



Report for Centerline Aviation Services LLC at KIPJ

Region: Eastern

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
90.00	Prior to choosing Centerline, I visited 4 flight schools. No other flight schools came close to Centerline's ratio of airplanes/instructors compared to number of students. It's often overlooked but having access to planes and instructors is very important to get flight hours. If I have questions or concerns, there always someone to help me. Now that I've gone to the school for 2 months, I have nothing but excellent experiences. Every instructors are professional, subject of experts, and approachable. The owner is often present at the school as well if you need to talk to someone. All the planes are in a great shape. Price is very reasonable. The only thing I wish was they offered 141 program because I'd love to continue with them all the way through. I could not recommend Centerline enough.
90.00	This Flight School Win a Flight Training experience award, because they have really help me with my Ground School & understanding all the systems of the Aircraft & I highly recommend that they are like a #1 Top School in N.C. & America! Thank You! GOD Bless! #PilotLife! Have a Blessed Day!
90.00	Centerline Aviation Services caters to individual student needs like none other I have experienced In my 28 years of aviation. The owners and staff at Centerline go above and beyond to insure training success. From meeting with students to helping polish up skills in a sim during off hours to securing DPE's for check rides I cannot imagine a better experience. Their aircraft are the nicest, best equipped I have encountered in my years of renting and training.

90.00	Centerline deserves to win a Flight Training Experience Award because it upholds the highest standards of safety and professionalism. The aircraft are exceptionally well maintained, reflecting a strong commitment to reliability and care. The staff are not only friendly and supportive but also highly knowledgeable, ensuring every student receives thorough, confidence building instruction in a safe and welcoming environment.
74.00	Great professional instructors with a very welcoming atmosphere for flight training.
85.00	This flight school should win a Flight Training Experience Award because Centerline Air cares deeply about their student's education, experience, and encouraging them to reach for more than just the bare minimum. They make sure their planes are airworthy, clean, and safe. If there is a problem and one of the planes and is stuck at a different airport, the owner of Centerline Air will come himself to see if the plane can be repaired at the other airport, ensuring he takes safety to the upmost priority for his students. Centerline Air should receive an award because of how they care about their planes, students, and their reputation as a great school.
90.00	My experiences with Centerline Aviation are nothing short of OUTSTANDING with their excellent instructors, high standards, and impeccably maintained and safe aircraft. At the relentless persistence of my pilot friend (who has flown with me and also rented aircraft from other flight schools with me - so I can make a fair comparison) strongly urged me to rent from Centerline. He received his instrument training (and subsequent instrument rating) from Jim, Centerline owner. Despite it being over an hour away from my home, compared to several other flight schools much closer from which I have rented aircraft, I decided to see what all the hype was about and get my high-performance endorsement in Centerline's Cessna 182. I called the office and Riley was recommended. She is one of THEE best instructors I have encountered since getting my pilots certificate nearly 20 years ago. Not only does she have the knowledge and skills of a CFII, but she is also very thorough, safety-conscious, professional, patient, encouraging and enthusiastic. A true unicorn. I have my instrument rating, yet needed to work on my instrument proficiency, particularly with the 182's advanced avionics, of which I was very unfamiliar. Riley did an amazing job teaching me power management and helping me navigate through an intimidating aircraft. For years I flew a 172 with a 6 pack and no auto pilot, so there was a lot to learn. She exuded such patience and helped build my confidence. In all my 20 years of flying, I have never enjoyed flying with an instructor or in an aircraft this much. I enjoyed it so much that I drove over 2 hours a day, several times a week, until I got my high-performance endorsement and felt comfortable flying instrument approaches in it. I still fly with her in the 182 to stay instrument proficient. Over the years, I have crossed paths with instructors who show various signs of burnout with way fewer hours than she has. You would never know that Riley has already been hired by the airlines and is waiting for her training date because she is just as enthusiastic and engaged now as I'm certain she was on day one of being a CFII. Now that's integrity! Jim is very particular on who he hires and it shows in everyone's approachable teaching styles, professionalism, knowledge, and demeanor. I know all too well from working and flying with previous flight schools that not every flight instructor, nor flight school, is created equal. Centerline Aviation surpasses all expectations of a flight school. They are all about quality and safe training. They are not focused on the quantity of pilots they can produce. They are a very organized flight school; it is very well managed. You can always get a hold of Jim or his wife Tammy, who takes care of all the administrative duties. Last, but certainly not least, their planes are meticulously maintained and for the first time in MANY years, I actually feel relaxed and safe flying the skies because of Centerline Aviation. Hands down, no one can compare to them.
88.00	In my opinion, This flight school is the best in the greater Charlotte, NC area. I earned my instrument rating, Commercial certificate and CFI certificate at this school. The instructors are experienced and held to a high standard. The planes are well maintained and equipped. Any issue I have had renting planes or with billing has been remediated immediately and with customer satisfaction a clear priority. Centerline has a perfect safety record and should absolutely be considered for the award.
86.00	This flight school stands out for its student-first culture, professionalism, and results. The instructors are not only skilled aviators but also dedicated mentors who invest deeply in each student's success. Training programs are tailored to the individual's goals, ensuring efficiency and confidence from discovery flight through advanced ratings. The aircraft fleet is well-maintained, diverse, and readily available, minimizing scheduling conflicts and maximizing training opportunities. The school's leadership prioritizes safety, transparency, and community—organizing regular safety briefings, fly-outs, and career guidance sessions that foster lasting aviation connections.

88.00	I believe that Centerline should win a training experience award because of the overall experience that they give student pilots. The flight instructor that I have been working with has been very respectful, encouraging, and straightforward which I as the student have found to be very helpful. After every lesson, my flight instructor goes over everything that I did well as well as things that I need to work on and clearly tells me what is expected of me for the next lesson. Furthermore, the aircrafts provided by centerline are always well maintained, which was a big issue for me going into it. Centerline really emphasis safety and make it important to teach that to students. I have not had a bad experience with anyone around the program. In fact, my experience has been better than I was hoping for before starting. I couldn't be happier with my experience so far at Centerline and would definitely say the program deserves to win a Flight Training Experience Award.
87.00	Centerline is a great flight school. As a commercial pilot with an IFR and ICAO rating, they have helped me greatly in obtaining my FAA credentials. The ethical and academic standards of all the instructors are very high. So, I highly recommend scheduling a discovery flight or taking bi-annual reviews with this worthy institution.
90.00	Jim, Tammy, and all CFI's I interacted with will go above and beyond for their students. The schools aircraft are always in peak working order with the latest technology and options to suit the students.
89.00	Planes are always clean, washed regularly, and the windshield is cleaned after each flight. Most of the Cessna 172 fleet has Garmin instrumentation upgrades either with dual G5s or G3x and G5, Garmin GPS and some even have a Garmin auto pilot. Most of the Cessna 172s have a 180 hp upgrade which is nice for climb performance. All of the fleet is very well maintained with all maintenance both past and future available for online review by plane. The school also has an adequate number of planes for students to book. Jim the owner is involved in the day to day operations and upholds a high standard for his flight school. The instructors are all friendly and knowledgeable.
84.00	Centerline has provided me with an incredible experience to start my journey in the aviation community. I currently am working on my PPL and Centerline has given me the experience and knowledge to succeed my PPL studies. I have gained valuable insights into aviation theory and practical flying techniques, which have significantly boosted my confidence in the cockpit. The supportive environment and experienced instructors have made the learning process both enjoyable and rewarding.
90.00	Centerline took over after a failed attempt with another local school. The other school kept cancelling my flights or just not showing up at the airport when we were supposed to fly as the CFI's were more worried about getting their jobs at the airlines. Jim stepped in with a more boutique style of training and had multiple planes and avenues to get me to my goal. I received my PPL this month (Oct '25) and could not be happier with Centerline!

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: **87**

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

National Average: **86**

Your national percentile ranking: **72%**

Regional Average: **86**

Your regional percentile ranking: **62%**

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

National Average: **86**

Your national percentile ranking: **75%**

Regional Average: **87**

Your regional percentile ranking: **56%**

5. SubScore Summary for Centerline Aviation Services LLC at KIPJ

Region: Eastern

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	100	97
Customer Focus	97	96
Community	98	96
Information Sharing	92	91
NetPromoter Score	100	92
Overall Total	97	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: 100

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

National Average: 97

Your national percentile ranking: 92%

Regional Average: 98

Your regional percentile ranking: 93%

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

National Average: 98

Your national percentile ranking: 96%

Regional Average: 98

Your regional percentile ranking: 98%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	15	100%

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

Response Choice	Frequency	%
Strongly Agree	15	100%

My school promotes a culture of safety.

Response Choice	Frequency	%
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Strongly Agree	15	100%
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My instructor at my school regularly suggested what I should study before arriving at the airport for a lesson.

Response Choice	Frequency	%
Strongly Agree	15	100%

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: 97

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

National Average: 96

Your national percentile ranking: 58%

Regional Average: 97

Your regional percentile ranking: 48%

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

National Average: 96

Your national percentile ranking: 65%

Regional Average: 97

Your regional percentile ranking: 52%

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	15	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	15	100%

Sometimes I wish I had chosen a different flight school.

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

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: 98

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

National Average: 96
Your national percentile ranking: 69%

Regional Average: 96
Your regional percentile ranking: 62%

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

National Average: 96
Your national percentile ranking: 73%

Regional Average: 97
Your regional percentile ranking: 65%

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	15	100%

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

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

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	3	20%

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

Response Choice	Frequency	%
Strongly Agree	15	100%

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: 92

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

National Average: 91

Your national percentile ranking: 55%

Regional Average: 92

Your regional percentile ranking: 55%

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

National Average: 92

Your national percentile ranking: 52%

Regional Average: 93

Your regional percentile ranking: 44%

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	1	6.67%
Somewhat Agree	1	6.67%
Neither agree nor disagree	3	20%
Somewhat Disagree	1	6.67%
Strongly Disagree	9	60%

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

Response Choice	Frequency	%
Strongly Agree	11	73.33%
Somewhat Agree	1	6.67%
Neither agree nor disagree	2	13.33%
Strongly Disagree	1	6.67%

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%
Somewhat Agree	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	15	100%

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: 93

Your regional percentile ranking: 73%

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

National Average: 95

Your national percentile ranking: 77%

Regional Average: 97

Your regional percentile ranking: 75%