

## Wilson Air Ctr CHA is #1 US FBO. Texas Jet FTW #2, Pentastar PTK #3, Signature MSP #4, Signature STP #5.

**Best US Independent Texas Jet FTW. Most Improved Wilson Air Ctr CHA. Best US FBO Chains: Small (3-10) Wilson Air Center, Large (11+) Million Air.**

**Pro Pilot readers returned 937 survey forms in the 47th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey of 2020. Original Pro Pilot FBO Survey initiated in 1974.**

### Pro Pilot staff report

Congratulations to all 2020 PRASE winners for their efforts to perfect their procedures and ensure customer satisfaction.

### Top US FBOs

#### US overall

Wilson Air Ctr CHA

#### Independent

Texas Jet FTW

#### Most Improved

Wilson Air Ctr CHA

#### Small Chain

Wilson Air Ctr

#### Large Chain

Million Air

### Top International FBOs/Handlers

#### Canada

Skyservice YUL

#### Mexico

Uvavemex TLC

#### Caribbean

Jet Aviation NAS

(now Jet Nassau as of Jan 2020)



Wilson Air Center CHA is the winner of the US FBO category for the first time. Front row (L-R) Gen Mgr Glenn Rivenbark, Lead CSR Amy Brothers, Concierge Pam Coates and Safety/Training Coordinator Louis Bell. (Back row L-R) Office Mgr Chris Bell, Ops Mgr Andrew Swain, Ops Supervisors Troy Pickett and Brian Schussler.

#### Latin America

Aerosupport FBO BOG

#### Europe

Farnborough Arpt FAB

#### Middle East & Africa

Jet Aviation DXB

#### Asia

Hong Kong Business Av Ctr HKG

### FBO Personnel

#### Line Tech

Pat Walter, Signature MSP

#### CSR

Betsy Wines, Meridian TEB

### Other services

**Catering** – each region has a winner with no overall national one.

Northeast – Rudy's NJ area

South – Silver Lining MIA area

Mountain – Perfect Landing APA

Midwest – Atiki's Flight Catering MN area

West – Stevie's CA area

#### Fuel Brand

Phillips 66

#### Aviation Fuel Credit Card

AVCARD by World Fuel Services

#### Intl Trip Planning

Universal Weather & Aviation

#### MRO

West Star Aviation

#### Pro Pilot Writer

Karsten Shein

Top 10 US FBOs for 2020 with comparison rankings for the past 4 years

	2020	FBO	2019	2018	2017	2016
1	Wilson Air Center	CHA	-	-	14	-
2	Texas Jet	FTW	3	2	1	2
3	Pentastar	PTK	2	3	3	4
4	Signature	MSP	5	1	2	1
5	Signature	STP	1	10	4	3
6	Jet Aviation	PBI	8	18	6	20
7	GlobalSelect	SGR	7	5	23	7
8	Million Air	HOU	4	4	7	13
9	Business Jet Center	DAL	11	11	17	16
10	Monterey Jet Center	MRY	14	16	12	19

## 2020 PRASE WINNERS

Excellent customer service is the main expectation when visiting an FBO. The FBO is under user scrutiny throughout the customer's visit, including actions taken by line tech, CSRs, and ground services providers.

Operators and executives evaluate each step of their FBO experience before deciding whether to become a repeat customer or select a different FBO.

*Pro Pilot* created PRASE (Preference Regarding Aviation Services & Equipment) to give operators and executives an opportunity to evaluate and rank the entire range of services received during their FBO visit. For 47 years, since its creation in 1974, PRASE has been the benchmark for operators, presidents, executives, and flight department representatives.

As a result, FBOs, handlers, line techs, CSRs, and ground service providers make their best efforts to deliver outstanding customer service and provide the best experience possible. Good attitude and creativity have become important factors in this process. Long relationships with customers have been developed due to the excellence of their services.

*Pro Pilot* readers write their preferences on the PRASE Survey form, which contains no listings. Readers enter on blank lines their favorite FBOs, handlers, personnel, and ground service activities, based on memory and the experience they had during their visits. In one section, readers have a chance to evaluate US FBOs. Also, they can assess services from FBOs and ground handlers in Canada, Mexico, Caribbean, Latin America, Europe, Middle East & Africa, and Asia. FBO personnel services are also graded in PRASE. Readers have an opportunity to select their preferred line techs and CSRs and rate the quality of their assistance.

Catering for aviation, fuel brand, aviation fuel credit card, international trip planning and MRO (Maintenance, Repair & Overhaul) services that are essential to the success of these

operations, also get evaluated. And, to round out the PRASE Survey, readers vote for their preferred *Pro Pilot* writer.

We'd also like to recognize all personnel and organizations work-

ing on the line during this time of the Covid-19 pandemic and making extra efforts so that aviation industry operations can continue worldwide. Thank you all very much! □

### PROFESSIONAL PILOT

## 2020 PRASE\* SURVEY

\*Preferences Regarding Aviation Services & Equipment 00317

MAIL ORIGINAL FORM  
BY MARCH 9  
NO FAXES ACCEPTED

WRITE IN NAMES OF YOUR PREFERRED FBOs AND OTHER GROUND ACTIVITIES WHERE YOU RECEIVED SERVICE IN 2019 ONLY. WHEN SCORING, 10 IS EXCELLENT AND 1 IS POOR.

Give us your choices		Info must be provided - (Print in CAPS)		Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price
		3-LETTER ID	FBO/Handler names						
Sample:		HGR	SID'S SUPER SERVICE	10	8	6	9	7	9
<b>FBOs visited during 2019</b>									
1 US - 1st choice	TEB	JET AVIATION	10	10	10	10	10	10	
2 US - 2nd choice	FOK	SHELT AIR	10	10	9	8	10	9	
3 US - 3rd choice	JAD	SIGNATURE	10	10	8	8	9	9	
4 US - 4th choice	BNA	SIGNATURE	10	9	8	8	9	9	
5 US - 5th choice									
<b>FBOs/Handlers visited during 2019</b>									
6 CANADIAN	1st choice								
	2nd choice								
7 MEXICAN	1st choice								
	2nd choice								
8 CARIBBEAN	1st choice	TST	EXECUTIVE FLT SRV	10	10	10	10	10	10
	2nd choice								
9 LATIN AMERICAN	1st choice								
	2nd choice								
10 EUROPEAN	1st choice	LSEG	JET AVIATION	10	10	10	10	10	10
	2nd choice	LEVC	GENERAL AVIATION SRVSL	10	10	10	10	10	10
11 MIDDLE EAST & AFRICAN	1st choice								
	2nd choice								
12 ASIAN	1st choice								
	2nd choice								
<b>FBO Personnel</b>									
First and last name		3-LETTER ID	FBO name	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency		
13 LINE TECH	1st choice	TEB	JET AVIATION	10	10	10	10		
	2nd choice								
14 CSR	1st choice	TEB	JET AVIATION	10	10	10	10		
	2nd choice	TEB	JET AVIATION	10	10	10	10		
<b>Other services used in 2019</b>									
3-LETTER ID		Activity name		Quality of service	Value for price	Dependability	Customer satisfaction		
15 CATERING FOR AVIATION									
16 FUEL BRAND	NO LOCATION REQUIRED								
17 FUEL CREDIT CARD									
18 INTL TRIP PLANNING		UNIVERSAL AVIATION & WEATHER		10	10	10	10		
19 MRO (Mx, Repair, Overhaul)		TEB Gulfstream		10	10	10	10		
20 FAVORITE PRO PILOT WRITER IN 2019 (First and last name)									

• Please mail this form ASAP (no later than March 9, 2020) • POSTAGE PAID ENVELOPE ENCLOSED

Address is my ☒ Home ☐ Business Date 12/3/19  
Name (Please print) DARREN PAUL  
Company ESM  
Address 16716 ARMSTEAD ST.  
City GRANADA HILLS State CA ZIP 91344  
Country USA Day phone 661-755-9864  
E-mail DARREN.PAUL@STBCGLOBAL.NET

Licenses & ratings ATP CFII AWP, IA  
Type aircraft operated G650ER  
Job title CAPTAIN  
Total pilot hours 14,000  
or total maintenance experience (years) 15 years  
Signature

EJM Captain Darren Paul is an ATP with 14,000 hrs of flight time logged. He operates a Gulfstream G650ER to perform missions in the US, Caribbean, and Europe. He's selected and ranked 12 organizations and provided a total of 62 individual evaluations based on his flying experience. His survey form is 1 of 937 received for our *Pro Pilot* 2020 PRASE Survey.



# Final results of the 2020 Professional Pilot PRASE Survey



## Wilson Air CHA voted #1 US FBO

Wilson Air Ctr CHA team (L-R): Office Mgr Chris Bell, Safety/Training Coordinator Louis Bell, Gen Mgr Glenn Rivenbark, Ops Mgr Andrew Swain, Lead CSR Amy Brother, Concierge Pam Coates, and Ops Supervisors Troy Pickett and Brian Schussler.

( ) denotes 2019 ranking

\* did not place in 2019

### US FBOs

### Ranked by category scores and overall ratings

2020 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2019 rank
1	WILSON AIR CTR	CHA	9.75	9.75	9.65	9.55	9.68	9.42	<b>9.63</b>	(*)
2	TEXAS JET	FTW	9.67	9.77	9.33	9.67	9.60	9.62	<b>9.61</b>	(3)
3	PENTASTAR	PTK	9.71	9.76	9.33	9.43	9.62	9.33	<b>9.53</b>	(2)
4	SIGNATURE	MSP	9.65	9.70	9.52	9.52	9.52	8.91	<b>9.47</b>	(5)
5	SIGNATURE	STP	9.50	9.83	9.17	9.28	9.56	9.06	<b>9.40</b>	(1)
6	JET AVIATION	PBI	9.76	9.76	8.94	9.06	9.53	8.76	<b>9.30</b>	(8)
7	GLOBALSELECT	SGR	9.10	9.21	9.70	9.55	9.20	9.00	<b>9.29</b>	(7)
8	MILLION AIR	HOU	9.27	9.29	9.53	9.60	9.00	8.73	<b>9.24</b>	(4)
9	BUSINESS JET CTR	DAL	9.30	9.07	9.25	9.32	9.19	9.08	<b>9.20</b>	(11)
10	MONTEREY JET CTR	MRY	9.53	9.53	8.84	8.95	9.48	8.79	<b>9.19</b>	(14)
11	ATLANTIC AVIATION	SJC	9.42	9.42	9.37	8.74	9.21	8.89	<b>9.18</b>	(*)
12	WILSON AIR CTR	CLT	9.76	9.55	8.76	8.70	9.35	8.91	<b>9.17</b>	(12)
13	MILLION AIR	ADS	9.50	9.54	9.08	8.88	9.05	8.77	<b>9.14</b>	(9)
14	WILSON AIR CTR	MEM	9.59	9.00	9.00	8.94	9.24	9.00	<b>9.13</b>	(10)
15	BANYAN AIR SVC	FXE	9.14	9.19	9.38	8.92	9.11	8.89	<b>9.11</b>	(6)
16	ATLANTIC AVIATION	MDW	9.13	9.60	9.00	8.93	9.07	8.67	<b>9.07</b>	(18)
17	NAPLES AVIATION	APF	9.63	9.33	8.83	8.38	9.17	8.96	<b>9.05</b>	(15)
18	MERIDIAN	TEB	9.16	9.47	8.92	8.82	8.96	8.85	<b>9.03</b>	(13)
19	JET AVIATION	IAD	9.40	9.33	8.93	8.80	9.07	8.33	<b>8.98</b>	(*)
20	WILSON AIR CTR	HOU	9.41	9.38	7.44	8.38	9.60	9.31	<b>8.92</b>	(24)
21	FONTAINEBLEAU AV	OPF	9.05	8.85	9.70	8.93	8.50	8.45	<b>8.91</b>	(17)
22	ATLANTIC AVIATION	TEB	9.18	9.38	8.50	8.50	8.82	8.41	<b>8.80</b>	(27)
23	DENVER JETCENTER	APA	9.10	9.14	8.10	8.29	9.00	9.00	<b>8.77</b>	(23)
24	JET AVIATION	TEB	8.95	8.98	8.71	8.54	8.63	8.34	<b>8.69</b>	(29)
25	SIGNATURE	TEB	8.58	8.82	8.72	8.72	8.38	8.29	<b>8.59</b>	(26)

Ranking Criteria for US FBOs – 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. For 2020 the total number of ranked US FBOs was 25. FBOs acquired after July 1, 2019 retained their former affiliation for this 2020 PRASE Survey.



## Best Independent US FBO

Texas Jet FTW wins Best Independent US FBO category. In front of winning personnel are (L-R) Pres Reed Pigman, Customer Svc Mgr Holly Hopkins, Line Svc Mgr Mario Sanchez, Book Keeper Lesa Moke, Assistant Line Svc Mgr Gabe Cross and Assistant to the Cust Svc Mgr Sarah Bichara.

( ) denotes 2019 ranking \* did not place in 2019

## Ranked by category scores and overall ratings

2020 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2019 rank
1	TEXAS JET	FTW	9.67	9.77	9.33	9.67	9.60	9.62	<b>9.61</b>	(2)
2	PENTASTAR	PTK	9.71	9.76	9.33	9.43	9.62	9.33	<b>9.53</b>	(1)
3	GLOBALSELECT	SGR	9.10	9.21	9.70	9.55	9.20	9.00	<b>9.29</b>	(4)
4	BUSINESS JET CTR	DAL	9.30	9.07	9.25	9.32	9.19	9.08	<b>9.20</b>	(5)
5	MONTEREY JET CTR	MRY	9.53	9.53	8.84	8.95	9.48	8.79	<b>9.19</b>	(7)
6	BANYAN AIR SVC	FXE	9.14	9.19	9.38	8.92	9.11	8.89	<b>9.11</b>	(3)
7	NAPLES AVIATION	APF	9.63	9.33	8.83	8.38	9.17	8.96	<b>9.05</b>	(8)
8	MERIDIAN	TEB	9.16	9.47	8.92	8.82	8.96	8.85	<b>9.03</b>	(6)
9	FONTAINEBLEAU AV	OPF	9.05	8.85	9.70	8.93	8.50	8.45	<b>8.91</b>	(9)

## Most Improved US FBO

2020 rank	2019 rank
1	(33)
CHA	Wilson Air Center Lovell Field Airport, Chattanooga TN up 32 places

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.

## 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 *Pro 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. A total of 138 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 17, 2020.



## US FBO Chains

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.



### Best Small FBO Chain (3–10 locations)

Wilson Air Center is delighted to be the #1 Best Small FBO Chain for 13 years (2007–2009 and 2011–2020). (L–R) Training Safety Supervisor Tyler Klee, CSR Carlye Garst, Line Mgr Cliff Adams, Line Tech Alec Hummel and CSR Tonya Mitchell.

( ) denotes 2019 ranking \* did not place in 2019

### Ranked by category scores and overall ratings

2020 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2019 rank
1	WILSON AIR CTR	(CHA, CLT, HOU, MEM)	9.67	9.51	8.93	9.01	9.49	9.17	<b>9.30</b>	(1)
2	CUTTER AVIATION	(ABQ, COS, DVT, PHX)	9.32	9.26	8.63	8.00	9.00	9.32	<b>8.92</b>	(2)
3	JET AVIATION	(BED, CPS, DAL, HOU, IAD, PBI, TEB, VNY)	9.19	9.26	8.84	8.72	8.92	8.47	<b>8.90</b>	(3)
4	ROSS AVIATION	(ANC, FAT, HPN, LGB, SDL, TRM)	9.00	8.94	8.88	8.48	8.82	8.91	<b>8.84</b>	(4)
5	JETCENTERS*	(APA, COS, FNL)	9.07	9.20	8.23	8.37	9.10	9.00	<b>8.83</b>	(5)

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

### Best Large FBO Chain (11+ locations)

Million Air is the #1 Large FBO Chain for 9 consecutive years. (L–R) Chief Commercial Officer Chuck Suma, Dir of Marketing Allie Woolsey, EVP of Corporate FBO Operations Jeff Stout, CEO Roger Woolsey, and Dir of Sales Dolores Johnson.



2020 rank	FBO	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2019 rank
1	MILLION AIR	9.23	9.43	9.10	9.03	9.12	8.88	<b>9.13</b>	(1)
2	SHELTAIR	9.33	9.35	8.77	8.77	9.00	8.79	<b>9.00</b>	(2)
3	ATLANTIC AVIATION	9.14	9.29	8.71	8.43	8.92	8.41	<b>8.82</b>	(3)
4	SIGNATURE	9.14	9.19	8.68	8.48	8.86	8.15	<b>8.75</b>	(5)
5	TAC AIR	8.85	9.02	8.62	8.19	8.70	8.45	<b>8.64</b>	(4)

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





## OPEN & READY TO SERVE YOU

18 Award-Winning FBOs in FL, GA, NY and CO

Modern & Clean Facilities • Contract Fuel & AVTRIP Rewards • IS-BAH Registered

### RAMP & HANGAR SPACE

Now offering short-term hangar and ramp lease options to provide safe storage or parking for your aircraft.

**CALL TODAY (855) 5HANGAR**

# **SHELTAIR**

**sheltair**aviation.com  
DIVERSIFIED IN SERVICES. UNIFIED TO SERVE.

## International FBOs/Handlers

( ) denotes 2019 ranking \* did not place in 2019

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

### Ranked by category scores and overall ratings

2020 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2019 rank
1	SKYSERVICE MONTREAL	YUL	9.14	9.43	8.79	8.64	9.07	8.79	<b>8.98</b>	(3)
2	SKYSERVICE TORONTO	YYZ	9.33	9.20	8.87	8.63	9.07	8.58	<b>8.95</b>	(2)
3	SKYCHARTER TORONTO	YYZ	8.73	9.36	8.09	7.73	8.91	8.73	<b>8.59</b>	(*)
4	SIGNATURE TORONTO	YYZ	9.08	9.00	8.25	7.83	8.50	8.42	<b>8.51</b>	(*)

### Best Mexican

1	UVAVEMEX TOLUCA	TLC	9.60	9.67	9.60	9.00	9.40	8.80	<b>9.35</b>	(*)
2	MANNY AVIATION SAN JOSE DEL CABO	SJD	9.57	9.14	8.29	8.33	9.00	9.14	<b>8.91</b>	(*)
3	CABO SAN LUCAS FBO	CSL	9.00	9.06	8.50	8.67	8.72	8.83	<b>8.80</b>	(1)
4	AEROTRON PUERTO VALLARTA	PVR	9.00	8.71	7.75	7.25	7.88	7.86	<b>8.08</b>	(3)

### Best Caribbean

1	JET AVIATION - NASSAU BAHAMAS (JET NASSAU as of Jan 2020)	NAS	9.21	9.11	8.22	7.89	8.89	8.56	<b>8.65</b>	(1)
2	ODYSSEY AVIATION - NASSAU BAHAMAS	NAS	8.88	9.24	8.12	7.64	8.60	8.17	<b>8.44</b>	(3)
3	BLUE HERON AVIATION PROVIDENCIALES, TURKS & CAICOS	PLS	8.78	8.89	8.56	7.89	8.11	7.78	<b>8.34</b>	(*)
4	ISLAND AIR GRAND CAYMAN, CAYMAN ISLANDS	GCM	9.11	9.63	7.22	6.56	8.33	7.56	<b>8.07</b>	(*)

### Best Latin American

1	AEROSUPPORT FBO - BOGOTÁ COLOMBIA	BOG	9.25	9.75	8.75	8.75	9.25	8.75	<b>9.08</b>	(*)
2	LIDER AVIAÇÃO - SÃO PAULO, BRAZIL	CGH	8.40	8.20	8.20	8.20	8.40	7.20	<b>8.10</b>	(*)

### Best European

1	FARNBOROUGH AIRPORT- UK	FAB	9.29	9.14	9.86	9.50	9.50	9.08	<b>9.40</b>	(1)
2	SIGNATURE - LE BOURGET, PARIS, FRANCE	LBG	8.70	9.40	9.40	9.22	9.10	8.60	<b>9.07</b>	(3)
3	SIGNATURE - LUTON, LONDON, UK	LTN	9.00	9.00	9.47	9.07	8.73	8.53	<b>8.97</b>	(2)

### Best Middle East and African

1	JET AVIATION - DUBAI, UAE	DXB	9.00	9.00	9.00	9.00	9.00	9.00	<b>9.00</b>	(2)
2	EXECUJET - DUBAI, UAE	DXB	9.00	9.50	8.50	8.00	9.00	9.00	<b>8.83</b>	(1)
3	DC AVIATION AL MAKTOUM INTL, DUBAI, UAE	DWC	9.00	8.50	9.00	9.00	8.50	7.00	<b>8.50</b>	(*)

### Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	8.73	8.67	8.27	7.82	8.36	5.73	<b>7.93</b>	(1)
---	---------------------------	-----	------	------	------	------	------	------	-------------	-----





Asia's FBO,  
proudly serving the region  
since 1998

Hong Kong Business Aviation Centre

📍 12 South Perimeter Road, Hong Kong International Airport, Lantau, Hong Kong

☎ (852) 2949 9000

📠 (852) 2949 9500

✉ [hkbac@hkbac.com](mailto:hkbac@hkbac.com)



[www.hkbac.com](http://www.hkbac.com)





## FBO Line Techs and CSRs

( ) denotes 2019 ranking \* did not place in 2019

*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.



Pat Walter

### Best Line Techs

### Ranked by category scores and overall ratings

2020 rank	FBO	Airport	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency	Overall	2019 rank
1 PAT WALTER	SIGNATURE	MSP	10.00	10.00	10.00	9.93	<b>9.98</b>	(1)



Betsy Wines

### Best CSRs

1 BETSY WINES	MERIDIAN	TEB	10.00	10.00	10.00	10.00	<b>10.00</b>	(2)
2 ANNETTE TORGERSON	SIGNATURE	MSP	10.00	9.91	10.00	10.00	<b>9.98</b>	(*)
3 VICTOR SEDA	MERIDIAN	TEB	9.89	9.83	9.89	9.78	<b>9.85</b>	(4)
4 HOLLY HOPKINS	TEXAS JET	FTW	9.93	9.64	9.93	9.86	<b>9.84</b>	(3)

## 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 one.

### Ranked by category scores and overall ratings

2020 rank			Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2019 rank
<b>Northeast</b> (CT, MA, ME, NH, NJ, NY, PA, RI, VT)								
1 RUDY'S	NJ area (EWR, MMU, TEB)	 Rudy's Inflight Catering	9.62	8.45	9.49	9.34	<b>9.23</b>	(1)
<b>South</b> (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)								
1 SILVER LINING	MIA area (BCT, FLL, FXE, MIA, OPF)	 SILVER LINING	9.50	7.88	9.63	9.50	<b>9.13</b>	(2)
<b>Mountain</b> (AZ, CO, ID, MT, NM, NV, UT, WY)								
1 PERFECT LANDING	APA	 PERFECT LANDING RESTAURANT	9.33	9.00	9.33	9.50	<b>9.29</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)	 ATIKI'S FLIGHT CATERING	9.71	8.71	9.86	9.71	<b>9.50</b>	(*)
<b>West</b> (AK, CA, HI, OR, WA)								
1 STEVIE'S	CA area (BUR, VNY)	 STEVIE'S	10.00	9.57	9.71	9.86	<b>9.79</b>	(*)

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

# *Castle & Cooke* AVIATION

Nonstop excellence.  
Nonstop elegance.



KVNY - Van Nuys, CA

PHNL - Honolulu, HI

KPAE - Everett, WA


Fuel ■ Ground Handling ■ Catering ■ Hangar Storage ■ Customs  
[CastleCookeAviation.com](http://CastleCookeAviation.com) | (818) 988-8385





( ) denotes 2019 ranking \* did not place in 2019

## Ranked by category scores and overall ratings

2020 rank		Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2019 rank
<b>Best Fuel Brand</b>							
							
1	PHILLIPS 66	9.48	9.21	9.44	9.48	<b>9.40</b>	(1)
2	AVFUEL	9.33	9.07	9.51	9.36	<b>9.32</b>	(2)
3	WORLD FUEL SERVICES	9.35	9.20	9.30	9.30	<b>9.29</b>	(4)
4	SHELL	9.27	8.64	9.27	9.18	<b>9.09</b>	(3)

## Best Aviation Fuel Credit Card

							
1	AVCARD by WORLD FUEL SERVICES	9.51	9.33	9.48	9.44	<b>9.44</b>	(4)
2	AVFUEL	9.19	9.10	9.10	9.19	<b>9.15</b>	(5)
3	UVAIR	9.30	8.83	9.30	9.08	<b>9.13</b>	(3)

## Best International Trip Planning

							
1	UNIVERSAL WEATHER & AVIATION	9.21	8.66	9.24	9.14	<b>9.06</b>	(2)
2	COLLINS AEROSPACE Includes ARINC, Ascend, and Air Routing	9.00	8.60	9.00	8.90	<b>8.88</b>	(3)

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

West Star takes top honors for the 7th year in a row. Photo shows some of the West Star team, including CEO Jim Rankin, Chairman Robert Rasberry, Pres & COO Rodger Renaud, and Cofounders Jim Swehla, Sam Haycraft, and Mike Durst.



1	WEST STAR AVIATION	9.67	9.38	9.63	9.54	<b>9.56</b>	(1)
2	DUNCAN AVIATION	9.58	9.21	9.71	9.63	<b>9.53</b>	(2)
3	GULFSTREAM	9.58	8.95	9.53	9.47	<b>9.38</b>	(4)
4	TEXTRON AVIATION	8.90	8.33	8.95	8.89	<b>8.77</b>	(3)



**Karsten Shein**  
Weather Brief

## Favorite Pro Pilot Writers

Pro Pilot magazine writers are ranked annually by subscribers.



**Grant McLaren**  
Intl Ops



**Brent Bundy**  
Operator Profile



**Mike Potts**  
Senior Contributing  
Writer



**Shannon Forrest**  
Tech Articles  
Specialist

## Ranked by total number of votes

2020 rank		2019 rank
1	KARSTEN SHEIN	(1)
2	GRANT MCLAREN	(2)
3	BRENT BUNDY	(4)
4	MIKE POTTS	(*)
5	SHANNON FORREST	(*)

