

2022 PRASE WINNERS

Monterey Jet Ctr MRY is #1 US FBO. Wilson Air Ctr CHA #2, Signature MSP #3, Texas Jet FTW #4, Banyan FXE #5.

Best US Independent & Most Improved Monterey Jet Ctr MRY.

Best US FBO Chains: Small (3-10) Wilson Air Center, Large (11+) Million Air.

Pro Pilot readers returned 716 survey forms in the 49th annual PRASE (Preferences Regarding Aviation Services and Equipment) Survey of 2022. Original Pro Pilot FBO Survey initiated in 1974.

Top US FBOs

US Monterey Jet Ctr MRY
Independent Monterey Jet Ctr MRY
Most Improved Monterey Jet Ctr MRY
Small Chain Wilson Air Ctr
Large Chain Million Air

Top International FBOs/Handlers

Canada Skyservice YYZ
Mexico Cabo San Lucas FBO CSL
Caribbean Standard Aviation STT
Latin America Aerosupport FBO BOG
Europe Signature LTN

Middle East & Africa ExecuJet DWC
Asia Hong Kong Business Av Ctr HKG

FBO Personnel

Line Tech Jason Gray, Monterey Jet Ctr MRY
CSR Kawai Lopez, Monterey Jet Ctr MRY

Other services

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

Northeast – Rudy's NJ area
South – Silver Lining MIA area
Mountain – Perfect Landing APA

Fuel Brand
Avfuel

Aviation Fuel Credit Card
AVCARD
by World Fuel Services

Intl Trip Planning
Universal Weather & Aviation

MRO
Duncan Aviation

Pro Pilot Writer
Karsten Shein

PROFESSIONAL PILOT
REC'D JAN 08 2022
2022 PRASE* SURVEY
*Preferences Regarding Aviation Services & Equipment
00244

WRITE IN NAMES OF YOUR PREFERRED FBOs AND OTHER GROUND ACTIVITIES WHERE YOU RECEIVED SERVICES IN 2021 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	Aviation/Prepares	Value for price
FBOs visited during 2021							
1 US – 1st choice	MKC	Atlantic	10	10	9	9	10
2 US – 2nd choice	APA	Denver Int Center	10	10	10	9	9
3 US – 3rd choice	LAS	Atlantic	10	10	10	10	9
4 US – 4th choice	SUN	Atlantic	9	10	10	10	9
5 US – 5th choice	ALL	Million Air	10	10	9	10	8
FBOs/Handlers visited during 2021							
6 CANADIAN	CYVR	Million Air	10	10	8	8	9
7 MEXICAN	MMML	CSL Airport	10	10	8	10	9
8 CARIBBEAN	MMUN	ASLR	10	10	8	9	9
9 LATIN AMERICAN	INCM	Arrindall	10	10	7	7	7
10 EUROPEAN	TEST	St. Thomas Jet Ctr	10	10	9	9	7
11 MIDDLE EAST & AFRICAN	N/A						
12 ASIAN	N/A						
FBO Personnel							
13 LINE TECH							
14 CSR	Victor-Sel	TJB	10	10	10	10	10
	Estrellon	TJB	10	10	10	10	10
Other services used in 2021							
15 CATERING FOR AVIATION	N/A						
16 FUEL BRAND	NO	Phillips	10	9	10	10	10
17 FUEL CREDIT CARD	LOCATION	AvCard	10	9	10	9	9
18 INTL TRIP PLANNING	NEEDS	Universal	10	9	10	10	10
19 MRO (MA, Repair, Overhaul)	LNK	Duncan	10	9	10	10	10
20 FAVORITE PRO PILOT WRITER IN 2021							

Please mail this form ASAP (no later than March 18, 2022) • POSTAGE PAID ENVELOPE ENCLOSED

Address to: Home Business Date 1/2/22
Name (Please print) Trey Willis
Company Willis Aviation Enterprises
Address
City State ZIP
Country Day phone
E-mail
Licenses & ratings ATP LR-45/75 LR-30360
Type aircraft operated LR-45/75
Job title Owner/Pilot
Total flight hours 13,000+
or total maintenance experience (years)
Signature Trey Willis

Willis Aviation Enterprises Owner & Pilot Trey Willis holds an ATP license and has logged more than 13,000 flight hours. He has extensive experience operating in the US, Canadian, Mexican and Caribbean territories. Willis has selected and rated 16 organizations he's had experience with, and provided 84 individual evaluations. His survey form is 1 of 716 received for our Pro Pilot 2022 PRASE Survey.

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 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.

- Digital forms were sent to subscribers directly in Oct 2021.
- Subsequently, forms were sent 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 e-mailed 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. A total of 108 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, 2022.

Final results of the 2022 Professional Pilot PRASE Survey

Monterey Jet Ctr MRY voted #1 US FBO

Monterey Jet Center MRY takes the crown as Best US FBO. MJC earned 1st place in 2007. Photo shows proud team pleased with the victory achieved.

() denotes 2021 ranking * did not place in 2021

US FBOs

Ranked by category scores and overall ratings

2022 rank	FBO	Fuel Brand	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2021 rank
1	MONTEREY JET CENTER	Avfuel	MRY	9.96	9.88	9.81	9.85	9.88	9.85	9.87	(*)
2	WILSON AIR CTR	Titan	CHA	9.78	9.83	9.65	9.59	9.74	9.43	9.67	(1)
3	SIGNATURE	EPIC Fuels	MSP	9.67	9.80	9.73	9.53	9.67	9.30	9.62	(3)
4	TEXAS JET	Phillips 66	FTW	9.82	9.77	9.17	9.58	9.67	9.63	9.61	(4)
5	BANYAN AIR SERVICE	Avfuel	FXE	9.70	9.70	9.70	9.63	9.57	9.32	9.60	(7)
6	ROSS AV at STUART JET CTR	Avfuel	SUA	9.67	9.58	9.25	9.33	9.58	9.55	9.49	(*)
7	MILLION AIR	Avfuel	ADS	9.76	9.71	9.35	9.29	9.35	9.29	9.46	(13)
8	WILSON AIR CENTER	Titan	CLT	9.94	9.67	9.11	9.00	9.72	9.11	9.43	(9)
9	WILSON AIR CENTER	Titan	MEM	9.78	9.75	9.24	9.00	9.41	9.00	9.36	(*)
10	GLOBALSELECT	Titan	SGR	9.00	9.56	9.65	9.65	9.03	8.88	9.30	(12)
11	TAC AIR	Phillips 66	APA	9.27	9.18	9.18	8.82	9.55	9.73	9.29	(*)
12	BUSINESS JET CENTER	Phillips 66	DAL	9.52	9.38	9.12	9.12	9.28	9.24	9.28	(21)
13	MERIDIAN	Titan	TEB	9.37	9.60	9.19	9.00	9.29	9.18	9.27	(10)
14	NAPLES AVIATION	Avfuel	APF	9.50	9.27	9.36	8.86	8.82	8.86	9.11	(19)
15	MILLION AIR	Avfuel	SAT	9.27	9.18	8.82	8.73	9.36	9.09	9.08	(*)
16	DENVER JETCENTER	Avfuel	APA	9.50	9.29	8.86	9.00	8.93	8.86	9.07	(23)
17	JET AVIATION	Phillips 66	PBI	9.15	9.70	8.91	8.53	9.00	9.09	9.06	(11)
18	FONTAINEBLEAU AVIATION	Phillips 66	OPF	9.15	9.08	9.31	8.85	8.23	9.15	8.96	(20)
19	EPDS AVIATION	Titan	PDK	9.29	9.43	8.36	8.07	9.29	9.00	8.91	(*)
20	SIGNATURE	EPIC Fuels	TEB	9.31	9.38	8.63	8.38	8.81	8.81	8.89	(15)
21	ATLANTIC AVIATION	Unbranded	PBI	9.00	9.14	8.64	8.50	8.29	8.86	8.74	(*)
22	ROSS AVIATION	Avfuel	SDL	8.64	9.07	9.07	8.50	8.43	8.50	8.70	(14)

Ranking criteria for US FBOs – a minimum of 11 respondents rating 6 categories, giving 66 individual evaluations from *Pro Pilot* subscribers, was the threshold for ranking in the top US FBOs. For 2022 the total number of ranked US FBOs was 22. FBOs acquired after July 1, 2021 retain their former affiliation for the 2022 PRASE Survey.

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

Most Improved US FBO

This award is given to the FBO that made the largest gain in ranking position compared to 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.

Monterey Jet Ctr MRY

2022 rank		2021 rank
1	Monterey Jet Ctr MRY Monterey Regional Airport, Monterey CA up 23 places	(*)

2022 PRASE WINNERS

2 Wilson Air Center CHA



Wilson Air Center CHA places 2nd in the US FBO category. They were 1st in 2021. Team members pose with joy for their accomplishments. (L-R) Gen Mgr Glenn Rivenbark, Concierge Kelsey Parker, Office Mgr Chris Bell, Line Svc Supervisor Mark Painter, CSR Preston Marr, and Line Svc Tech Gerald Partridge.

4 Texas Jet FTW

Texas Jet FTW takes the 4th spot in the Best US FBO category. Photo show TJ's management team. (L-R) Pres Reed Pigman, CRM Holly Hopkins, Finance Lesa Moke, ACSM Merly Rieman, CSM Silvia Rangel, and LSM/Facilities Mario Sanchez. Not pictured ALSM Gabe Cross.



6 Ross Av at Stuart Jet Ctr SUA



Ross Aviation at Stuart Jet Center SUA captures 6th place in the Best US FBO category. Photo shows line tech ops on the ramp.

8 Wilson Air Center CLT



Wilson Air Center CLT earns 8th position this year, moving up 1 spot from 2021. Photo shows proud team members (L-R) Line Tech Supervisor Robert Moore, CSR Deja Liles, Concierges Tom Laskowski and Gavin Dyer, CSR Nikki Johnson, and Regional Safety Mgr Brandon Popovich.

3 Signature MSP

Signature earns 3rd spot. (Front row, L-R) Ops Supervisor Chris Baker with CSRs Karen Hardiman and Annette Torgerson. (Back row, L-R) Line Svc Tech Adrian Sommers, Duty Mgr Peter Landis, Line Svc Tech Darryl Volk, Cust Svc Supervisor Ryan Wall, Cust Svc Concierge Micael Adhanom, Shift Lead Patrick Walter, Area Gen Mgr Kyle Schmaltz, and Line Svc Tech Riley Ramos.



5 Banyan Air Service FXE



Banyan Air Service FXE ranks 5th this year, up from 7th in 2021. Teammates pose with pride. (L-R) Safety and Training Mgr Eddie Osborne, Dir of FBO Sales & Client Relations John Mason, Pres & CEO Don Campion, VP of FBO Svcs Jon Tonko, and Line Svc Ops Mgr Ryan Bartman.

7 Million Air ADS

Million Air ADS is #7, up from #13 in 2021. Pleased team shows satisfaction for their improvement. (L-R) Line Svc Technician Jay Martinez, Mgr of Line Svc Alex Bueno, Line Svc Supervisor Matt Burns, and Ramp Svc Rep Hanna Mulugeta.



9 Wilson Air Center MEM



Wilson Air Center MEM comes back strongly to capture the 9th spot in the Best US FBO category this year. Photo shows facility used for their daily operations.

10 GlobalSelect SGR

GlobalSelect SGR ranks 10th, compared to 12th in 2021. Posing with satisfaction are (front row, L-R) Dir of Aviation Elizabeth Rosenbaum, Customer Experience Mgr Denise Beckwith, Line Svc Superintendent Ron Stroud, and Lead ASR Carly Thompson. And in the back are Line Crew Supervisors Dimas Renteria (L) and Sam West.





Best Independent US FBO

Monterey Jet Ctr MRY

Monterey Jet Center MRY ranks 1st in the Best Independent US FBO category. (L-R) CSM Kawai Lopez, CSR Chase Melich, Line Service Matt Vogelpohl, and CSR Megan Pipkin.

() denotes 2021 ranking * did not place in 2021

Ranked by category scores and overall ratings

2022 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2021 rank
1	MONTEREY JET CTR	MRY	9.96	9.88	9.81	9.85	9.88	9.85	9.87	(*)
2	TEXAS JET	FTW	9.82	9.77	9.17	9.58	9.67	9.63	9.61	(1)
3	BANYAN AIR SERVICE	FXE	9.70	9.70	9.70	9.63	9.57	9.32	9.60	(3)
4	ROSS AV at STUART JET CTR	SUA	9.67	9.58	9.25	9.33	9.58	9.55	9.49	(*)
5	GLOBALSELECT	SGR	9.00	9.56	9.65	9.65	9.03	8.88	9.30	(5)
6	BUSINESS JET CENTER	DAL	9.52	9.38	9.12	9.12	9.28	9.24	9.28	(10)
7	MERIDIAN	TEB	9.37	9.60	9.19	9.00	9.29	9.18	9.27	(4)
8	NAPLES AVIATION	APF	9.50	9.27	9.36	8.86	8.82	8.86	9.11	(8)
9	FONTAINEBLEAU AVIATION	OPF	9.15	9.08	9.31	8.85	8.23	9.15	8.96	(9)
10	EPPS AVIATION	PDK	9.29	9.43	8.36	8.07	9.29	9.00	8.91	(*)

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.

Wilson Air Center is #1 as Best Small FBO Chain for 15 years now (2007–2009, 2011–2022). WAC has been proving its customers with excellent service since 1996.



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

1	WILSON AIR CTR (CHA, CLT, HOU, MEM)	9.79	9.66	9.18	9.15	9.59	9.24	9.44	(1)
2	CUTTER AVIATION (ABQ, COS, DVT, GTU, PHX, PRC)	9.50	9.41	8.94	8.72	9.11	9.35	9.17	(2)
3	JETCENTERS* (APA, COS, FNL)	9.56	9.38	8.63	8.75	9.06	8.88	9.04	(6)
4	ACI JET (L52, PRB, SBP, SNA)	9.00	9.25	9.33	9.50	8.42	8.67	9.03	(5)
5	JET AVIATION (BED, BZN, CPS, DAL, HOU, IAD, PBI, SDL, TEB, VNY)	9.08	9.22	8.97	8.44	8.92	8.78	8.90	(4)

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



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

Million Air is #1 in the Large FBO Chain category for 11 consecutive years. (L-R) Executive VP Gary Buchanan, Regional Sales Brandon Weaver, Dir of Sales Jodie Kaluza, Chief Brand and Business Development Officer Sandy Nelson, CEO Roger Woolsey, VP of Brand Management Allison Woolsey, EVP Global Development Cecilie Øyås, Regional Sales Dolores Johnson, and Dir of Latin America Business Development Luis Sanders.

1	MILLION AIR	9.34	9.46	9.38	9.12	9.21	8.98	9.25	(1)
2	SHELTAIR	9.08	9.35	9.16	8.76	8.97	8.66	9.00	(3)
3	ROSS AVIATION	9.00	9.23	8.97	8.63	9.00	8.91	8.96	(*)
4	ATLANTIC AVIATION	9.08	9.19	8.72	8.43	8.78	8.39	8.77	(2)
5	TAC AIR	8.90	8.87	8.67	8.53	8.71	8.56	8.71	(4)
6	SIGNATURE	9.08	9.13	8.68	8.32	8.78	8.10	8.68	(5)

International FBOs/Handlers

() denotes 2021 ranking * did not place in 2021

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



Skyservice YYZ earns top honors in the Best Canadian FBO category, for 2 years in a row. Team members pose with pride.



Standard Aviation STT ranks #1 as Best Caribbean FBO in 2022. The line team is pictured outside of the company's 24,000-sq-ft hangar – the largest free-span building in the Caribbean. (L-R) Dir of Ops Chris Curreri with Fueler/Handlers Paul Smith, Andre Peters, Travis Vanderpool, Randy John Baptiste, and Randy Richardson.

Best Canadian

Ranked by category scores and overall ratings

2022 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2021 rank
1	SKYSERVICE TORONTO	YYZ	9.25	9.33	9.33	9.08	8.92	8.82	9.12	(1)

Best Caribbean

1	STANDARD AVIATION ST THOMAS, VIRGIN ISLANDS	STT	9.43	9.71	9.71	9.71	9.29	9.29	9.52	(*)
2	PROVO AIR CENTER PROVIDENCIALES, TURKS & CAICOS ISLANDS	PLS	9.40	9.80	9.60	9.20	9.40	9.00	9.40	(*)
3	JET NASSAU – NASSAU, BAHAMAS	NAS	9.60	9.50	8.80	8.60	9.50	9.22	9.20	(2)
4	BOHLKE – ST CROIX, VIRGIN ISLANDS	STX	9.20	9.40	7.60	7.80	9.20	9.20	8.73	(*)
5	ODYSSEY AV – NASSAU, BAHAMAS	NAS	9.19	9.20	8.19	7.90	8.95	8.57	8.67	(3)

Best Mexican

Cabo San Lucas FBO CSL is #1 as Best Mexican FBO this year, as it also ranked in 2021, 2019, 2018, 2017, 2016, and 2014. Photo shows CSRs pleased with their success.



1	CABO SAN LUCAS FBO	CSL	9.56	9.78	8.44	9.22	9.22	9.25	9.25	(1)
2	MANNY AVIATION CABO SAN LUCAS	CSL	9.20	9.00	7.80	8.40	8.80	8.60	8.63	(*)
3	MANNY AVIATION SAN JOSÉ DEL CABO	SJD	9.33	9.16	8.50	7.67	8.67	8.17	8.58	(2)

2022 PRASE WINNERS



Aerosupport FBO at BOG (El Dorado Intl, Bogotá, Colombia) ranks #1 in the Best Latin American FBO category, repeating the success earned in 2020, 2018, and 2017. CEO German Salgado, with Head of Ops & Security Marilyn Chacon, Flight Coordinators Katherin Preciado & Mayck Carmona, Gen Svcs Pilar Pérez, Ramp Ops David Tellez, and proud team.



Signature LTN takes 1st place as Best European FBO, up from 3rd in 2021. Personnel in photo are (L-R) Ops Assistant Fiona Nelly, Security Officer James Flaherty, CSR Supervisor Claire Slorach, Line Svc Tech Matthew Collett, Fueller Lee Bromwich, and General Manager Eleanor Staunton.

() denotes 2021 ranking * did not place in 2021

Ranked by category scores and overall ratings

Best Latin American

2022 rank	FBO	Airport	Line team	CSRs	Facility	Amenities	Promptness & efficiency	Value for price	Overall rating	2021 rank
1	AEROSUPPORT FBO BOGOTÁ, COLOMBIA	BOG	9.75	9.75	9.25	9.75	9.75	9.75	9.67	(*)

Best European

1	SIGNATURE LUTON, LONDON, ENGLAND	LTN	9.75	9.50	9.50	9.25	9.50	8.50	9.33	(3)
2	FARNBOROUGH AIRPORT FARNBOROUGH, ENGLAND	FAB	9.00	8.75	9.00	9.25	8.75	8.50	8.88	(1)



ExecuJet DWC is #1 as Best Middle East and African FBO for the 1st time in the *Pro Pilot* PRASE Survey. (L-R) Regional FBO Dir Dumani Ndebele, FBO Supervisor Mike Theotis, and Front of House Mgr Hassen Boussif pose with pleased team celebrating their achievement.

Best Middle East and African

1	EXECUJET AL MAKTOUM INTL, DUBAI, UAE	DWC	9.50	9.50	8.25	9.00	9.25	9.25	9.13	(*)
2	JETEX – DUBAI, UAE	DWC	8.40	8.40	9.60	9.20	8.00	7.25	8.48	(*)

Best Asian

1	HONG KONG BUSINESS AV CTR	HKG	9.38	9.00	9.00	9.13	9.50	8.13	9.02	(1)
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HKBAC remains #1 in the Best Asian FBO category for 15 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.

FBO Line Techs and CSRs

() denotes 2021 ranking * did not place in 2021

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

Ranked by category scores and overall ratings

1
Jason Gray
Monterey Jet Ctr MRY

2022 rank	FBO	Airport	Can-do attitude	Knowledge	Attention to detail	Promptness & efficiency	Overall	2021 rank
1	JASON GRAY	MONTEREY JET CTR	MRY	10.00	10.00	10.00	10.00	(*)



Best CSRs

1
Kawai Lopez
Monterey Jet Ctr MRY



2
Holly Hopkins
Texas Jet FTW



3
Victor Seda
Meridian TEB

1	KAWAI LOPEZ	MONTEREY JET CTR	MRY	10.00	10.00	10.00	10.00	10.00	(*)
2	HOLLY HOPKINS	TEXAS JET	FTW	10.00	9.91	10.00	10.00	9.98	(2)
3	VICTOR SEDA	MERIDIAN	TEB	10.00	10.00	9.88	10.00	9.97	(*)

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 ranked 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

2022 rank			Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2021 rank
Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, VT)								
1	RUDY'S	NJ area (EWR, MMU, TEB)		9.50	8.95	9.65	9.60	9.43 (1)
South (AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX)								
1	SILVER LINING	MIA area (FLL, FXE)		9.71	9.00	9.50	9.83	9.51 (1)
1	SILVER LINING	PBI area (PBI, SUA)		9.60	8.20	9.40	9.80	9.25 (*)
Mountain (AZ, CO, ID, MT, NM, NV, UT, WY)								
1	PERFECT LANDING	APA		9.50	8.50	9.50	9.50	9.25 (*)

Note: Middle Atlantic (DC, DE, MD, VA, WV), **Midwest** (IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI), and **West** (AK, CA, HI, OR, WA).
Insufficient votes were received to determine a winner for these regions.

() denotes 2021 ranking * did not place in 2021

Best Fuel Brand

Ranked by category scores and overall ratings

2022
rank

- 1 AVFUEL
- 2 TITAN (SHELL)
- 3 PHILLIPS 66
- 4 WORLD FUEL SERVICES



Quality of service	Value for price	Dependability	Customer satisfaction	Overall	2021 rank
9.63	9.41	9.61	9.65	9.58	(2)
9.72	9.17	9.33	9.44	9.42	(3)
9.27	8.86	9.64	9.60	9.34	(4)
9.43	9.15	9.20	9.24	9.26	(1)

Best Aviation Fuel Credit Card

- 1 AVCARD by WORLD FUEL SERVICES
- 2 AVFUEL
- 3 WORLD FUEL CONTRACT



9.61	9.52	9.63	9.59	9.59	(1)
9.68	9.44	9.42	9.55	9.52	(2)
9.42	9.12	9.44	9.33	9.33	(3)

Best International Trip Planning

- 1 UNIVERSAL WEATHER & AVIATION



8.90	8.26	8.89	8.81	8.72	(1)
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Most Preferred MROs (Maintenance, Repair & Overhaul) Category established in 2014



Duncan Aviation ranks #1 as Most Preferred MRO. Duncan Aviation team members have a passion for aviation and customer service. They are among the most experienced in the industry and their quality of service is among the best in the world.

1 DUNCAN	9.85	9.23	9.69	9.62	9.60	(2)
2 WEST STAR	9.54	9.31	9.77	9.62	9.56	(1)
3 TEXTRON	8.64	8.18	8.64	8.55	8.50	(*)

Favorite Pro Pilot Writers

Ranked by total number of votes



Karsten Shein
Weather Brief



Brent Bundy
Operator Profile



Shannon Forrest
Tech Articles Specialist



Grant McLaren
Intl Ops

Pro Pilot magazine writers are ranked annually by subscribers.

2022 rank		2021 rank
1	KARSTEN SHEIN	(1)
2	BRENT BUNDY	(2)
3	SHANNON FORREST	(4)
4	GRANT McLAREN	(3)

