

# Final

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## FAA Office of Airports Customer Satisfaction Survey 2007

### Questionnaire Notes:

- **Survey to be administered via the web.**
- **Items in BOLD will not be seen by the respondents.**
- **Section headers and question numbers will not appear in the web survey.**
- **Question numbers will not appear on screen.**
- **All questions will have a ‘Don’t Know/Not Applicable’ response option.**

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### Survey Introduction

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Thank you for agreeing to participate in this survey, which will take approximately 20 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous. CFI Group will aggregate your responses with others before reporting the data to the FAA Office of Airports. Please be candid in your responses.

Feel free to make copies of this survey to distribute to the appropriate divisions or departments within the airport and submit a consolidated response at the end.

This survey is authorized by Office of Management and Budget Control No. 1505-0191.

Please click on the “Next” button below to begin. If you experience any technical difficulties while taking the survey, please write [survey@mail.cfigroup.com](mailto:survey@mail.cfigroup.com).

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### Introduction Questions

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I-1. Please select your state location from the below menu. **(listing of states provided)**

I-2. Which of the following best describes you? (select all that apply)

- a. Primary Commercial Service (>10,000 annual boardings) **(skip to I-4)**
- b. Non-primary Commercial Service (between 2,500 and 10,000 annual boardings) **(skip to I-5)**
- c. General Aviation/Reliever **(skip to I-5)**
- d. Planning or State Aviation Agency **(skip to I-5)**
- e. Airport Consultant **(skip to I-3)**

I-3. Please indicate the number of airports with which you currently work. **(skip to I-5)**

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5 or more

I-4. Select the response below that best describes your airport.

- a. Large hub
- b. Medium hub
- c. Small hub
- d. Non-hub

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I-5. Select the local FAA Airports District Office (ADO) that serves your airport. (select all that apply) **(full listing of ADO's provided)**

I-6. Please select your region from the list below. **(drop down provided)**

I-7. Do you have a primary contact at the local FAA Office of Airports that you can go to regarding issues at your airports? **(Consultants answer and then skip to Q1\_2)**

- a. Yes
- b. No

I-8. Do you receive assistance from the local FAA Office of Airports on other FAA issues such as coordinating with air traffic, flight standards, or civil rights, etc.?

- a. Yes
- b. No

I-9. Please think about the different processes at your airport that require interaction with the FAA Office of Airports. Which of the following areas do you have experience with and/or knowledge regarding your airport's working relationship with the FAA Office of Airports? (select all that apply)

- a. Planning issues
- b. Environmental actions applicable to airport issues
- c. Airport Improvement Program (AIP)
- d. Passenger Facility Charge (PFC)
- e. Airspace Studies (e.g., coordination of hangars, terminal buildings and other buildings on airport property)
- f. Engineering standards
- g. Certification and Safety (FAR Part 139)
- h. Disadvantaged Business Enterprise (DBE) Program
- i. Compliance with Federal Grant Assurances and Surplus Property Obligations
- j. None of the above **(Note: Respondents will receive the following survey exit message: Thank you for your participation. That is all the questions we have for you. The FAA Office of Airports sincerely appreciates your input. Have a nice day!)**

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## Planning

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**(Note: Respondents receive only if I-9 = a)**

Q1\_1. Please think about the planning processes at your airport and the level of interaction with the FAA Office of Airports. Select the response below that best describes your relationship with them:

- a. Our airport has a dedicated planning staff, so the local FAA Office of Airports provides more of an overview role with our plans
- b. Our airport relies on the FAA Office of Airports to help us develop our plans
- c. Our State's Aviation Department deals primarily with the FAA Office of Airports
- d. We are an airport handled by the State Aviation Department under a state block grant program

Please think about the interactions you have with the FAA Office of Airports staff regarding planning issues. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q1\_2. Availability

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- Q1\_3. Knowledge
- Q1\_4. Timeliness of responses
- Q1\_5. Consistency of responses
- Q1\_6. Accuracy of information provided
- Q1\_7. Degree to which they consider my issues/concerns
- Q1\_8. Degree to which the ADO coordinates with other lines of business within the FAA

**Q1\_9. (If any response to Q1\_2-Q1\_8 is 6 or below, respondent will receive following question)** Please provide any suggestions, positive or negative, you may have for improved interactions with the FAA Office of Airports regarding planning issues.

Now, think about the planning process itself, including development of Airport Layout Plans (ALP), Airport Master Plans (AMP), NPIAS, and Aviation Forecasts. On the same scale, where 1 means Poor and 10 means Excellent, rate the degree to which the process:

- Q1\_10. is easily understood
- Q1\_11. is flexible
- Q1\_12. involves minimal paper
- Q1\_13. is considerate of local airport interests
- Q1\_14. is considerate of state interests

**Q1\_15. (If any response to Q1\_10-Q1\_14 is 6 or below, respondent will receive following question)**

Please provide any suggestions, positive or negative, you may have to improve the planning process. Please think about the agency standards and guideline materials currently provided regarding planning issues (e.g. Advisory Circulars, handbook, best practices, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q1\_16. degree to which they are accessible
- Q1\_17. accuracy of information provided
- Q1\_18. ease of understanding
- Q1\_19. degree to which they are flexible
- Q1\_20. degree to which they are comprehensive

**Q1\_21. (If any response to Q1\_16-Q1\_20 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## Environmental

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**(Note: Respondents receive only if I-9 = b)**

Please think about the interactions you have with the local FAA Office of Airports staff regarding environmental issues applicable to airport actions. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q2\_1. Availability
- Q2\_2. Knowledge concerning environmental rules and regulations
- Q2\_3. Timeliness of responses
- Q2\_4. Consistency of responses
- Q2\_5. Accuracy of information provided
- Q2\_6. Degree to which they consider my issues/concerns

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Q2\_7. Degree to which the ADO coordinates with other lines of business within the FAA

**Q2\_8. (If any response to Q2\_1-Q2\_7 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the FAA Office of Airports regarding environmental issues.

Please think about the agency standards and guideline materials currently provided regarding environmental issues (e.g. Advisory Circular, handbook, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q2\_9. degree to which they are accessible
- Q2\_10. accuracy of information provided
- Q2\_11. ease of understanding
- Q2\_12. degree to which they are flexible
- Q2\_13. degree to which they are comprehensive

**Q2\_14. (If any response to Q2\_8-Q2\_12 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## Airport Improvement Program (AIP)

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*(Note: Respondents receive only if I-9 = c)*

Please think about the interactions you have with the local FAA Office of Airports staff regarding AIP issues. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q3\_1. Availability
- Q3\_2. Knowledge
- Q3\_3. Timeliness of responses
- Q3\_4. Consistency of responses
- Q3\_5. Accuracy of information provided
- Q3\_6. Degree to which they consider my issues/concerns
- Q3\_7. Degree to which the ADO coordinates with other lines of business within the FAA

**Q3\_8. (If any response to Q3\_1-Q3\_7 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the local FAA Office of Airports regarding AIP issues.

Now, please think about the AIP process. On the same scale, where 1 means Poor and 10 means Excellent, rate the degree to which the process:

- Q3\_9. is easily understood
- Q3\_10. is flexible
- Q3\_11. involves minimal paper
- Q3\_12. is considerate of local airport interests
- Q3\_13. is considerate of state interests

**Q3\_14. (If any response to Q3\_8-Q3\_12 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, to improve the AIP process.

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Please think about the current agency standards and guideline materials currently provided regarding AIP issues (e.g. Advisory Circular, handbook, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q3\_15. degree to which they are accessible
- Q3\_16. accuracy of information provided
- Q3\_17. ease of understanding
- Q3\_18. degree to which they are flexible
- Q3\_19. degree to which they are comprehensive

**Q3\_20. (If any response to Q3\_14-Q3\_18 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

Please rate the following on the same 1 to 10 scale:

- Q3\_21. The effectiveness of the Airport Capital Improvement Planning process in getting your eligible capital needs into the FAA's programming process
- Q3\_22. The timeliness of the grant reimbursement process
- Q3\_23. The accuracy of the grant reimbursement process
- Q3\_24. The cooperation and involvement of the FAA in your post-grant process (preconstruction conference, construction inspection, final grant closeout, etc.)

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## Passenger Facility Charge (PFC)

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*(Note: Respondents receive only if I-9 = d)*

Please think about the interactions you have with the FAA Airports staff regarding PFC issues. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q4\_1. Availability
- Q4\_2. Knowledge
- Q4\_3. Timeliness of responses
- Q4\_4. Consistency of responses
- Q4\_5. Accuracy of information provided
- Q4\_6. Degree to which they consider my issues/concerns
- Q4\_7. Degree to which the ADO coordinates with other lines of business within the FAA

**Q4\_8. (If any response to Q4\_1-Q4\_7 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the local FAA Office of Airports regarding PFC issues.

Now, please think about the PFC process. On the same scale, where 1 means Poor and 10 means Excellent, rate the degree to which:

- Q4\_9. FAA helps to make the process understandable
- Q4\_10. the process is flexible
- Q4\_11. the process is considerate of local airport interests
- Q4\_12. the process is considerate of state interests

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**Q4\_13. (If any response to Q4\_9-Q4\_13 is 6 or below, respondent will receive following question)**

Please provide any suggestions you may have, positive or negative, to improve the PFC process.

Please think about the guideline materials currently provided regarding the PFC (e.g., handbook, program updates, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q4\_14. degree to which they are accessible
- Q4\_15. accuracy of information provided
- Q4\_16. ease of understanding
- Q4\_17. degree to which they are flexible
- Q4\_18. degree to which they are comprehensive

**Q4\_19. (If any response to Q4\_15-Q4\_19 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the handbook, program update, etc.

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Airspace Studies (e.g. coordination of hangars, terminal buildings, and other buildings on airport property)

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*(Note: Respondents receive only if I-9 = e)*

Q5\_1. Have you been involved in any type of project or construction that required an airspace study (e.g. coordination of hangars, terminal buildings, and other buildings on airport property) in the last year?

- a. Yes
- b. No (**skip to next section**)

Please think about the interactions you have with the local FAA Office of Airports staff regarding airspace issues (e.g. coordination of hangars, terminal buildings, and other buildings on airport property). On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q5\_2. Availability
- Q5\_3. Knowledge
- Q5\_4. Timeliness of responses
- Q5\_5. Consistency of responses
- Q5\_6. Accuracy of information provided
- Q5\_7. Degree to which they consider my issues/concerns
- Q5\_8. Degree to which the ADO coordinates with other lines of business within the FAA

**Q5\_9. (If any response to Q5\_2-Q5\_8 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the local FAA Office of Airports regarding airspace issues (e.g. coordination of hangars, terminal buildings, and other buildings on airport property).

Now, please think about the airspace review process (e.g. coordination of hangars, terminal buildings, and other buildings on airport property). On the same scale, where 1 means Poor and 10 means Excellent, rate the degree to which the process:

- Q5\_10. is easily understood
- Q5\_11. is flexible
- Q5\_12. involves minimal paper

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Q5\_13. is considerate of local airport interests

Q5\_14. is considerate of state interests

**Q5\_15. (If any response to Q5\_10-Q5\_14 is 6 or below, respondent will receive following question)**

Please provide any suggestions you may have, positive or negative, to improve the airspace review process (e.g. coordination of hangars, terminal buildings, and other buildings on airport property).

Please think about the agency standards and guideline materials currently provided regarding airspace studies (e.g. coordination of hangars, terminal buildings, and other buildings on airport property), such as Advisory Circulars, handbook, etc. On a scale from 1 to 10, where 1 means Poor and 10 means

Excellent, please rate them on the following:

Q5\_16. degree to which they are accessible

Q5\_17. accuracy of information provided

Q5\_18. ease of understanding

Q5\_19. degree to which they are flexible

Q5\_20. degree to which they are comprehensive

**Q5\_21. (If any response to Q5\_16-Q5\_20 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## Engineering Standards

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*(Note: Respondents receive only if I-9 = f)*

Please think about engineering standards, and on a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the following:

Q6\_1. The effectiveness of the local FAA Office of Airports review of safety and phasing plans in maintaining safe airport operations during construction

Q6\_2. The value of the local FAA Office of Airports participation in design and construction meetings

Please think about the interactions you have with the FAA Airports staff regarding engineering standards. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q6\_3. Availability

Q6\_4. Knowledge

Q6\_5. Timeliness of responses

Q6\_6. Consistency of responses

Q6\_7. Accuracy of information provided

Q6\_8. Degree to which they consider my issues/concerns

Q6\_9. Degree to which the ADO coordinates with other lines of business within the FAA

**Q6\_10. (If any response to Q6\_3-Q6\_9 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the FAA Airports regarding engineering standards.

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Please think about the agency standards and guideline materials currently provided regarding engineering standards (e.g. Advisory Circulars, handbooks, Orders, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

Q6\_11. degree to which they are accessible

Q6\_12. accuracy of information provided

Q6\_13. ease of understanding

Q6\_14. degree to which they are flexible

Q6\_15. degree to which they are comprehensive

**Q6\_16.** Degree to which they are consistent with other external (FAA, government, and industry) regulations, standards, and guidelines.

**Q6\_17. (If any response to Q6\_11-Q6\_15 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## Certification and Safety (FAR Part 139)

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**(Note: Respondents receive only if I-9 = g)**

Q7\_1. Do you have a Part 139 Certificate?

a. Yes

b. No **(skip to next section)**

Please think about the local FAA Office of Airports involvement in certification and safety for your airport. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the following:

Q7\_2. Helpfulness of the local FAA Office of Airport's review of airport specific plans (e.g. wildlife management, snow removal) in making airport operations run more smoothly

Q7\_3. Fair and consistent application of Part 139 inspection criteria among inspectors

Please think about the interactions you have with the FAA Office of Airports staff regarding airport certification and safety. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q7\_4. Availability

Q7\_5. Knowledge

Q7\_6. Timeliness of responses

Q7\_7. Consistency of responses

Q7\_8. Accuracy of information provided

Q7\_9. Degree to which they consider my issues/concerns

Q7\_10. Degree to which the ADO inspectors coordinate with other lines of business within the FAA

**Q7\_11. (If any response to Q7\_4-Q7\_10 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the local FAA Office of Airports regarding airport certification and safety.

Please think about the agency standards and guideline materials currently provided regarding certification and safety (e.g. Advisory Circular, handbook, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

Q7\_11. degree to which they are accessible

Q7\_12. accuracy of information provided



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- Q7\_13. ease of understanding
- Q7\_14. degree to which they are flexible
- Q7\_15. degree to which they are comprehensive

**Q7\_16. (If any response to Q7\_11-Q7\_15 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## DBE Program

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**(Note: Respondents receive only if I-9 = h)**

Please think about the interactions you have had with FAA staff regarding the DBE (Disadvantaged Business Enterprise) Program. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q8\_1. Availability
- Q8\_2. Knowledge
- Q8\_3. Timeliness of responses
- Q8\_4. Consistency of responses
- Q8\_5. Accuracy of information provided
- Q8\_6. Degree to which they consider my issues/concerns
- Q8\_7. Degree to which the ADO coordinates with other lines of business within the FAA

**Q8\_8. (If any response to Q8\_1-Q8\_7 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with FAA staff regarding the DBE Program.

Please think about the agency standards and guideline materials currently provided regarding the DBE Program (e.g. Advisory Circular, handbook, etc). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q8\_9. degree to which they are accessible
- Q8\_10. accuracy of information provided
- Q8\_11. ease of understanding
- Q8\_12. degree to which they are flexible
- Q8\_13. degree to which they are comprehensive

**Q8\_14. (If any response to Q8\_9-Q8\_13 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, handbook, etc.

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## Compliance with Federal Grant Assurances and Surplus Property Obligations

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**(Note: Respondents receive only if I-9 = i)**

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Please think about the interactions you have with the FAA Airports staff regarding the Federal compliance obligations. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

- Q9\_1. Availability
- Q9\_2. Knowledge
- Q9\_3. Timeliness of responses
- Q9\_4. Consistency of responses
- Q9\_5. Accuracy of information provided
- Q9\_6. Degree to which they consider my issues/concerns
- Q9\_7. Degree to which the ADO coordinates with other lines of business within the FAA

**Q9\_8. (If any response to Q9\_1-Q9\_7 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the FAA Airports regarding compliance issues.

Please think about the current agency standards and guideline materials currently provided regarding compliance issues (e.g. FAA website, Advisory Circulars, policy statements (revenue use and rates and charges, etc)). On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate them on the following:

- Q9\_9. degree to which they are accessible
- Q9\_10. accuracy of information provided
- Q9\_11. ease of understanding
- Q9\_12. degree to which they are flexible
- Q9\_13. degree to which they are comprehensive

**Q9\_14. (If any response to Q9\_9-Q9\_13 is 6 or below, respondent will receive the following question.)** Please provide any pertinent comments, positive or negative, including suggestions you may have for improving agency standards and guideline materials. Please identify the Advisory Circular, policy statement, etc.

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## Communications/Outreach

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*(Note: All respondents receive)*

Q10\_1. During the last 12 months, describe the frequency with which you used the following to access information from the FAA Airports:

	Weekly	Monthly	Quarterly	Every six months	Did not use
a. Internet					
b. Newsletter, bulletin or other printed information					
c. Telephone calls to FAA					
d. In-person agency visits					
e. FAA sponsored conferences					
f. Advisory Circulars					
g. Other airport sponsors					
h. State DOT – block grant states					

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i. Program guidance letters					
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Q10\_2. Is there any FAA guidance that you depend on for the effective operation, development or administration of an airport that you feel could be improved?

- a. Yes
- b. No (**skip to Q10\_4**)

Q10\_3. Please identify the specific means of guidance, such as Advisory Circulars, and indicate how you would like to see that improved.

**(If Q10\_1a is selected)** Think about the information you have accessed on the Internet provided by the FAA Office of Airports. Using a scale from 1 to 10 where 1 is Poor and 10 is Excellent, rate it on the following:

- Q10\_4. degree to which it is accessible
- Q10\_5. accuracy of information provided
- Q10\_6. ease of understanding
- Q10\_7. degree to it is flexible
- Q10\_8. degree to which it is comprehensive

**(If Q10\_1e is selected)** Think about the FAA conference(s) you have attended in the last year. Again, using the 1 to 10 scale, rate the following:

- Q10\_9. FAA conferences provide information on critical organizational topics
- Q10\_10. FAA conferences are useful to me in performing my job responsibilities

Q10\_11. Prior to taking this survey, have you been exposed to the concept of an FAA/GIS (Geographic Information System)?

- a. Yes
- b. No

Q10\_12. An FAA/GIS would allow for electronic transmission of information between groups. For example, when an airport layout plan is produced at the airport, the airport could electronically submit the plan to FAA Airports for review, streamlining the distribution system of the necessary documents to the involved parties. If an FAA/GIS system became widely available from the FAA, how likely would you be to use it? Use a 1 to 10 point scale where 1 means Not at all Likely and 10 means Very Likely.

Headquarters/Regional/ADO

**(Note: All respondents receive)**

Q11\_1. During the last 12 months, describe your frequency of interaction with the following:

	Weekly	Monthly	Quarterly	Every Six Months	No Contact
a. Airports Headquarters Office, Washington DC					
b. Regional Office –					

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RO					
c. ADO					

**(If Q11\_1a interaction)** Please think about the interactions you have with the Headquarters Office staff. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q11\_2. Availability

Q11\_3. Knowledge

Q11\_4. Timeliness of responses

Q11\_5. Consistency of responses

Q11\_6. Accuracy of information provided

Q11\_7. Consistency of responses between Headquarters Office, Regional Office and ADO

Q11\_8. Degree to which they consider my issues/concerns

**Q11\_9. (If any response to Q11\_2-Q11\_8 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the Airports Headquarters Office.

**(If Q11\_1b interaction)** Please think about the interactions you have with your Regional Office staff. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q11\_10. Availability

Q11\_11. Knowledge

Q11\_12. Timeliness of responses

Q11\_13. Consistency of responses

Q11\_14. Accuracy of information provided

Q11\_15. Consistency of responses between Regional Office, ADO and Headquarters Office

Q11\_16. Degree to which they consider my issues/concerns

**Q11\_17. (If any response to Q11\_10-Q11\_16 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with your RO.

**(If Q11\_1c interaction)** Please think about the interactions you have had with the ADO staff. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate the staff on the following:

Q11\_18. Availability

Q11\_19. Knowledge

Q11\_20. Timeliness of responses

Q11\_21. Consistency of responses

Q11\_22. Accuracy of information provided

Q11\_23. Consistency of responses between ADO, Regional Office and Headquarters Office

Q11\_24. Degree to which they consider my issues/concerns

Q11\_25. Degree to which they are proactive

**Q11\_26. (If any response to Q11\_18-Q11\_25 is 6 or below, respondent will receive following question)** Please provide any suggestions you may have, positive or negative, for improved interactions with the ADO.

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## ACSI Benchmark

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Q12\_1. Please consider all of the experiences and interactions you had with the FAA Office of Airports. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the services provided by the FAA?

Q12\_2. Using a 10-point scale on which 1 now means Falls Short of your Expectations and 10 means Exceeds your Expectations, please rate the guidance and services provided by the FAA Office of Airports.

Q12\_3. Now, imagine an ideal agency that provides regulatory functions, such as Part 139, compliance, AIP, etc. How well do you think the FAA Airports compares with that ideal? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

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## Outcome Measures

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Q13\_1. On a scale from 1 to 10 where 1 means *Not at all Willing* and 10 means *Very Willing*, how willing are you to say positive things about the FAA Airports?

Q13\_2. Have you ever formally contacted the FAA Airports to report a problem?  
a. Yes  
b. No (**skip to Q13\_4**)

Q13\_3. On a 10 point scale, where 1 means Poor and 10 means Excellent, please rate the responsiveness of the FAA Office of Airports staff to your problem.

Q13\_4. Please provide any additional comments you would like to share with the FAA Office of Airports, including any suggestions for services that the FAA does not currently provide that you believe may be warranted or services the FAA does provide that may not be necessary.

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## Conclusion

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*Thank you for your time. The FAA Office of Airports sincerely appreciates your input. Please click on the "Finish" button below to submit your answers.*