809 SAVOY LANE # F  
 City W.P. BEACH FL ZIP 33417  
 Country USA Day phone  
 E-mail rpepper@beachcap.net

Licenses & ratings ATP  
 Type aircraft operated B0900 GLOBAL  
 Job title CHIEF PILOT  
 Total pilot hours 6700  
 or total maintenance experience (years)

Signature [Handwritten Signature]

Beach Capital Management Chief Pilot Ronald Pepper holds an ATP license and has 6700 flight hours logged. He has vast experience performing missions in the US, Middle East and Africa. He has selected and ranked 14 organizations, and provided a total of 68 individual evaluations. He has also chosen his favorite Pro Pilot writer. Pepper's survey form is 1 of the 837 received for our 2021 Pro Pilot PRAISE Survey.

## Methodology

The Professional Pilot PRAISE 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 PRAISE Winners' List. PRAISE is the gold standard for aviation ground service leaders.

Pro Pilot uses a multistep process to ensure accurate PRAISE Survey results.

### 1 PRAISE 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.
- PRAISE Survey form was shared on [www.propilottmag.com](http://www.propilottmag.com), and our 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 PRAISE 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.

PRAISE 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 PRAISE 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. A total of 159 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 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.



## Final results of the 2021 Professional Pilot PRASE Survey

### Wilson Air Center CHA voted #1 US FBO

Wilson Air Center CHA is the winner of the US FBO category. (L-R) Concierge Pam Coates, Office Mgr Chris Bell, Lead CSR Hanna McCloud, Operations Mgr Andrew Swain, and Operations Supervisor Troy Pickett.

( ) denotes 2020 ranking \* did not place in 2020

## US FBOs

### Ranked by category scores and overall ratings

2021 rank	FBO	Fuel brand	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2020 rank
1	WILSON AIR CENTER	Titan	CHA	9.75	9.64	9.58	9.68	9.74	9.42	<b>9.64</b>	(1)
2	MILLION AIR	World Fuel	HPN	9.50	9.71	9.79	9.71	9.57	9.50	<b>9.63</b>	(*)
3	SIGNATURE	Unbranded	MSP	9.78	9.72	9.83	9.56	9.56	9.22	<b>9.61</b>	(4)
4	TEXAS JET	Phillips 66	FTW	9.74	9.74	9.24	9.46	9.74	9.62	<b>9.59</b>	(2)
5	PENTASTAR	Avfuel	PTK	9.78	9.84	9.47	9.57	9.63	9.21	<b>9.58</b>	(3)
6	SIGNATURE	Unbranded	STP	9.77	9.92	9.31	9.15	9.77	9.23	<b>9.53</b>	(5)
7	BANYAN AIR SERVICE	Avfuel	FXE	9.77	9.56	9.75	9.29	9.44	9.21	<b>9.50</b>	(15)
8	ATLANTIC AVIATION	Avfuel	SJC	9.59	9.69	9.27	9.15	9.58	9.04	<b>9.39</b>	(11)
9	WILSON AIR CENTER	Titan	CLT	9.82	9.64	8.92	8.83	9.59	9.05	<b>9.31</b>	(12)
10	MERIDIAN	Titan	TEB	9.42	9.48	9.23	9.00	9.26	9.00	<b>9.23</b>	(18)
11	JET AVIATION	World Fuel	PBI	9.40	9.60	9.13	8.87	9.33	9.00	<b>9.22</b>	(6)
12	GLOBALSELECT	Titan	SGR	9.23	9.38	9.38	9.23	8.92	8.85	<b>9.17</b>	(7)
13	MILLION AIR	Avfuel	ADS	9.38	9.44	8.94	9.18	9.00	8.94	<b>9.15</b>	(13)
14	ROSS AVIATION	Avfuel	SDL	9.08	9.31	9.46	8.85	8.92	9.00	<b>9.10</b>	(*)
15	SIGNATURE	Unbranded	TEB	9.64	9.64	8.57	8.43	9.43	8.79	<b>9.08</b>	(25)
16	BASE OPERATIONS AT PAGE FIELD	Avfuel	FMY	9.07	9.14	9.14	9.14	9.00	8.93	<b>9.07</b>	(*)
17	VAIL VALLEY JET CENTER	World Fuel	EGE	9.32	9.29	9.36	8.96	9.07	8.07	<b>9.01</b>	(*)
18	JET AVIATION	World Fuel	TEB	9.38	9.13	9.06	8.63	8.88	8.69	<b>8.96</b>	(24)
19	NAPLES AVIATION	Avfuel	APF	9.21	9.50	8.83	8.50	9.00	8.67	<b>8.95</b>	(17)
20	FONTAINEBLEAU AVIATION	Phillips 66	OPF	8.93	9.07	9.64	8.79	8.37	8.64	<b>8.91</b>	(21)
21	BUSINESS JET CENTER	Phillips 66	DAL	9.17	8.89	9.00	9.06	8.67	8.61	<b>8.90</b>	(9)
22	ATLANTIC AVIATION	Avfuel	TEB	8.94	9.28	8.67	8.22	8.56	8.33	<b>8.67</b>	(22)
23	DENVER JETCENTER	Avfuel	APA	9.13	9.00	7.73	7.80	8.87	9.20	<b>8.62</b>	(23)

Ranking Criteria for US FBOs – A minimum of 13 respondents with 6 categories, giving 78 individual evaluations from *Pro Pilot* subscribers, was the threshold for ranking in the top US FBOs. For 2021, the total number of ranked US FBOs was 23. FBOs acquired after July 1, 2020 retained their former affiliation for this 2021 PRASE Survey.

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

## Most Improved US FBO

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.

### Million Air HPN

2021 rank	FBO	2020 rank
1	Million Air HPN Westchester County, White Plains NY up 24 places	(*)

# 2021 PRASE WINNERS

## 2 Million Air HPN



Million Air HPN earns 2nd place as Best US FBO in 2021. (Front row, L-R) HR/Accountant Tamara Pizarro, Gen Mgr Lauren Ronen-Payne, Client Relations Sales Mgr Janette Licastro, and Cust Svc Mgr Nicole Brochero. (Back row, L-R) Valet Mgr Will Johnson, Facilities Mgr Nick Butkovich, Line Svc Mgr Ernest Tuit, and Ops Mgr Brian King.

## 3 Signature MSP

Signature MSP ranks 3rd this year. (Front row, L-R) CSRs Annette Torgerson, Maureen Nelson, and Jennifer Roufs. (Back row, L-R) LST Darryl Volk, Duty Mgr Matthew Hall, LST Carlos Llerasbaez, Gen Mgr Kyle Schmaltz, Duty Mgr Peter Landis, and LST Lead Patrick Walter.



## 4 Texas Jet FTW

Texas Jet FTW recognizes its hard-working training team. (Front row L-R) CSR Trainer Merly Rieman and Ramp Team Trainer Sarah Bichara. (Back row, L-R) Line Svc Training Officer Gabriel Cross, and Line Svc Trainers Daryl Ashford and Manny Alvarenga.



## 5 Pentastar PTK



Pentastar PTK takes 5th place. From left to right are Pres and CEO Greg Schmidt, VP FBO Services Robert Sarazin, and their team.

## 6 Signature STP



Signature STP places 6th. (L-R) CSR Sam Belden, LST Ray Aili, Duty Mgr Sandy Tachovksy, CSR Lauren Mattmiller, CSR Michaela Brown, and LST Andrew Eull.



Banyan Air Service FXE Pres Don Campion (back row, center) and his award-winning team of directors, managers, and cust support reps are pleased to capture 7th place this year up from 15th in 2020.

## 9 Wilson Air Center CLT

Wilson Air Ctr CLT ranks 9th this year, up from 12th place in 2020. (L-R) Concierge Supervisor Dexter Cherry, and CSRs Tonya Mitchell and Falesha Baker.



## 8 Atlantic Aviation SJC



Atlantic Aviation SJC ranks 8th this year after placing 11th in 2020. Photo shows Sr Gen Mgr Tim Murray (back row, center) with the proud Atlantic SJC team.

Meridian TEB earns the 10th spot, up from 18th in 2020. Pres Steve Chandoha (far right, gray suit), VP of HR & Customer Service Betsy Wines (2nd row, 3rd from left), and personnel celebrate their success.

## 10 Meridian TEB





## Best Independent US FBO

### Texas Jet FTW

Texas Jet FTW has been voted Best Independent US FBO 5 out of the last 6 years. From left to right are Founder, Pres & CEO Reed Pigman with Line Svc Mgr Mario Sanchez, Asst Line Svc Mgr Gabriel Cross, Lesa Moke from the finance department, CSM Holly Hopkins, and Asst to the CSM Sarah Bichara.

( ) denotes 2020 ranking \* did not place in 2020

#### Ranked by category scores and overall ratings

2021 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2020 rank
1	TEXAS JET	FTW		9.74	9.74	9.24	9.46	9.74	9.62	9.59 (1)
2	PENTASTAR	PTK		9.78	9.84	9.47	9.57	9.63	9.21	9.58 (2)
3	BANYAN AIR SERVICE	FXE		9.77	9.56	9.75	9.29	9.44	9.21	9.50 (6)
4	MERIDIAN	TEB		9.42	9.48	9.23	9.00	9.26	9.00	9.23 (8)
5	GLOBALSELECT	SGR		9.23	9.38	9.38	9.23	8.92	8.85	9.17 (3)
6	BASE OPERATIONS AT PAGE FIELD	FMY		9.07	9.14	9.14	9.14	9.00	8.93	9.07 (*)
7	VAIL VALLEY JET CENTER	EGE		9.32	9.29	9.36	8.96	9.07	8.07	9.01 (*)
8	NAPLES AVIATION	APF		9.21	9.50	8.83	8.50	9.00	8.67	8.95 (7)
9	FONTAINEBLEAU AVIATION	OPF		8.93	9.07	9.64	8.79	8.37	8.64	8.91 (9)
10	BUSINESS JET CENTER	DAL		9.17	8.89	9.00	9.06	8.67	8.61	8.90 (4)

## US FBO Chains

In the *Pro Pilot* PRAISE Survey, the definition of a small chain is 3–10 bases. A large FBO chain has 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. A PRAISE judges panel composed of top av dept mgrs established these definitions in 2011.

Wilson Air Ctr retains 1st place as Best Small FBO Chain for 14 yrs (2007–2009, 2011–2021). (L–R) Line Svc Tech Gerald Partridge, Safety/Training Coordinator Louis Bell, Line Svc Tech Bryan Basil, Cust Svc Spv Amy Brothers, Lead CSR Hanna McCloud, and Concierge Pam Coates.



### Best Small FBO Chain (3–10 locations): Wilson Air

1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.76	9.53	8.97	9.07	9.64	9.28	9.38 (1)
2	CUTTER AVIATION (ABQ, COS, DVT, PHX)	9.24	9.35	8.88	8.82	9.41	9.53	9.21 (2)
3	ROSS AVIATION (ANC, FAT, HPN, LGB, SDL, TRM)	9.13	9.16	8.84	8.45	9.10	9.00	8.95 (4)
4	JET AVIATION (BED, BZN, CPS, DAL, HOU, IAD, PBI, SDL, TEB, VNY)	9.31	9.33	8.90	8.53	8.98	8.43	8.91 (3)
5	ACI JET (L52, PRB, SBP, SNA)	8.92	8.92	8.50	8.83	8.46	8.77	8.73 (*)
6	JETCENTERS* (APA, COS, FNL)	9.21	9.05	7.74	7.74	8.95	9.21	8.65 (5)
7	MODERN AVIATION (APA, BFI, ILM)	8.92	8.92	7.58	7.08	8.83	9.00	8.39 (*)
8	LYNX FBO (AGC, ANE, APC, DTS, FXE, LIT, MMU, PVD, UAO)	8.69	8.58	7.83	7.83	8.54	8.15	8.27 (*)

\*JETCENTERS includes Denver jetCenter (APA), Colorado jetCenter (COS) and Fort Collins/Loveland jetCenter (FNL).

### Best Large FBO Chain (11+ locations): Million Air

Million Air has been #1 in the Large FBO Chain category for 10 consecutive years. (L–R) Chief Operating Officer Chuck Suma, Dir of FBO Support and VP of Intl Ops John Bridi, CEO Roger Woolsey, Chief Information Officer Bruce Lambert, Chief Brand and Business Development Officer Sandy Nelson, Dir of Software Development Mark Stroderd, and Dir of Marketing Allie Woolsey.



1	MILLION AIR	9.37	9.57	9.26	9.26	9.31	9.11	9.31 (1)
2	ATLANTIC AVIATION	9.11	9.24	8.80	8.56	8.98	8.41	8.85 (3)
3	SHELTAIR	9.06	8.91	8.67	8.49	8.78	8.65	8.76 (2)
4	TAC AIR	9.15	9.15	8.71	8.24	8.65	8.50	8.73 (5)
5	SIGNATURE	9.05	9.11	8.60	8.32	8.82	8.11	8.67 (4)

## International FBOs/Handlers

( ) denotes 2020 ranking \* did not place in 2020

In addition to US FBOs, *Pro Pilot's* PRASE Survey determines the best international FBOs/handlers in the following areas – Canada, Mexico, Caribbean, Latin America, Europe, Middle East & Africa, and Asia.



Skyservice YYZ ranks 1st this year in the Best Canadian FBO category, moving up from 2nd in 2020. Base personnel is shown.



Odyssey Aviation GGT earns 1st place as Best Caribbean FBO in 2021. Station Mgr Shervin Penn (L) poses with the winning team.

### Ranked by category scores and overall ratings

#### Best Canadian

2021 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2020 rank
1	SKYSERVICE TORONTO	YYZ	9.50	9.55	9.25	8.85	9.40	9.00	<b>9.26</b>	(2)
2	SKYSERVICE MONTREAL	YUL	9.67	9.83	8.83	8.67	9.33	8.67	<b>9.17</b>	(1)
3	SIGNATURE MONTREAL	YUL	9.33	9.17	8.00	7.67	8.50	8.67	<b>8.56</b>	(*)

#### Best Caribbean

1	ODYSSEY AV - EXUMA ISLANDS, BAHAMAS	GGT	9.33	9.67	8.83	8.50	9.33	8.83	<b>9.08</b>	(*)
2	JET NASSAU - NASSAU, BAHAMAS	NAS	9.20	8.80	9.00	8.40	8.60	9.40	<b>8.90</b>	(1)
3	ODYSSEY AV - NASSAU, BAHAMAS	NAS	9.06	9.22	8.24	8.00	9.22	8.65	<b>8.73</b>	(2)
4	ISLAND AIR GRAND CAYMAN, CAYMAN ISLANDS	GCM	9.00	8.80	7.60	7.40	8.60	7.40	<b>8.13</b>	(4)

#### Best Mexican

Cabo San Lucas FBO CSL takes the Best Mexican FBO category this year, as it did in 2019, 2018, 2017, 2016, and 2014. Photo shows CSRs celebrating their achievement.



1	CABO SAN LUCAS FBO	CSL	9.76	10.00	9.06	9.29	9.59	9.47	<b>9.53</b>	(3)
2	MANNY AVIATION SAN JOSÉ DEL CABO	SJD	9.29	9.00	8.29	8.43	8.86	8.86	<b>8.79</b>	(2)
3	AEROTRON PUERTO VALLARTA	PVR	9.11	9.13	8.33	7.89	8.89	8.56	<b>8.65</b>	(4)

## ADS GROUND HANDLING



ADS Ground Handling SJO takes the honors as Best Latin American FBO. (L-R) Lead Agent Julio Venegas, Ops Coordinator Luis Meza, Ops Manager Jonathan Herrera, Ramp Agent Juan Lemaitre, and Ramp Agent Christian Jiménez.



Farnborough Airport FAB earns 1st place as Best European FBO this year again. Formerly TAG Farnborough Airport won this category for 14 consecutive years up to 2019. (L-R) Cust Services Training Mgr Nicola Calise, FBO Director Dominic Osborne, Cust Service Agent Laura Pyle, Ops Officer Rob Lee, Cust Services Deputy Mgr Brian MacShane, and Ground Handler Devlin O'Keefe.

( ) denotes 2020 ranking \* did not place in 2020

### Best Latin American

2021 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2020 rank
1	ADS GROUND HANDLING SAN JOSÉ, COSTA RICA	SJO	10.00	10.00	10.00	9.50	10.00	9.00	<b>9.75</b>	(*)
2	HELICOL - BOGOTÁ, COLOMBIA	BOG	10.00	10.00	9.50	9.00	10.00	9.50	<b>9.67</b>	(*)
3	LÍDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	8.50	8.50	8.50	8.00	8.50	7.50	<b>8.25</b>	(2)

### Ranked by category scores and overall ratings

### Best European

1	FARNBOROUGH AIRPORT- LONDON, UK	FAB	9.63	9.13	9.38	9.13	9.50	9.00	<b>9.30</b>	(1)
2	UNIVERSAL AVIATION LE BOURGET - PARIS, FRANCE	LBG	8.75	9.25	8.75	9.00	9.25	9.00	<b>9.00</b>	(*)
3	SIGNATURE - LUTON, LONDON, UK	LTN	8.25	8.75	8.75	8.50	8.75	7.25	<b>8.38</b>	(3)



Fireblade Aviation JNB (Tambo Intl, Johannesburg GT, South Africa), is a world-class establishment for business aviation. This year it earns the top spot as Best Middle East and African FBO for the 1st time in the *Pro Pilot* PRASE Survey.



HKBAC keeps the top spot as Best Asian FBO for 14 consecutive yrs. Standing in center are (L-R) Dir of Flt Ops Christopher Lee Barrow (wearing red tie), Gen Mgr Madonna Fung, Director of Adm & Business Development Sheree Cheung, and Head of Customer Service Charise Shek.

### Best Middle East and African

1	FIREBLADE AVIATION JOHANNESBURG, SOUTH AFRICA	JNB	9.00	8.50	9.67	9.33	9.00	9.33	<b>9.14</b>	(*)
2	JET AVIATION - DUBAI, UAE	DXB	9.33	8.67	8.67	8.67	8.67	8.67	<b>8.78</b>	(1)

### Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	9.60	9.80	9.20	9.20	9.40	6.40	<b>8.93</b>	(1)
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## FBO Line Techs and CSRs

( ) denotes 2020 ranking \* did not place in 2020

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 Line Tech

1  
**Pat Walter**  
Signature MSP



2  
**Rich Duenes**  
Atlantic Av SJC

### Ranked by category scores and overall ratings

2021 rank	FBO	Airport	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency	Overall	2020 rank
1	PAT WALTER	SIGNATURE MSP	9.93	9.86	9.93	9.86	<b>9.90</b>	(1)
2	RICH DUENES	ATLANTIC AV SJC	9.88	9.88	9.88	9.88	<b>9.88</b>	(*)



### Best CSRs

1  
**Annette Torgerson**  
Signature MSP



2  
**Holly Hopkins**  
Texas Jet FTW



3  
**Sandy Tachovsky**  
Signature STP

1	ANNETTE TORGERSON	SIGNATURE MSP	10.00	9.89	10.00	10.00	<b>9.97</b>	(2)
2	HOLLY HOPKINS	TEXAS JET FTW	10.00	9.92	9.92	10.00	<b>9.96</b>	(4)
3	SANDY TACHOVSKY	SIGNATURE STP	10.00	10.00	9.89	9.89	<b>9.95</b>	(*)

## Other Services—Catering, Fuel Brand, Aviation Fuel Credit Card, Intl Trip Planning, and MROs

Pro Pilot subscribers assessed 5 additional services – Catering for Aviation, Fuel Brand, Aviation 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 title.

### Ranked by category scores and overall ratings

2021 rank	Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2020 rank			
<b>Northeast</b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)									
1	RUDY'S	NJ area (EWR, MMU, TEB)		9.64	8.59	9.70	9.56	<b>9.37</b>	(1)
<b>South</b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)									
1	SILVER LINING	MIA area (FLL, FXE, MIA, OPF)		10.00	8.78	10.00	9.89	<b>9.67</b>	(1)
<b>Midwest</b> (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)									
1	ATIKI'S FLIGHT CATERING	MN area (MSP, STP)		10.00	9.75	10.00	10.00	<b>9.94</b>	(1)
<b>West</b> (AK, CA, HI, OR, WA)									
1	STEVIE'S	Southern CA area (BUR, VNY)		10.00	8.50	10.00	10.00	<b>9.63</b>	(1)

**Note: Middle Atlantic** (DC, DE, MD, VA, WV) & **Mountain** (AZ, CO, ID, MT, NM, NV, UT, WY)  
Not enough votes were received to determine a winner for these regions.

( ) denotes 2020 ranking \* did not place in 2020

## Best Fuel Brand

Ranked by category scores and overall ratings

2021 rank		Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2020 rank
1	WORLD FUEL SERVICES	9.60	9.35	9.65	9.70	<b>9.58</b>	(3)
2	AVFUEL	9.43	9.15	9.49	9.48	<b>9.39</b>	(2)
3	TITAN (SHELL)	9.36	9.31	9.36	9.43	<b>9.37</b>	(4)
4	PHILLIPS 66	9.31	8.69	9.50	9.33	<b>9.21</b>	(1)



## Best Aviation Fuel Credit Card

1	AVCARD by WORLD FUEL SERVICES	9.52	9.38	9.65	9.58	<b>9.53</b>	(1)
2	AVFUEL	9.50	9.25	9.40	9.45	<b>9.40</b>	(2)
3	WORLD FUEL CONTRACT	9.47	9.00	9.40	9.40	<b>9.32</b>	(*)



## Best International Trip Planning

1	UNIVERSAL WEATHER & AVIATION	9.28	8.37	9.33	9.23	<b>9.05</b>	(1)
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## Most Preferred MROs (Maintenance, Repair & Overhaul) Category established in 2014



West Star takes top honors for 8 consecutive years, keeping the crown as Most Preferred MRO. West Star team thanks you for your preference.

1	WEST STAR	9.63	9.31	9.56	9.44	<b>9.49</b>	(1)
2	DUNCAN	9.63	9.00	9.56	9.50	<b>9.42</b>	(2)
3	GULFSTREAM	9.25	8.67	9.00	9.25	<b>9.04</b>	(3)

## Favorite Pro Pilot Writers

Ranked by total number of votes

Pro Pilot magazine writers are ranked annually by subscribers.



Karsten Shein  
Weather Brief



Brent Bundy  
Operator Profile



Grant McLaren  
Intl Ops



Shannon Forrest  
Tech Articles Specialist

2021 rank		2020 rank
1	KARSTEN SHEIN	(1)
2	BRENT BUNDY	(3)
3	GRANT McLAREN	(2)
4	SHANNON FORREST	(5)

