

**Paperwork Reduction Act Statement**

This data collection is approved by OMB.  
OMB No.: 2120-0611  
Expiration Date: (DATE PENDING)

This data is being collected to fulfill the customer service requirements of the Government Performance and Results Act of 1993 (GPRA) Section 2(b)(3). The data collected will be used to obtain industry input on the quality of services provided by the Office of the Associate Administrator for Commercial Space Transportation (AST). Estimated time to complete this questionnaire is less than 1 hour. **Completion of this questionnaire is voluntary and there are no questions of a sensitive nature.** An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The control number for this collection is 2120-0611. Comments concerning the accuracy of this burden and suggestions for reducing the burden should be directed to the FAA at: 800 Independence Ave. SW, Washington, DC 20591, Attn: Information Collections Clearance Officer, AIO-20.

**FEDERAL AVIATION ADMINISTRATION  
ASSOCIATE ADMINISTRATOR FOR COMMERCIAL SPACE  
TRANSPORTATION  
CUSTOMER SERVICE SURVEY**

**Purpose:** As part of its commitment to outstanding Customer Service, the FAA’s Associate Administrator for Commercial Space Transportation (AST) wants to provide its customers with the best possible support. Our goal is to improve our organization’s policies and procedures in response to customer suggestions. Please take time out of your busy schedule to provide feedback to our office that can help us improve our support of you and the FAA. Participation is voluntary and no individual will be identified.

**Part I: Overall Services**

**Instructions:** Please rate the following services by writing in the number that corresponds closest to your answer using the rating key below.

**Key:** Excellent = 5, Very Good = 4, Satisfactory = 3, Poor =2, Very Poor = 1

<b>Part I: Overall Services (How would you rate our services in the following areas)</b>	
<b>AST SERVICES</b>	<b>RATING</b>
1. Providing accurate information about FAA/AST programs and policies	
2. Providing access to AST publications and information via the AST World Wide Web Site	
3. Providing technical reference materials and technical assistance to assist in the preparation of commercial space operations license applications (including reentry operations and site operators licensing)	
4. Ensuring that U.S. commercial launch industry requirements are taken into account in the development of space-related Federal policies and legislative proposals	
5. Providing information on regulatory changes including the development of new regulations	
6. Responding in a courteous manner to telephone and electronic mail requests within 1-3 working days.	
7. Responding to correspondence within 10 working days.	
8. I would assess the overall quality and services provided by AST as:	

**(Important: Please disregard Part II if you have not been involved in AST's Licensing process)**

***Part II: Application Processing***

**Instructions:** Please indicate how well you think AST meets the mandated requirements for processing an application for commercial space transportation operations by writing in the number which corresponds closest to your answer using the rating key below.

**Key:** Exceeds Requirements = 1, Meets Requirements = 2, Does Not Meet Requirements = 3

<b><i>Part II: Application Processing (for Commercial Launch Operations)</i></b>	
<b>AST SERVICES</b>	<b>RATING</b>
9. Assisting your organization to navigate complex FAA policies and procedures for licensing commercial space transportation operations	
10. Responding to requests for licensing information within 2 working days of receipt of request	
11. Notifying you of receipt of a launch license application and assignment of a Project Engineer within 48 hours	
12. Notifying you within 4 days regarding your proposed launch date in relation to the 180-day statutory time period for processing commercial launch licenses	
13. Screening your application and notifying you within 5 working days as to the completeness of the application package	
14. Informing you in writing XXX days from the beginning of the licensing process of any outstanding information needed to complete the required licensing reviews and evaluations	
15. Providing application status information throughout the entire licensing process	
16. Ensuring the confidentiality, safe handling and storage of proprietary data	

***Part III-a Customer Relations***

**Instructions:** Please circle the word or phrase which corresponds closest to your answer: Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

17. AST staff always treat me like a valued customer.

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

18. Communication is good between our organization and AST staff.

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

19. The level of cooperation and collaboration in planning between our two offices can best be described as a "partnership."

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

**Part III-b Customer Relations**

**Instructions:** Please circle the word or phrase that corresponds closest to your answer: Very Frequently, Frequently, Occasionally, Rarely, Never.

**HOW OFTEN**

20. ....do you interact with AST staff?

Very Frequently / Frequently / Occasionally / Rarely / Never

21. ....does AST staff ask you for comments or advice on new policies, procedures, or products that

are being considered?

Very Frequently / Frequently / Occasionally / Rarely / Never

22. ....does AST staff follow-up after an initial communication to ensure that the office understood

you correctly?

Very Frequently / Frequently / Occasionally / Rarely / Never

23. .... are requests for information that you receive from our staff clear and specific?

Very Frequently / Frequently / Occasionally / Rarely / Never

24. .... How often do you have trouble meeting FAA/AST deadlines?

Very Frequently / Frequently / Occasionally / Rarely / Never

25. .... does AST staff ask for information you have already provided?

Very Frequently / Frequently / Occasionally / Rarely / Never

**Part VI: AST Products**

**Instructions:** Please rate the following AST products: Excellent/Very Good/Good/Fair/Poor

AST Products	RATING				
	Excellent	Very Good	Good	Fair	Poor
AST Website					
AST publications:					
<i>LEO Market Projections</i>					
<i>Commercial Launch Quarterly Review</i>					
<i>RLV Programs/Concepts</i>					
<i>Environmental Programs</i>					

**Part V: AST Forecast Conference Evaluation**

**Instructions:** Please rate the following Conference components.

	Excellent	Very Good	Good	Fair	Poor
<b>Overall Program</b>					
<b>Networking Opportunities</b>					
<b>Planning/Logistics</b>					
<b>New Information Provided</b>					
<b>Opportunity to provide input to FAA</b>					

**How did the conference address your expectations (Please check one)**

- a.** Much better than I expected
- b.** Somewhat better than I expected
- c.** About what I expected
- d.** Worse than I expected

**What specifically were the things you liked about the conference? Please include anything related to the speakers, panelists, moderators, format, subject matter, etc.**

**What specifically were things you did not like about the conference?**

**5. Please rate the conference sessions listed below.**

<i>Conference Sessions</i>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
1.					
2.					
3.					
4.					
5.					
6.					
7.					
<i>Luncheon Address</i>					
<i>Wednesday Keynote Address</i>					

**How would you rate the hotel accommodations?**

	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<i>Location</i>					
<b>Rooms</b>					
<b>Food</b>					
<b>Other Hotel Facilities</b>					
<b>Hotel Staff</b>					

**Please provide your comments below:**

**Things that Need to be Changed**

**Things that Worked**

**Suggestions for Future Meetings (Topics, Locations, Speakers)*****Part VI: Customer Status (Please check one.)*****I am an INDUSTRY Customer**

- Commercial Launch Provider
- Satellite Manufacturer / User
- Space Related Organization/Association
- Public Interest
- Service/Training
- Other

**I am a GOVERNMENT customer**

- NASA
- Department of Defense
  - Air Force
- State
- Commerce
- Office of the U.S. Trade Representative
- Treasury
- Other

---

**Comments: Please use this space to share any additional comments that you feel will help improve our service to your organization.**

*Thanks for helping improve FAA services to your organization!*

***(Optional)***

Name \_\_\_\_\_

Organization \_\_\_\_\_

---

OMB clearance no. 2120-0611, Expiration, ***(New expiration date is pending)***