

27. Do you recommend Safety Seminars to other pilots?

- Yes, Unknown, No

28. Will you attend more Safety Seminars in the next year?

- Yes, Unknown, No

29. Are you aware that you can become an Aviation Safety Counselor?

- Yes, No

If you haven't heard about the programs in this section, call your local office's Operations Safety Program Manager for further details.

Section 4. Flight Checks

30. Have you had a flight check with either an FAA inspector or designated examiner in the last year (including pilot proficiency examiner)?

(Fill in one oval only.)

- Yes, both FAA & Examiner, Yes, FAA Inspector, Yes, Designated Examiner, No

HOW MUCH WOULD YOU AGREE THAT:

Table with 5 columns: Strongly Agree, Agree, Neither Agree Nor Disagree, Disagree, Strongly Disagree. Rows 31-35.

Section 5. Access to Information

36. 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

37. 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:

Table with 5 columns: Strongly Agree, Agree, Neither Agree Nor Disagree, Disagree, Strongly Disagree. Rows 39-41.

38. 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. Accidents/Incidents/Compliance

42. In the last year, how many accidents have you been involved in?

- None, 1, 2, 3, 4, Over 4

43. In the last year, how many incidents have you been involved in?

- None, 1, 2, 3, 4, Over 4

HOW MUCH WOULD YOU AGREE THAT:

Table with 5 columns: Strongly Agree, Agree, Neither Agree Nor Disagree, Disagree, Strongly Disagree. Rows 45-46.

44. Are you aware that Flight Standards has a remedial training program?

- Yes, No

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

Section 7. Comments

COMMENTS: We welcome your comments. Please be as specific as possible (approximate date, place, subject matter). You may use another sheet of paper if needed. 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.



Flight Standards Customer Satisfaction Survey Questionnaire for Pilots

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. What is the highest pilot certificate that you hold?
 - Student
 - Recreational
 - Private
 - Commercial
 - Airline Transport
3. Which of the following do you hold? (Fill in all ovals that apply.)
 - Designated Examiner
 - Certified Flight Instructor
 - Safety Counselor
 - Ground Instructor
 - Pilot Proficiency Examiner
 - Check Airman
4. Which of the following ratings are on your pilot's certificate? (Fill in all ovals that apply.)
 - Airplane
 - Rotorcraft
 - Lighter than Air
 - Glider
5. If you have a commercial or ATP certificate, do you "fly for hire"?
 - Yes
 - No
 - Not Applicable, I don't have a commercial or ATP certificate.
6. If you answered "Yes" to Question 5, for which kind of operator(s) do you fly? (Fill in all ovals that apply.)
 - Flight School
 - Air Taxi
 - Corporate
 - Regional
 - Major Airline
 - Other
7. Do you own or co-own an aircraft?
 - I own an aircraft.
 - I co-own an aircraft.
 - I neither own nor co-own an aircraft.
8. How many lifetime hours have you flown?
 - Under 100
 - 100-500
 - 501-1,000
 - 1,001-3,000
 - 3,001-10,000
 - Over 10,000
9. How many hours have you flown in the last year?
 - None
 - 1-10
 - 11-50
 - 51-150
 - 151-300
 - Over 300

Section 2. Communications

10. In the last year, how often have you had any contact with an FAA inspector or your local office (FSDO)?
 - 1 Time
 - 2-3 Times
 - Over 3 Times
 - None

If "None," go to Section 3; otherwise, continue with this section.
11. How was contact made? (Fill in all ovals that apply.)
 - Walk-In
 - Phone
 - Office Appointment
 - Written (Letter)
 - FAX or E-Mail
 - In the Field
12. 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 |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| 13. The information you received from different FSDOs was consistent? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. The information you received was clearly transmitted to you? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. The information you received was accurate? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. The Flight Standards personnel acted courteously? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. The service you received was timely? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

18. 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:*

19. If you contacted your local office by phone, what kind of system did you normally 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 |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| 20. If the system was voice mail or automatic call routing, the instructions were clear? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. If you were calling for a specific person, you reached that person easily? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. 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="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section 3. Aviation Safety Program

23. How many local FAA-sponsored Safety Seminars did you attend last year?
 - None
 - 1
 - 2-3
 - Over 3
24. Are you aware of, or have you participated in, the WINGS program?
 - Was Not Aware
 - Aware, but Haven't Participated
 - Aware and Have Participated
25. What is your highest level of WINGS?
 - None/Haven't Participated
 - 1-3
 - 4-6
 - 7-9
 - 10
 - 11 or More
26. How much do you agree that Safety Seminars make safer pilots?
 - Strongly Agree
 - Agree
 - Neither Agree Nor Disagree
 - Disagree
 - Strongly Disagree