



Flight Standards Customer Satisfaction Survey Questionnaire for Aviation Maintenance Technicians (AMT)

Marking Instructions

• Please use a No. 2 pencil or blue or black pen when filling out this survey and fill in all applicable ovals.

Correct Mark

Incorrect Marks



✈ Section 1. Aviation Information

1. What is the location of the Flight Standards District Office (FSDO) you normally use? (Specify city, state only.) _____
2. Which of the following certificates and/or ratings do you hold? (Fill in all ovals that apply.)
 - Airframe
 - Powerplant
 - Airframe & Powerplant (A&P)
 - Inspection Authorization (IA)
 - Repairman
 - Designated Examiner
3. What type of aircraft do you work on most often?
 - Large (12,500 lbs or more)
 - Small (Under 12,500 lbs)
4. General Aviation
5. Fixed Wing
- Air Carrier
- Rotary Wing
6. For how many years have you held your most advanced rating?
 - Under 1 Year
 - 1-3 Years
 - 4-10 Years
 - 11-20 Years
 - Over 20 Years
7. What percentage of your work week involves hands-on aviation maintenance or the direct supervision of maintenance tasks?
 - None
 - 1-25%
 - 26-50%
 - 51-75%
 - Over 75%

✈ Section 2. Communications

8. In the last year, how often have you had any contact with an FAA inspector or your local district office (FSDO)?
 - 1 Time
 - 2-3 Times
 - Over 3 Times
 - Never

If "Never," go to Section 3; otherwise, continue with this section.
9. How was contact made? (Fill in all ovals that apply.)
 - Walk-In
 - Phone
 - Office Appointment
 - Written (Letter)
 - FAX or E-Mail
 - In the Field
10. Do you also have contact with other FSDOs?
 - Yes
 - No

HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
11. The information you received from different FSDOs was consistent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The information you received was clearly transmitted to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The information you received was accurate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The Flight Standards personnel acted courteously?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The service you received was timely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If the service was not timely, did the delay interfere with your commerce or ability to earn a living?
 - Not Applicable
 - No
 - Yes

If "Yes," explain:

17. If you contacted your local office by phone, what kind of system did you encounter?
 - Combination (System changed during the year)
 - Phones Handled Manually
 - Automatic Call Routing
 - Voice Mail
 - Not Applicable—No Phone Contact

If Not Applicable, go to Section 3; otherwise, please complete this section.

HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
18. If the system was voice mail or automatic call routing, the instructions were clear?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. If you were calling for a specific person, you reached that person easily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. If you were <i>not</i> calling for a specific person, you easily found someone who could give you the service you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

✈ Section 3. Aviation Safety Program

21. How many local FAA-sponsored Safety Seminars did you attend last year?
 - None
 - 1
 - 2-3
 - Over 3
22. How much do you agree that Safety Seminars make safer AMTs?
 - Strongly Agree
 - Agree
 - Neither Agree Nor Disagree
 - Disagree
 - Strongly Disagree
23. Do you recommend Safety Seminars to other AMTs?
 - Yes
 - No
 - Unknown
24. Will you attend more Safety Seminars in the next year?
 - Yes
 - No
 - Unknown
25. Are you aware that you can become an Aviation Safety Counselor?
 - Yes
 - No

If you haven't heard about this program, call your local office's Airworthiness Safety Program Manager for further details.
26. Are you aware that the FAA has an award program for AMTs?
 - Yes
 - No

If "No," go to Section 4A. If "Yes," please continue with this section.

27. Which of the following AMT Awards have you received? (Fill in ovals that apply.)

- None
- Bronze
- Silver
- Gold
- Ruby
- Diamond

28. For how many years have you received AMT awards?

- NA—No Award Received
- 1 Year
- 2 Years
- 3 Years
- 4 Years
- 5 or More Years

29. Are you aware that all career-related training you take automatically enters you into a contest with special prizes?

- Yes
 - No
- If you haven't heard about this contest, call your local District Office Airworthiness Safety Program Manager for further details.*

✈ Section 4A. Regulation & Certification: Initial Certification & Additional Ratings

30. In the last year, have you had a temporary certificate or additional rating added to your certificate?

- Yes
 - No
- If "No," go to Part 4B; otherwise, continue with this section.*

DURING THE PROCESS MENTIONED IN THE PREVIOUS QUESTION, HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
31. The results reflected your skills & knowledge accurately?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The examiner acted courteously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. The examiner explained the results clearly to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. The examiner represented the FAA favorably?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

✈ Section 4B. Regulation & Certification: Inspection Authorizations (IA)

35. In the last year, have you had an IA renewed?

- Yes
 - No
- If you did not renew your IA, go to Section 5; otherwise, continue with this section.*

36. What method did you use to renew your IA?

- Through Work (Annuals/Repairs)
 - Oral Exam by FAA Inspector
 - Approved Training
 - Performed/Supervised Progressive Inspection
 - Other
- If you did not receive your IA renewal by training, go to Section 5.*

IN YOUR IA TRAINING, HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
37. The material presented was relevant?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The material was well-presented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

✈ Section 5. Access to Information

39. Do you have access to E-Mail or the Internet?

- E-Mail and Internet
- E-Mail but not Internet
- Internet but not E-Mail
- Neither E-Mail nor Internet

40. Are you aware that technical information is available on the Flight Standards web page?

- Yes
 - No
- The Flight Standards web page is <http://www.faa.gov/avr/afshome.htm>*

HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
42. The FAA standards established for the regulation of AMTs are adequate to ensure aviation safety?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Information provided to you by different FAA inspectors is consistent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. The FAA provides timely notice of actions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

41. How often did you access the Flight Standards web page in the last year?

- Never
- Once or Twice
- 3-10 Times
- 11-20 Times
- Over 20 Times

✈ Section 6. Compliance

If you have had no Letters of Investigation in the past 3 years, go to Section 7; otherwise, please complete this section.

HOW MUCH WOULD YOU AGREE THAT:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
45. The sanction was appropriate for the violation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Flight Standards personnel acted courteously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

✈ Section 7. Comments

COMMENTS: We welcome your comments. Since there is no room here, please put your comments on a separate sheet of paper. Please be as specific as possible (approximate time, place, subject matter). No one in Flight Standards will see the original questionnaire forms; however, all comments will be available to agency personnel and members of the public who request the comments after any names mentioned therein are edited out.

PAPERWORK REDUCTION ACT STATEMENT

The information collected on this form represents customer feedback concerning the quality of service provided to the users of the Flight Standards Service and will be used to solve problems, improve safety and increase system efficiency. We estimate that it will take an individual approximately 12 minutes to complete this form. This survey is voluntary, and all names will be deleted before analysis is conducted. An agency may not conduct nor sponsor, nor is a person required to respond to, this survey unless it displays a currently valid OMB control number. This survey's number is 2120-0568.