



Report for Flex Air at MYF, MHK, OJC

Region: Pacific

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 9 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
87.00	When I first started my flight training, I wasn't sure if becoming a pilot was truly for me. Like many women—especially Black women—in aviation, it's easy to feel like you don't have a place in this industry, and at times I even thought about quitting. But that all changed thanks to the incredible support and mentorship I received at Flex Air. Paul, the owner and my mentor, encouraged me every step of the way and shared valuable insights and lessons from his own aviation career as a naval pilot that motivated me to stay focused and keep pushing forward. My instructor, Cameron, has been patient, encouraging, and dedicated to helping me grow stronger and more confident with every flight. It may have taken me a bit longer than the minimum 40 hours to reach my private pilot goals—but that's because I wanted to truly master my skills and become the best pilot I can be. With the encouragement and guidance of the Flex Air team, I'm proud to say I'm almost at the finish line—and more excited about aviation than ever! If you're looking for a place that has good support, pushes you to be your best, and believes in you even when you doubt yourself—Flex Air is the place to be.
83.00	As a student if you show grit, determination, and put in the effort, Flex Air will do its part in getting you through training to achieve your goals.

---

88.00 Flex Air is where I send my children if they want to take flying lessons. Full stop. They're the only company I trust. Not the national fast-track flight school factory across the runway, not the mom-and-pop shop two counties away, but to Flex Air. There are choices in every direction but when it comes to safety and trust, there is no competition. I spent 28 years in the Army flying helicopters. Almost every day I addressed risk and ways to manage and mitigate it. It took me years to get comfortable with making tough decisions that impact others: the troops we carried, the supplies we flew, the VIPs who we transported across hundreds of miles. The instructors and managers at Flex Air demonstrate that skill set every day and they do so with maturity, respect, and pragmatism. People don't wake up with those kinds of skills, yet Flex Air demonstrates every day and empowers everyone equally to have a voice when it comes to safety. Students perk up and engage when their instructors tell them what they're assessing and why. They demonstrate what they teach and the students completely absorb the why. I'm not sure if there is a better indicator, but the Flex Air method works and the results speak for themselves. They're professionals in every sense without decades of hard lessons behind them. I see trust in every direction when I walk into the building or fly with the instructors. I've flown with all of them at KOJC and I trust them as they trust each other. They trust that I won't commit a reckless error because they know I've invested in pushing myself to be the most engaged student I can be. I see their work load and preparation, I know their salaries, and their time and energy matter to me. They trust that their teaching methods work; I aim to show them every day that I am worthy of their trust and it is critically important to me that I earn it. At 60 years old, I'm easily the oldest in the building, but the Flex Air team does not see an age where the FAA does. When they sign their name forwarding me for a check ride or endorsement, the mutual trust is both professional and personal. We students thrive in it. We don't want to let them down. They go farther, so we go farther. For those who were once in the military and did not always have the voice when we needed it, now in Aviation and with Flex Air, we have that confidence to speak up and be heard. Safety and trust, trust and safety. From those two concepts anything is possible and so many important traits spin-out. Flex Air's commitment to helping transitioning veterans to become professional pilots and mechanics is huge. Many of us know and worry about the lack of a structured lifestyle or framework that can replace the regimen of years spent in uniform. With Flex Air, the community feel never goes away and also helps one transition to the next. There is no break. No one is alone. We have veteran instructors. We have veteran students. We have active and Reserve pilots who train alongside 60-year-old Army retirees. The chemistry works: there is no trying-out, no audition: you are on the team from the jump. The shared senses of community and purpose are critically important to former military, their mental well-being, and successfully completing such an intensive vocational endeavor. "Leave no man or woman behind." Flex Air does not, and they pull veterans in for all the right reasons. Flex Air is the only company I trust to safely train my family and friends. This award won't make them more pompous or draw in heaps more students, but it will validate that they are in it for the long haul. Veterans get that. Loyalty matters. A company run "by veterans, for veterans" is a natural fit and low-risk. In flight training, Flex Air unwaveringly places veterans' and the general public's best interests first. Finding Flex Air was the smartest move I've made since I left the military.

---

90.00 This school has been the epitome of what I think it means to be excellence in flight training. The instructors I've had the privilege to work with have demonstrated exceptional technical knowledge and a genuine commitment to my growth and safety while making me feel like part of the aviation community. Their professionalism and attention to detail have impressed me across various activities, from how thorough the ground lessons are to how doggedly we practice emergency procedures. What stands out most is how they go beyond teaching the checkride; my CFI has helped me develop the judgment, discipline, and mindset required to be a true professional pilot, making me ready for any scenario. I've discovered that safety is part of the culture here, not just a poster in the office. The learning environment I have experienced with Flex Air has been challenging and supportive at the same time, and I truly believe my flight training experience here has made me the pilot I need to be.

---

89.00 The instructors at this flight school are outstanding—friendly, knowledgeable, and always willing to go the extra mile. They're deeply invested in your success, both in preparing you for check rides and helping you grow as a pilot. Cameron, in particular, stands out for his professionalism and dedication. The Kansas location offers an excellent training environment for those who prefer less congested airspace and a more relaxed setting. In contrast, the California location provides a great opportunity to challenge yourself by operating around Class Bravo airspace and multiple busy airports.

---

88.00	<p>I am proud to recommend Flex Air for recognition in the Flight Training Awards. My experience with the school has been exceptional across every dimension that matters to a pilot in training. Flex Air's commitment to safety is evident in both its culture and operations. The school's fleet is well maintained, and every aircraft I've flown has been in excellent condition. The instructional quality is outstanding, my instructors are not only knowledgeable but also patient, professional, and deeply invested in helping each student and me progress. The staff is consistently courteous and supportive, creating an atmosphere that's both professional and welcoming. I've also appreciated Flex Air's flexibility in accommodating my training schedule, which has made it possible for me to continue advancing despite a busy personal and professional life. Flex Air embodies what a great flight school should be: safe, student-centered, and focused on producing confident, capable pilots. I strongly support their nomination for this year's AOPA Flight Training Awards</p>
85.00	<p>This school has a great culture, very professional and safety oriented. Everyone from all levels are down to earth and willing to help you in any way they can, with a smile on their face. Just like the name says they're very flexible and will work with you on scheduling every single week. This school really makes you feel like an individual and not just another student.</p>
74.00	<p>As a student at Flex Air, I can confidently say that this school has completely redefined what a flight training experience should be. From day one, Flex Air has demonstrated a genuine commitment to helping every student succeed — not just as pilots, but as professionals and people. Especially for transitioning service members participating in their SkillBridge program. What sets Flex Air apart is the culture of mentorship and community. From senior management: Paul, Eddie, Kenny; and on to the rest of the CFI cadre— they are all are top notch. The instructors here aren't just teaching you to pass a checkride; they're investing in your aviation journey. They take the time to explain, challenge, and encourage. Each flight feels like a collaboration, not a lecture. They know your goals, they celebrate your milestones, and they push you to be your best. Flex Air also stands out for its professionalism and innovation. The school's curriculum integrates advanced simulation, scenario-based training, and real-world flight planning. Everything feels intentional and structured, with clear progress tracking and feedback that keeps you motivated. The support system at Flex Air goes beyond the cockpit. The staff and leadership team genuinely care about their students' success — whether it's helping navigate scheduling challenges, career planning, or simply checking in to make sure you're enjoying the process. There's a strong sense of community among students and instructors alike, and it's clear that everyone here shares a passion for aviation. Flex Air isn't just a flight school — it's a launchpad. It's where aspiring aviators become confident, competent, and compassionate pilots ready to make their mark in the skies. For anyone serious about becoming a pilot and looking for a school that combines quality, integrity, and flexibility, Flex Air truly deserves to be recognized as AOPA's Best Flight School.</p>
85.00	<p>My Flight School should win this Award because everyone has been very helpful through my entire Aviation experience. No matter the day or time someone on staff communicates back with me that assures me that I chose the right School. Im honored to attend this school and plan on staying here throughout my Aviation journey.</p>

#### 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: **85**

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

National Average: **86**

Your national percentile ranking: **32%**

Regional Average: **82**

Your regional percentile ranking: **50%**

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

National Average: **86**

Your national percentile ranking: **30%**

Regional Average: **85**

Your regional percentile ranking: **50%**

#### 5. SubScore Summary for Flex Air at MYF, MHK, OJC

Region: Pacific

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	98	97
Customer Focus	94	96
Community	96	96
Information Sharing	91	91
NetPromoter Score	89	92
Overall Total	94	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: 98

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

National Average: 97

Your national percentile ranking: 40%

Regional Average: 92

Your regional percentile ranking: 50%

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

National Average: 98

Your national percentile ranking: 40%

Regional Average: 97

Your regional percentile ranking: 50%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Neither agree nor disagree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	9	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	8	88.89%
Somewhat Agree	1	11.11%

## 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: 94

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

National Average: 96

Your national percentile ranking: 17%

Regional Average: 93

Your regional percentile ranking: 28%

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

National Average: 96

Your national percentile ranking: 15%

Regional Average: 94

Your regional percentile ranking: 30%

### 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	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	7	77.78%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	8	88.89%
Somewhat Agree	1	11.11%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	1	11.11%
Somewhat Disagree	1	11.11%
Strongly Disagree	7	77.78%

## 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: 96

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

National Average: 96

Your national percentile ranking: 38%

Regional Average: 91

Your regional percentile ranking: 61%

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

National Average: 96

Your national percentile ranking: 38%

Regional Average: 96

Your regional percentile ranking: 50%

### 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	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	1	11.11%

Strongly Disagree	8	88.89%
-------------------	---	--------

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

Response Choice	Frequency	%
Strongly Agree	6	66.67%
Somewhat Agree	3	33.33%

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

Response Choice	Frequency	%
Strongly Agree	9	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: 91

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

National Average: 91

Your national percentile ranking: 44%

Regional Average: 89

Your regional percentile ranking: 61%

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

National Average: 92

Your national percentile ranking: 40%

Regional Average: 91

Your regional percentile ranking: 50%

## 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	8	88.89%
Somewhat Agree	1	11.11%

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

Response Choice	Frequency	%
Strongly Agree	1	11.11%

Somewhat Agree	2	22.22%
Neither agree nor disagree	1	11.11%
Somewhat Disagree	3	33.33%
Strongly Disagree	2	22.22%

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

Response Choice	Frequency	%
Strongly Agree	9	100%

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	9	100%

## 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	8	88.89%
8	1	11.11%

### 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	8	88.89%
Passive	1	11.11%

### 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: 89

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

National Average: 92

Your national percentile ranking: 18%

Regional Average: 72

Your regional percentile ranking: 39%

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

National Average: 95

Your national percentile ranking: 17%

Regional Average: 90

Your regional percentile ranking: 50%