



Report for Moore Aviation, Inc. at KBVI

Region: Great Lakes

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 37 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
77.00	Moore has made a big leap in the past few years especially since the schedule is not nearly as full as it used to be, this makes life a lot easier for the students looking to reschedule missed flights, overall I'm very happy with the current situation at Moore Aviation, the school is ran very well
88.00	Having been in existence for many years, a younger generation has ignited the training environment. From a more quality training environment to stressing safety. They have move the bar up. Their aircraft are extremely maintained well and they are having social events for student engagement. They continue as before to turn out a quality pilot from my perspective.
75.00	Quality and experienced Flight School

84.00	<p>As a DPE, I interact with different flight schools across the country, so I can say with confidence that Moore Aviation is exemplary of a top-notch aviation organization. Not only does this school graduate outstanding pilots, but they are a pillar in the aviation community in Southwest Pennsylvania, enthusiastically participating in community events that promote aviation and plant the seeds for future aviators. I recently directed an open house community event at the airport to promote careers in aviation, and Moore was front and center in their promotion efforts, providing incentive rides and hosting guests and answering questions at their static display aircraft. Additionally, from an education point of view, their instructors take their accountability seriously, and I am extremely impressed with their commitment to continuous improvement as seen in their attention to detail in the debriefs after checkrides. Without a doubt, Moore Aviation at KBVI has my highest recommendation for you to award them the Flight Training Experience Award.</p>
86.00	<p>A great flight school that provides good training for their students and helps overcome any hurdles that WX, MTX, or personal may come.</p>
88.00	<p>Moore Aviation truly deserves this award because it is more than just a flight school; it is a place where future aviators are built from the ground up. My connection to Moore runs deep. My brother earned his licenses here years ago, and after seeing how this school shaped his career, I decided to follow the same path. I started as a student pilot and worked my way up through every stage of training until I became a Certified Flight Instructor. Now, I have the privilege of teaching the next generation of pilots in the same place where I once sat as a student. The instructors at Moore Aviation are second to none. They care about each student's success and make sure you not only learn how to fly but understand aviation on a deeper level through safety, decision-making, and professionalism. Every flight, every ground lesson, and every debrief comes with genuine guidance and encouragement. As I look around at other flight schools, I am reminded every day that I made the right choice coming here. Moore Aviation stands out because of the people who make it what it is: instructors who care, staff who support you, and a community that pushes you to be your best. This school does not just produce pilots; it builds aviators with skill, confidence, and passion for flying.</p>
87.00	<p>Moore Aviation should win the Flight Training Experience Award. I believe my flight school should be recognized for its exceptional qualities that inspire students to succeed within the aviation industry. Each instructor is dedicated, driven, and positive, creating a relaxed and comfortable learning environment. Each lesson is structured and meets the educational needs of each individual student. The flight school is run smoothly and efficiently with an amazing staff and growing fleet of well-maintained aircraft. My overall experience has been a great one, and I recommend it to all who want to start their journey as a pilot.</p>
87.00	<p>Moore Aviation has an amazing fleet of aircraft paired with dedicated and capable instructors.</p>
89.00	<p>Moore Aviation should win a Flight Training Experience Award because it provides top notch instruction to every student. The staff is truly the best and has great experience in the field. Compared to other flight schools, Moore truly stands out as the best.</p>
89.00	<p>This is the best flight school ever. Point blank period.</p>
90.00	<p>Moore Aviation excels with safety.</p>
83.00	<p>best flight school in the area</p>
90.00	<p>Moore Aviation prioritizes safety, the mastery of aircraft control, and conservative aeronautical decision making. They offer a welcoming environment where student success is paramount.</p>
90.00	<p>My personal experience with Moore Aviation has been amazing. Since switching from ATP flight training at Allegheny County Airport, I have been able to complete my private license Instrument rating and I'm now getting my commercial license with the school and have never had a complaint. The connections I have built through Moore Aviation will never go unnoticed. My flight instructor Tobi Yarison has not only been an amazing flight instructor but has become a professional friend that has gotten me through two check rides with ease. As a student of Moore Aviation, I have suggested this school to many aspiring pilots and will continue to do so throughout my career. Any pilot from the north east who is looking to further their training should consider Moore Aviation.</p>
79.00	<p>Moore Aviation should receive a Flight Training Experience Award because they represent a growing number of instructors and produce knowledgeable and trained professional pilots.</p>

88.00	Moore Aviation has been one of the longest continually operating flight schools in the nation. The retention of students throughout their flight training is a testament to that. I received all of my flight training from primary all the way through CFI-I. Every day as a student, Moore Aviation had always shown me a friendly, professional, and safe environment. It is one of the many reasons why I stayed with Moore for all of my training. In my opinion, Moore Aviation is a top-tier school in the nation, and I am honored to have trained with them.
88.00	This flight school should win the Flight Training Experience Award because they make training fun, educational, as well as making everyone feel safe. I've never felt uncomfortable at this school. The school itself is clean and organized. And the airport and aircraft are also well maintained. All of these are things that make training feel safe and fun.
87.00	I started my flight training at Moore at the same airport my dad trained at in the 90s. I wound up finishing my private in Florida which is where I went to college, but after moving back went back to Moore. The instructors are very committed and I've since earned my instrument rating and commercial certificate.
90.00	This flight school should win the Training Experience Award because they have been in business and flying since 1938. They have highly trained and skilled flight instructors, they also bring a lot of experience and knowledge to the table. All that helps me to go through my flight training with confidence that I'm getting the best training.
86.00	Moore Aviation should win a Flight Training Experience Award because of the following: 1. They treat you like family. Every time I walk into the flight school, whether I was there yesterday for training or took a week or two off due to vacation, every instructor, including the chief, and people working dispatch always say hello to me, joke around with me, and make the environment warm and welcoming. 2. If you love to fly, you're in the right place. They have plenty of aircraft and instructors that you can always find a time to fly. 3. The flight instructors I have had from a day one, new Student Pilot all the way through me currently working on my CFI have been the best. They take the time to get to know you and we have all become close. They understand life happens (i.e., family emergencies, etc) that can negatively impact your flight training, and take the time to work out a plan of action on how best to proceed with your training. 4. If I have any questions about aviation and my training, I am easily able to get in contact with my instructor and ask them questions. For example, I have reached out numerous times at 9:00pm or later to all of my instructors (past and present) and all have gotten back to me within the hour. This is true no matter if they had a day packed full of lessons or on bad weather days when no one flies.
86.00	Moore aviation has always been very open with me and I personally find scheduling quite easy. All of the instructors I have flown with so far have been very knowledgeable and always have an answer to all of my questions. Overall the atmosphere at Moore is professional while still being a very comfortable environment which I think helps open with your preflight and end with a debrief calmly and efficiently.
70.00	Excellent Staff and Instructors! Wide variety of aircraft and having ATC at a Class D Airport is a huge bonus!
88.00	They go above and beyond to help students out. So they should be awarded with the flight training experience award.
88.00	Moore aviation provides top tier flight training. Instructors push students past the basic legal requirements to grow further and deepen their understanding of the complex aviation environment. Students feel like they are part of a community here. Which promotes a strong learning environment.
89.00	Excellent instruction
85.00	They have a great and versatile fleet of airplanes. They also boast a large pool of great instructors who are all more than equipped to teach every kind of student.
87.00	Moore Aviation is staffed by some of the most kind, outgoing people I have ever had the chance to work with / fly with. I see most of these people on a regular basis and they all care about my well being. I genuinely feel looked after and cared about and I know that my experience and education are their top priority.
85.00	This flight school should win a Flight Training Experience Award because of its incredible safety culture and outstanding instructors, line crew, dispatch, and students who are always eager to learn.
83.00	They have a streamlined system to take people from student pilots to CFI's consistently. I have 3 roommates and all of them are on their commercial or have already completed it and started CFI training. Moore is also building a whole new building for simulators which will be great for new students considering they only have one at the moment.

89.00	Moore Aviation should receive this award for its outstanding performance as a flight school. The instructors do a good job taking on their important role. Moore Aviation is a very popular flight school in the area. Because of their hard work ethic, consistency with students, and friendly staff, Moore Aviation has become very successful. I would recommend anyone who is interested in becoming a pilot to train at Moore. I have had a wonderful experience with my flight training and also as I work alongside my coworkers.
87.00	Moore Aviation should win a flight training experience award because the quality of training the instructors provide. Every CFI at Moore gives excellent instruction and makes it clear to learn and progress as a student.
90.00	Moore Aviation is a terrific flight school with a wide array of CFI's who provide excellent training and inspire a love of aviation.
89.00	They should because they are the best flight school.
87.00	My experience at Moore Aviation has been exceptional, and I would highly recommend the school to anyone pursuing a career in aviation. The instructors are knowledgeable, patient, and fully committed to helping students succeed. The training environment is supportive and safety-focused, with well-maintained aircraft and a structured approach that builds confidence and strong piloting skills. There is a reason they the oldest flight school in the country, it's because they have consistently given quality instruction.
88.00	Moore Aviation provides an exceptional flight training experience that goes above and beyond expectations. The instructors are highly skilled, approachable, and committed to student success, ensuring safety and professionalism are always top priorities. Moore Aviation uses a clear and structured syllabus, giving students confidence in their progress while maintaining flexibility to adapt to individual learning needs. Their aircraft are well-maintained, scheduling is efficient, and the overall culture is one of encouragement and support. Moore Aviation not only produces safe and competent pilots but also fosters a genuine passion for aviation. For these reasons, I strongly believe Moore Aviation deserves recognition with the Flight Training Experience Award.
74.00	Moore Aviation Inc. deserves to win a Flight Training Experience Award for its strong commitment to producing safe, skilled, and confident pilots. The school is known for its experienced instructors who provide personalized training tailored to each student's learning style and career goals. Moore Aviation maintains a well-kept fleet and emphasizes safety, professionalism, and a supportive learning environment. Students often highlight the school's welcoming atmosphere, clear communication, and dedication to helping them succeed—from their first flight to certification. Overall, Moore Aviation exemplifies the qualities of an outstanding flight training organization.
86.00	I believe they should win a flight training experience award because Moore Aviation has been training pilots for over 50 years now. Every airline has a pilot who did their training here. For myself as a student doing all my training here I can say my experience was excellent. They have a big enough fleet that where if a plane is down I can still fly and not have to wait a few weeks. With that they have a few selections in DPE's so you don't have to wait months for a check ride as well. That is why I believe Moore Aviation should win a flight training award.

#### 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: **86**

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

National Average: **86**

Your national percentile ranking: **39%**

Regional Average: **87**

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: **39%**

Regional Average: **87**

Your regional percentile ranking: **8%**

## 5. SubScore Summary for Moore Aviation, Inc. at KBVI

Region: Great Lakes

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	99	97
Customer Focus	95	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: 99

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

National Average: 97

Your national percentile ranking: 61%

Regional Average: 99

Your regional percentile ranking: 32%

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

National Average: 98

Your national percentile ranking: 65%

Regional Average: 98

Your regional percentile ranking: 42%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	35	94.59%
Somewhat Agree	2	5.41%

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

Response Choice	Frequency	%
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Strongly Agree	32	86.49%
Somewhat Agree	5	13.51%

My school promotes a culture of safety.

Response Choice	Frequency	%
Strongly Agree	37	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	34	91.89%
Somewhat Agree	3	8.11%

## 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: 95

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

National Average: 96

Your national percentile ranking: 28%

Regional Average: 97

Your regional percentile ranking: 14%

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

National Average: 96

Your national percentile ranking: 28%

Regional Average: 97

Your regional percentile ranking: 8%

### 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	2.7%
Somewhat Disagree	3	8.11%
Strongly Disagree	33	89.19%

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

Response Choice	Frequency	%
Strongly Agree	27	72.97%
Somewhat Agree	8	21.62%
Neither agree nor disagree	2	5.41%

Staff at my school always treated me with respect.

Response Choice	Frequency	%
Strongly Agree	36	97.3%
Somewhat Agree	1	2.7%

Sometimes I wish I had chosen a different flight school.

Response Choice	Frequency	%
Strongly Agree	2	5.41%
Neither agree nor disagree	1	2.7%
Somewhat Disagree	7	18.92%
Strongly Disagree	27	72.97%

## 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: 50%

Regional Average: 98

Your regional percentile ranking: 32%

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

National Average: 96

Your national percentile ranking: 51%

Regional Average: 98

Your regional percentile ranking: 25%

### 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	33	89.19%
Somewhat Agree	3	8.11%
Neither agree nor disagree	1	2.7%

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

Response Choice	Frequency	%
Strongly Agree	1	2.7%
Neither agree nor disagree	2	5.41%
Somewhat Disagree	1	2.7%
Strongly Disagree	33	89.19%

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

Response Choice	Frequency	%
Strongly Agree	30	81.08%
Somewhat Agree	5	13.51%
Neither agree nor disagree	2	5.41%

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

Response Choice	Frequency	%
Strongly Agree	34	91.89%
Somewhat Agree	3	8.11%

## 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: 38%

Regional Average: 94

Your regional percentile ranking: 14%

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

National Average: 92

Your national percentile ranking: 33%

Regional Average: 93

Your regional percentile ranking: 25%

### 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	34	91.89%
Somewhat Agree	1	2.7%
Neither agree nor disagree	1	2.7%
Somewhat Disagree	1	2.7%

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

Response Choice	Frequency	%
Strongly Agree	1	2.7%
Somewhat Agree	2	5.41%
Neither agree nor disagree	11	29.73%
Somewhat Disagree	10	27.03%
Strongly Disagree	13	35.14%

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

Response Choice	Frequency	%
Strongly Agree	28	75.68%
Somewhat Agree	4	10.81%
Neither agree nor disagree	4	10.81%
Somewhat Disagree	1	2.7%

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	30	81.08%
Somewhat Agree	7	18.92%

## 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	28	75.68%
9	6	16.22%
8	2	5.41%
5	1	2.7%

### 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	34	91.89%
Passive	2	5.41%
Detractor	1	2.7%

### 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: 20%

Regional Average: 92

Your regional percentile ranking: 23%

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

National Average: 95

Your national percentile ranking: 19%

Regional Average: 96

Your regional percentile ranking: 8%