



Report for Bush Air at 1L4

Region: Western

Below is a summary of scores and feedback from all the usable evaluations which were submitted for you during the 2026 Flight Training Experience Award application period. Many flight training providers receive exceptionally high scores so we also share with you the distribution of the overall aggregate scores for comparison.

1. Eligibility

To be eligible for an award, you needed to receive at least 10 unique evaluations, each at least 80% complete.

A survey response was considered 'usable' if the respondent answered at least 80% of the questions required for scoring.

A Flight School was considered 'eligible' for an award if they received at least 10 unique, usable responses.

Average scores were based on all usable responses received and have been rounded where necessary

Your percentile rank was calculated by comparing your score to scores of all other(nominated/eligible) Flight Schools

Percentile ranks were calculated at both national and regional levels and may have been rounded.

Your performance (percentile rank) compared to all other eligible Flight Schools in your region was one of many factors that informed award decisions.

You received 15 evaluations.

2. Free Responses

At the end of each evaluation, we ask the following open-ended question:

Why should or shouldn't your school win a Flight Training Experience Award?

3. Individual Overall Scores & Responses

Total Score	Student Review
88.00	<p>Why Bush Air Deserves This Award CC at Bush Air isn't just another flight instructor—he's someone who fundamentally re - imagines what safety in aviation training should look like. In my experience with flight schools, I've never encountered an instructor with his unique perspective on teaching people to fly safely. What sets CC apart is his ability to explain the "why" behind everything. And I mean *everything* he teaches. Most instructors can teach you what to do and how to do it, but CC goes deeper. He understands the principles at such a fundamental level that he can answer any question you throw at him with clarity and purpose. That's rare in flight instruction, and it's invaluable as a student. His brilliance isn't just in his own skill—though he's exceptional—it's in how effectively he transfers that knowledge. He has this gift for taking complex concepts and making them click. When I finished training with him, I didn't just feel more confident; I was genuinely safer and significantly more skilled than I ever expected to be. That's the kind of instructor who deserves recognition. CC's approach produces better, safer pilots, and that's exactly what this industry needs more of. Bush Air, under his instruction, represents the gold standard in flight training.</p>

90.00	<p>Not to play the age card, but I've spent decades in training environments as a student and instructor in pilot and other crew positions. From my time in the Air Force and 121 to 61, I rate CC as a truly gifted instructor. That's the first reason he should earn a Flight Training Experience Award. The Program: Bush Air is "immersion" training. Students read his textbook prior to arrival and stay in quarters on site. My class size was two; me as a rusty pilot with my new-to-me Skywagon, and a many-thousand-hour A330 captain. Yes, I was learning more than he was, but that's the kind of experience one can expect at Bush Air. CC begins with advanced fundamentals – explaining the slow end of the envelope and how to fly it with precision, then doing it in the airplane with brilliant instruction tailored to not just the student, but how the student's learning at that moment. For the duration of the course, it's brief, fly, debrief, eat, sleep, repeat. The Facility: Its CC's compound where he resides in his house and students stay in another on-site house with fine amenities: comfy beds, kitchen, washer & dryer. He's a terrific chef and personally prepares breakfast, lunch and dinner. My airplane was tied down about 20 feet from my window. What other training environment offers that? Speaking of tie downs, very secure and protected from the desert weather. Why Bush Air is deserving of the award: I haven't been everywhere, but I've never experienced, and don't know of any other, such immersive, professional, and insightful instruction that I experienced at Bush Air. It was everything I expected and more. If you're looking for expert backcountry and tailwheel training, Bush Air is the place.</p>
90.00	<p>This school definitely deserves the award because of the advanced flight techniques that are shown that you can't find at any other flight school. It's worth your time and the money.</p>
84.00	<p>This flight school steps outside the standard pilot training and methods. Bushair has found the weakness in the industry accepted methods and teaches the students to fly safer, more confident, and more skillful than a stamped pilots license. If off airport, canyon turns, tailwheel, or spin recovery is your desire then this course will improve your skills. The food is excellent and the instructors work ethics carries through to a quality experience. Definitely recommend this course to all pilots who wish to improve. CFI pilots would really benefit from this course. That says alot of why I would recommend this flight school for an award.</p>
80.00	<p>I have over 50 years of experience flying and being instructed in many planes by dozens of instructors. The tailwheel and backcountry training I received from Bushair was the first time any instructor ever gave me a step by step breakdown on how to configure a tailwheel plane and how to execute a landing in a physics based method. The train, fly, debrief, repeat method is very effective with a multiday program so the learning curve is fresh and reinforced each day. I wish I had received this instruction many decades ago so I wouldn't have built up so many bad habits over time. This is advanced level training in a one to one situation. The book CC Pocock has written is the most insightful book on flying a plane through it's full envelope that I have read.</p>
90.00	<p>I attended CC's flight school on the airport in Southern Nevada for his 5-day Level 2 Advanced Backcountry Flying Course in my Cessna 182P, and it was an all-around exceptional experience. As a mountain instructor, the immersive training amid rugged terrain sharpened my skills in canyon ops, density altitude management, and safety-focused decision-making using FAA tools. What sets this school apart is the integrated accommodations: the cozy guest house perfectly housed me and another student, allowing us to debrief lessons over evening discussions, sharing takeaways on maneuvers and risk mitigation. CC, the owner and CFI, is a fabulous cook—his main house and well-equipped kitchen became a hub for nutritious meals, informal instruction, and bonding, enhancing the learning atmosphere. Professional, safe, and hospitality-driven, this setup made the course transformative. A+ for backcountry pilots seeking comprehensive training—highly recommend, and worthy of a Flight Training Experience Award!</p>
79.00	<p>CC and Bush Air provide a unique kind of training that is desperately needed. His emphasis on basic stick and rudder and actually thinking with the plane is really valuable. The course is expensive but you get a lot of bang for your buck. Would recommend to anyone who's interested in actually flying an airplane.</p>
90.00	<p>I completed the Advanced Bush Flying Course II at Bush Air in the Cessna 170B, and it was truly one of the most valuable flight training experiences I've ever had. It was my first time flying a tailwheel and operating off anything other than hard-surface runways, and the learning effect was huge. Being able to explore the true envelope of an airplane under the guidance of a legendary instructor like CC Pocock helps you truly understand stall and spin awareness—not just in theory, but in real-world situations. Learning how to operate in confined areas isn't easy, and if you ever want to do it, you'd better learn it the right way. Bush Air and CC provide exactly that: a safe, professional, and eye-opening environment to push your skills and confidence to a whole new level. This school absolutely deserves to win a Flight Training Experience Award for its unique, high-quality instruction and the unmatched experience it provides to every pilot who trains there.</p>

90.00	My Experience with Bush Air is my best training experience to date. Bush Air offers backcountry off airport training and mountain flying training with one of the most experienced instructors in the aviation world. Bush Air provides individual specialized training in the students own aircraft in off airport operations tailored to the students skill level and mission with special attention to safety. My training experience has provided me with the knowledge and skill sets that will make me a more capable and safer pilot in command in all GA environments especially back country. I recommend Bush Air to all aviators new or high time seniors.
90.00	Excellent book training as well as practical training
74.00	I spent five days at bush air with instructor CC Pockock, to get backcountry training for my new Maule M7, it was the best learning experience I've even had in my over 15 years in aviation.
84.00	The flight training was very thorough, and I learned a tremendous amount about my airplane. We would always start the day in ground school, and then proceed to execute what we learned in the aircraft. The airport had zero traffic, so it was very quick and easy to get airborne. I left the school much more confident with my flying skills and knowledge of the abilities of my plane. The accommodations were very good, as was the food and entertainment. If you are looking to increase your skills and knowledge, I highly recommend CC Pollock and the Bush Air school.
81.00	This flight school offers a very unique training program in bush and mountain flying. It is intense but very much hands on learning with CC Milne being an experienced and very competent instructor. It covers a range of advanced skills from slow flight handling, stalls in all configurations into incipient spins giving confidence in being able to recover. Additionally, short field landing and takeoffs leading to landing and takeoffs in the bush are covered. This packs a lot in in 5 days. Great course.
78.00	Bush Air with its Advanced Flight Training Course is a unique experience that proves the theorie and expands the horizon of any pilot! Every pilot at any level and with any amount of hojrs will learn something new in this course and become a better pilot. There is no other school known to me with that knowhow, equipment and last but not least...hospitality! Having a course where you can stay, get food and entertainment is unique and makes it a special memory for every attendant! I have deep respect and admiration for Bush Air and am happy as also proud to be able to attend twice!
79.00	This flight school provides a very unique and valuable experience. The courses are very well thought out, and provide one-of-kind training on exploring the envelope of the airplane and the strengths and weakness of the pilot/student with respect to backcountry flying, and are well documented in a book written by the owner/instructor. The venue is well suited to the courses, located at a small airport with little other traffic.

4. Aggregate Overall Score (Range: 0 to 100)

This is the overall score you received from your customers in the 2026 Flight Training Experience Award application period:

Your Score: **84**

4.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: **86**

Your national percentile ranking: **15%**

Regional Average: **86**

Your regional percentile ranking: **14%**

4.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: **86**

Your national percentile ranking: **12%**

Regional Average: **86**

Your regional percentile ranking: **15%**

5. SubScore Summary for Bush Air at 1L4

Region: Western

The remaining sections summarize your individual subscores (range: 0 to 100) as they apply to each of the four areas from our Flight

Training Experience Research: Educational Quality, Customer Focus, Community, and Information Sharing. You will also find national and regional averages, for benchmarking.

Subscore Summary:

	Your Score	National Avg
Educational Quality	97	97
Customer Focus	92	96
Community	90	96
Information Sharing	94	91
NetPromoter Score	100	92
Overall Total	95	94

6. Educational Quality Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Educational Quality; offering effective training from professional instructors who are dedicated to students' success

Your Score: 97

6.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 97

Your national percentile ranking: 27%

Regional Average: 98

Your regional percentile ranking: 27%

6.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 98

Your national percentile ranking: 25%

Regional Average: 98

Your regional percentile ranking: 30%

6.3 Responses per Question

My school consistently used a training syllabus that I could consult.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Somewhat Agree	1	6.67%

My school helped me find an instructor who considered my personal strengths and weaknesses when creating lesson plans.

Response Choice	Frequency	%
Strongly Agree	12	80%
Neither agree nor disagree	1	6.67%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	15	100%

My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%

7. Customer Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Customer Focus; adding value by demonstrating professionalism and engagement with students

Your Score: 92

7.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 96

Your national percentile ranking: 9%

Regional Average: 96

Your regional percentile ranking: 5%

7.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 96

Your national percentile ranking: 7%

Regional Average: 96

Your regional percentile ranking: 5%

7.3 Responses per Question

Instructors at my school were never available to answer questions outside of formal lessons.

Response Choice	Frequency	%
Strongly Agree	1	6.67%
Strongly Disagree	14	93.33%

I found it easy to reschedule lessons at my school when there were issues, like maintenance or weather.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Neither agree nor disagree	2	13.33%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	1	6.67%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	2	13.33%
Neither agree nor disagree	3	20%
Strongly Disagree	10	66.67%

8. Community Focus Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Community; emphasizing social connections and accomplishments.

Your Score: 90

8.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 96

Your national percentile ranking: 5%

Regional Average: 96

Your regional percentile ranking: 5%

8.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 96

Your national percentile ranking: 4%

Regional Average: 96

Your regional percentile ranking: 5%

8.3 Responses per Question

After training at my school, I feel like a member of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	13	86.67%
Neither agree nor disagree	2	13.33%

Sometimes I felt as if I didn't belong at my school.

Response Choice	Frequency	%
Strongly Agree	2	13.33%
Somewhat Agree	1	6.67%
Neither agree nor disagree	4	26.67%
Strongly Disagree	8	53.33%

My school provided adequate opportunities to meet students, new pilots, and members of the local aviation community

Response Choice	Frequency	%
Strongly Agree	12	80%
Somewhat Agree	2	13.33%
Neither agree nor disagree	1	6.67%

I received regular positive encouragement that made me want to come back for my next lesson at my school.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Neither agree nor disagree	1	6.67%

9. Information Sharing Scale (Range: 0 to 100)

This is the score you received from your customers, derived solely from the questions related to Information Sharing; educating and empowering students to make informed decisions about flight training investments.

Your Score: 94

9.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 91

Your national percentile ranking: 74%

Regional Average: 91

Your regional percentile ranking: 77%

9.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 92

Your national percentile ranking: 75%

Regional Average: 91

Your regional percentile ranking: 85%

9.3 Responses per Question

I always understood the steps required to reach my flight training goals at my school.

Response Choice	Frequency	%
Strongly Agree	15	100%

My flight training at my school has required more time and/or money than I expected.

Response Choice	Frequency	%
Strongly Agree	2	13.33%
Strongly Disagree	13	86.67%

My school readily shares information about student success rates (e.g. passing FAA checkride).

Response Choice	Frequency	%
Strongly Agree	11	73.33%
Neither agree nor disagree	4	26.67%

I was shown where I could find additional resources, like study guides or practice exams, to supplement my studies in anticipation of written or practical exams.

Response Choice	Frequency	%
Strongly Agree	14	93.33%
Neither agree nor disagree	1	6.67%

10. Net Promoter Score

10.1 Questionnaire Responses

The Net Promoter Score is generated by asking customers how likely they would be to recommend a given product or service - in this case, your services as a flight instructor to another potential customer, on an 11 point scale.

How likely are you to recommend your CFI to someone interested in flight training?

Response Choice	Frequency	%
10	14	93.33%
9	1	6.67%

10.2 NPS Grouping

Responses to this question are then used to sort customers into one of three groups:

Detractor: Less likely to use your services again and may not speak highly of your services to others.

Passive: Generally somewhat satisfied, passive respondents likely won't help or hurt your business in talking to other people.

Promoters: Ideally, all of your customers would be promoters. Promoters would fly with you again in the future and would tell others how great they think you are.

Response Choice	Frequency	%
Promoter	15	100%

10.3 Standardized Score Calculation

The overall Net Promoter Score is calculated by subtracting the percentage of your customers who are 'detractors' from the percentage of your customers you are 'promoters.' Thus, the overall Net Promoter Score can range from - 100 to 100.

For more information on the Net Promoter Score and how to interpret it, check out: <https://www.medallia.com/net-promoter-score>

Your Score: 100

10.3.1 Compared to All Nominees (those with at least 1 evaluation)

National Average: 92

Your national percentile ranking: 73%

Regional Average: 99

Your regional percentile ranking: 55%

10.3.2 Compared to All Eligible Nominees (those with at least 10 evaluations)

National Average: 95

Your national percentile ranking: 77%

Regional Average: 99

Your regional percentile ranking: 55%