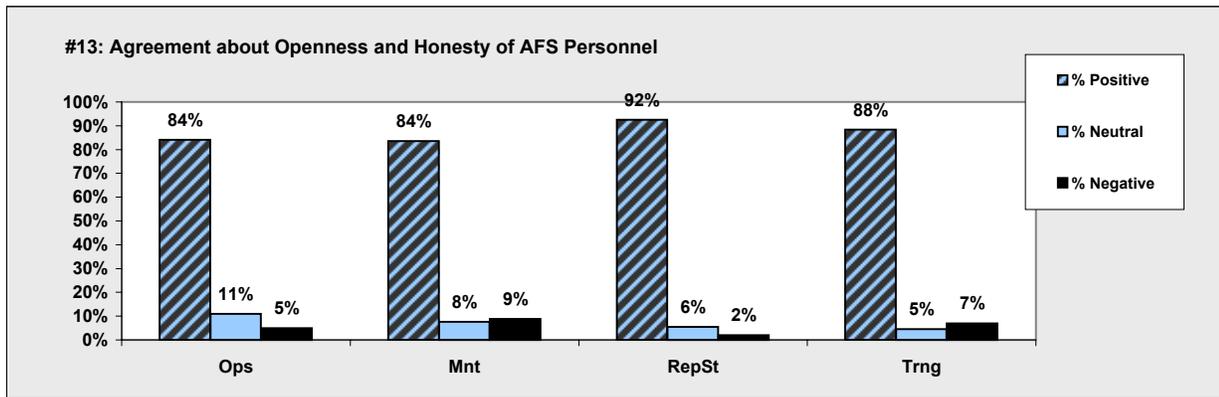


Section 3: Certificate Management

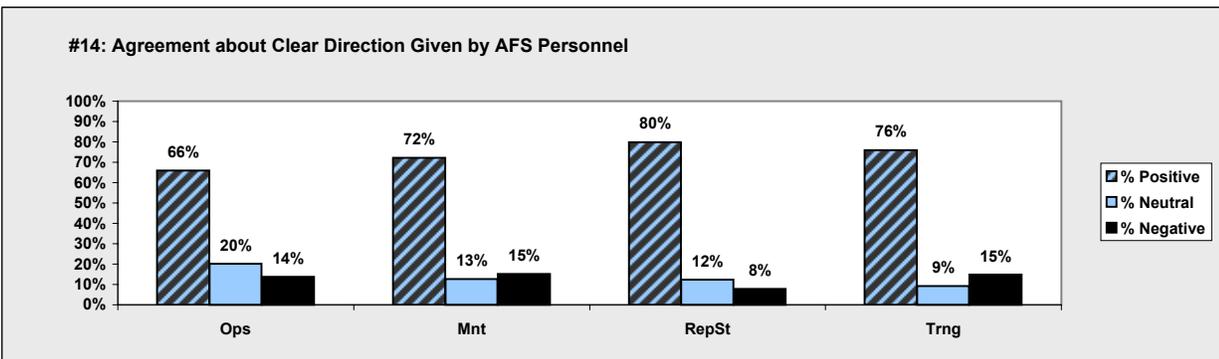
In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel were open and honest?

13		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	23	84%	11%	5%	100%	-3%	-1%
Mnt	24	84%	8%	9%	100%	-4%	3%
RepSt	23	92%	6%	2%	100%	5%	-4%
Trng	22	88%	5%	7%	100%	1%	1%
AVG		87%	7%	6%	100%	0%	0%



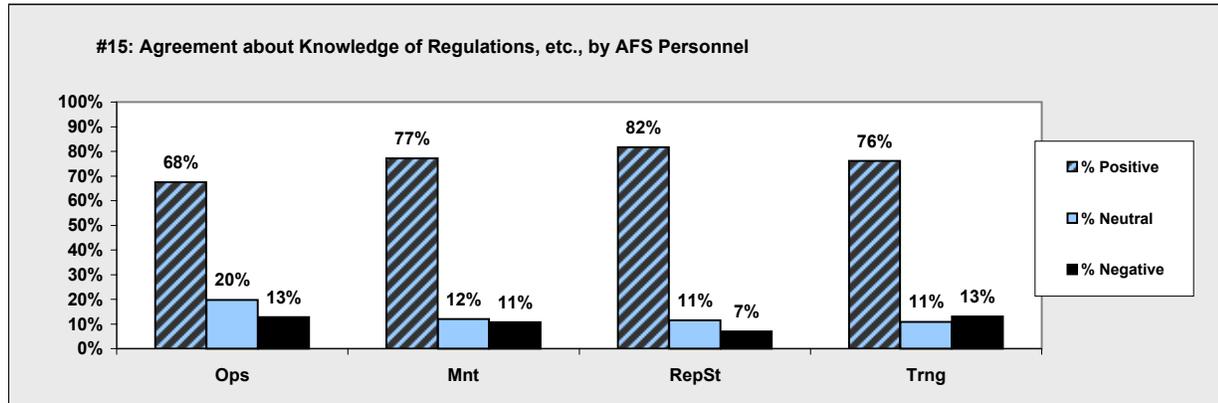
In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel gave clear direction?

14		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	24	66%	20%	14%	100%	-7%	1%
Mnt	25	72%	13%	15%	100%	-1%	2%
RepSt	24	80%	12%	8%	100%	6%	-5%
Trng	23	76%	9%	15%	100%	2%	2%
AVG		73%	14%	13%	100%	0%	0%



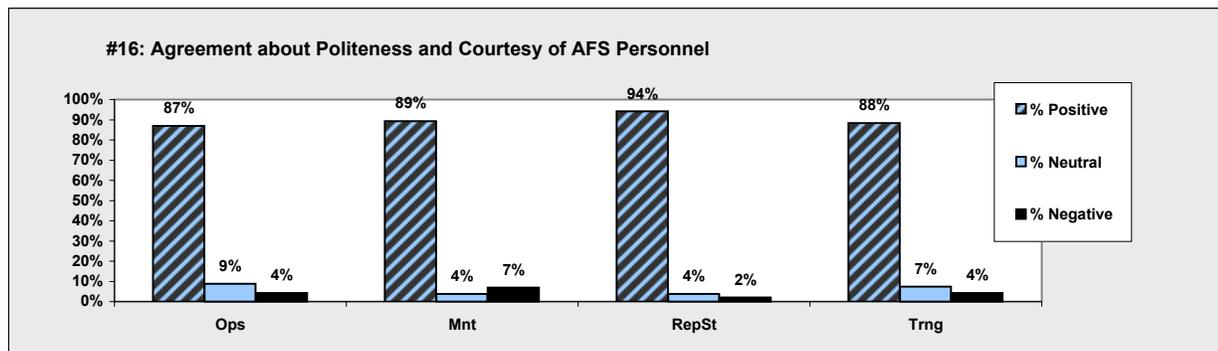
In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel were knowledgeable about the applicable regulations, guidance material, and policy?

15		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	25	68%	20%	13%	100%	-8%	2%
Mnt	26	77%	12%	11%	100%	2%	0%
RepSt	25	82%	11%	7%	100%	6%	-4%
Trng	24	76%	11%	13%	100%	1%	2%
AVG		76%	14%	11%	100%	0%	0%



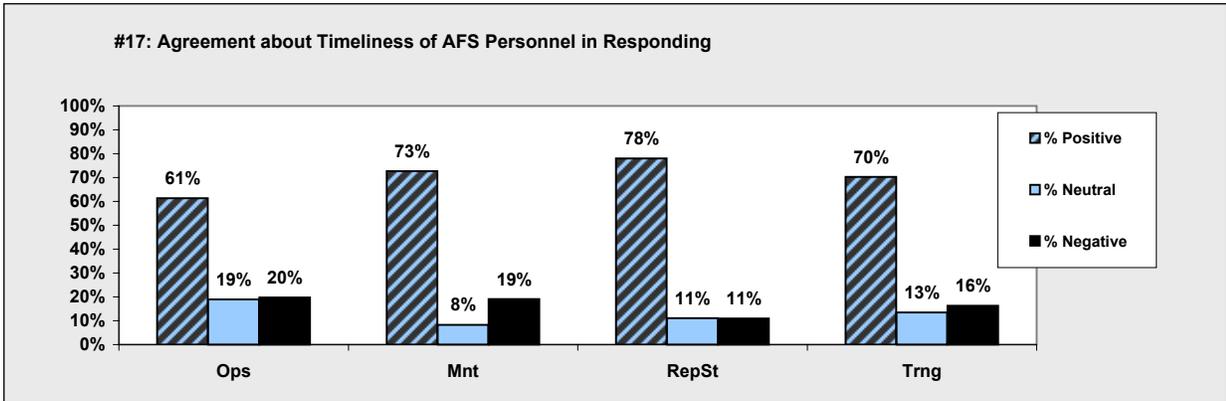
In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel were polite and courteous?

16		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	26	87%	9%	4%	100%	-3%	0%
Mnt	27	89%	4%	7%	100%	0%	3%
RepSt	26	94%	4%	2%	100%	4%	-2%
Trng	25	88%	7%	4%	100%	-1%	0%
AVG		90%	6%	4%	100%	0%	0%



In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel were timely in their responses?

17		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	27	61%	19%	20%	100%	-9%	3%
Mnt	28	73%	8%	19%	100%	2%	3%
RepSt	27	78%	11%	11%	100%	7%	-6%
Trng	26	70%	13%	16%	100%	0%	0%
AVG		71%	13%	16%	100%	0%	0%



In dealing with FSDO or CMO employees regarding activities such as change of operations specifications, waivers, etc., how much would you agree that Flight Standards personnel were adequately qualified to support your certificate requirements?

18		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	28	51%	22%	28%	100%	-21%	13%
Mnt	29	77%	12%	11%	100%	5%	-4%
RepSt	28	82%	11%	7%	100%	10%	-8%
Trng	27	79%	9%	12%	100%	6%	-2%
AVG		72%	13%	14%	100%	0%	0%

