



Report for Simon Jones at KTOA

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 5 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 CFI was considered 'eligible' for an award if they received at least 5 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) CFIs. Percentile ranks were calculated at both national and regional levels and may have been rounded.

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

You received 5 evaluations.

2. Free Responses

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

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

3. Individual Overall Scores & Responses

Total Score	Student Review
90.00	Simon Jones should win the Award because he has dedicated his personal and professional life to teaching people how to fly Robinson Helicopters. He is dedicated and passionate about instruction and making sure students become the best pilots they can be. He has 30 years of experience and is knowledgeable about Robinson Helicopters academically, mechanically and as a professional pilot. He teaches with a focus on safety, precision flying and aviation in general. He teaches advanced maneuvers that other instructors don't teach or aren't comfortable with. He has a smart and encouraging approach to his lessons and is very honest about what the student needs to study or work on while flying. He is always prepared and always has a plan in place. I have flown with a lot of instructors and pilots and Simon is the most dedicated and passionate instructor.
86.00	Simon's command of the R44 is second to none. I have flown with two Robinson Helicopter test pilots - equally as impressive - and Simon, in my opinion, is as good as it gets. Beyond his command of the aircraft, Simon is patient and thorough in his approach to teaching. He breaks down maneuvers in a complete and systematic way that makes the maneuver easy to understand and easy to remember and repeat. I am new to helicopters - add on in February 2025 - but I have been a fixed wing pilot flying mainly aerobatics for over 45 years. I have flown with some of the best pilots/instructor out there. I would easily put Simon up with the top 3 instructors I have ever flown with.

90.00	<p>If you are in aviation long enough, you recognize those who are dedicated to advancing others for the benefit of the aviation industry. I consider Simon Jones to be one of the most capable professionals I have met. My expertise derives from 21 years of military service in both the US Army and US Coast Guard as a helicopter pilot and my current 3 year position as a commercial helicopter pilot. During my career I have held positions of unit missions trainer, designated flight lead, simulated flight trainer (simulator) and naval helicopter flight instructor. I have had the honor to instruct helicopter pilots for the Navy, Marines and Coast Guard in all modes of flight. I gained valuable teaching techniques from highly trained helicopter instructor pilots, aircraft commanders, and peer pilots. My experience and skills have benefited an entire generation of military pilots. Simon Jones has a unique ability and skill set which allows him to instruct any student from a broad a base of backgrounds. I was fortunate that my employer, commercial helicopter company with more high risk missions had taken safety and education seriously enough to hire Simon Jones to continue flight training. During my initial advanced flight training sessions with Simon I quickly realized he was very advanced in the cockpit. I thought I had seen it all during my military career as to teaching techniques and helicopter capabilities. He opened my eyes and mind to several different ways to analyze emergencies and fly the aircraft during simulated emergency procedures. There is no doubt in my mind that the advanced flight training I received from Simon has made me a better pilot and may even safe my life one day! He introduced me to alternative flight techniques and unique emergency situations not always introduced during my military career. There is extraordinary value on the type of flight instruction that Simon Jones brings to pilots throughout different flight hour levels and backgrounds. I currently have 6,500+ helicopter flight hours. There isn't a day I fly without hearing Simon in my head challenging me to fly the high standards he has set for me and his expertise continues to keep me flying safe. Simon is the only flight instructor my company hires for our continuation advanced flight training.</p>
86.00	<p>Simon is a not only a highly skilled pilot but as well has a passion for teaching. As such he is successful in transferring knowledge and mastery of complicated flight maneuvers at all levels of flight training. Many instructors have the flight skills but lack the ability to transfer that knowledge to students.</p>
90.00	<p>Simon Jones literally saved our lives in November of 2022. We had a bird strike our tail rotor and take it out while we were taking off for a flight. Had he not insisted on training on tail rotor fail, we would not be here today. I have numerous friends that also fly rotor craft and not a one of their instructors has ever even suggested they train for a tail rotor fail.</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: **88**

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

National Average: **86**

Your national percentile ranking: **78%**

Regional Average: **87**

Your regional percentile ranking: **65%**

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

National Average: **87**

Your national percentile ranking: **87%**

Regional Average: **87**

Your regional percentile ranking: **71%**

5. SubScore Summary for at KTOA

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	100	98
Customer Focus	100	97
Community	94	92
Information Sharing	98	94
NetPromoter Score	100	95
Overall Total	98	95

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: 98

Your national percentile ranking: 83%

Regional Average: 99

Your regional percentile ranking: 85%

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

National Average: 99

Your national percentile ranking: 90%

Regional Average: 99

Your regional percentile ranking: 86%

6.3 Responses per Question

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

Response Choice	Frequency	%
Strongly Agree	5	100%

My CFI tailored their lessons plans to accommodate my personal strengths and weaknesses.

Response Choice	Frequency	%
Strongly Agree	5	100%

I felt safe flying with my CFI.

Response Choice	Frequency	%
Strongly Agree	5	100%

My CFI helped me feel prepared for unexpected situations in flight.

Response Choice	Frequency	%
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Strongly Agree	5	100%
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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: 100

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

National Average: 97

Your national percentile ranking: 83%

Regional Average: 98

Your regional percentile ranking: 77%

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

National Average: 98

Your national percentile ranking: 89%

Regional Average: 99

Your regional percentile ranking: 79%

7.3 Responses per Question

My CFI patiently helped me understand difficult concepts.

Response Choice	Frequency	%
Strongly Agree	5	100%

I feel like my CFI made efficient use of my time.

Response Choice	Frequency	%
Strongly Agree	5	100%

My CFI was not invested in my success.

Response Choice	Frequency	%
Strongly Disagree	5	100%

My CFI was reliable and on-time for scheduled lessons

Response Choice	Frequency	%
Strongly Agree	5	100%

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: 94

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

National Average: 92

Your national percentile ranking: 49%

Regional Average: 94

Your regional percentile ranking: 35%

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

National Average: 94

Your national percentile ranking: 51%

Regional Average: 93

Your regional percentile ranking: 29%

8.3 Responses per Question

After training with my CFI, I feel like a member of the general aviation community.

Response Choice	Frequency	%
Strongly Agree	4	80%
Neither agree nor disagree	1	20%

My instructor expressed that people like me should not fly.

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Strongly Disagree	4	80%

My CFI introduced me to students, new pilots, and members of the local aviation community.

Response Choice	Frequency	%
Strongly Agree	4	80%
Neither agree nor disagree	1	20%

My CFI shared relevant information to help me continue flying after training (e.g. how to find flying clubs, purchase an aircraft, or start an aviation career)

Response Choice	Frequency	%
Strongly Agree	5	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: 98

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

National Average: 94

Your national percentile ranking: 75%

Regional Average: 95

Your regional percentile ranking: 65%

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

National Average: 95

Your national percentile ranking: 84%

Regional Average: 95

Your regional percentile ranking: 71%

9.3 Responses per Question

I always understood the steps required to reach my flight training goals with my CFI.

Response Choice	Frequency	%
Strongly Agree	5	100%

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

Response Choice	Frequency	%
Neither agree nor disagree	1	20%
Strongly Disagree	4	80%

Sometimes I did not know what my flight lessons would cover.

Response Choice	Frequency	%
Strongly Disagree	5	100%

My CFI introduced me to online resources (like flight planning tools or weather sources) and showed how they can be used to aid my decision making.

Response Choice	Frequency	%
Strongly Agree	5	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	5	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	5	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: 95

Your national percentile ranking: 60%

Regional Average: 99

Your regional percentile ranking: 58%

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

National Average: 97

Your national percentile ranking: 62%

Regional Average: 98

Your regional percentile ranking: 64%