

# FAA Air Traffic Control Organization Flight Service Station Customer Satisfaction Survey

## 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 10 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 Air Traffic Control Organization.

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. In which geographic region in the continental United States do you fly the most? (**select only one**)

1. Western
2. Central
3. Eastern
4. DK/NA

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

1. Pilot for pleasure
2. Pilot for business
3. Instructor
4. Former air traffic controller who became a pilot
5. DK/NA

1-3. Have you contacted a Flight Service Station in the last **3 months**?

1. Yes (**skip to FSS1**)
2. No
3. DK/NA

1-4. (**If 1-3 = No. Answer 1-4 then terminate**) Please indicate the reasons why you have not contacted a Flight Service Station in the **past three months**? (select all that apply):

1. No need
2. Telephone calls not answered quickly enough

3. Telephone calls dropped
4. Radio calls not answered quickly enough
5. Radio calls not answered
6. Flight plans mishandled or lost
7. Recorded broadcast information incomplete or unavailable
8. Flight service specialists' level of professionalism
9. Flight service specialists' lack of knowledge
10. Telephone calls not handled by a specialist with specific local area knowledge
11. Inflexibility of government-mandated briefing formats
12. Prefer to file flight plans and be briefed through commercial service
13. Prefer to file flight plans and self-brief through DUATS
14. DK/NA
15. Other (please specify)\_\_\_\_\_

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### Flight Service Specialist

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**Note: Only if 1-3 = Yes.**

FSS1. Which best describes how frequently do you request flight services from a Flight Service Station?

1. Daily
2. Weekly
3. 1-2 times per month
4. 4 times per year
5. Twice per year
6. Once per year
7. DK/NA

LM2. Please enter the area code from which you most frequently request flight services by telephone. Enter only 3 digits. **(Programming Note: Only allow for 3 characters)**

Please think about **your last contact** with a specialist at a Flight Service Station. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate his/her:

LM4. Courtesy

LM5. Communication skills

LM6. Effort to understand issue

LM7. Knowledge of the area in which you plan to fly

LM8. Knowledge of "non-routine" aspects related to your flight planning (i.e., FDC notam requests, special use airspace restrictions, trans-border flight planning to Mexico or Canada, international flight planning, etc.)

LM9. Ability to satisfactorily answer your questions

LM10. Timeliness in answering your questions

On the same scale, please rate the following:

LM11. Waiting time to speak with a specialist

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### Contact Demographics

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Still thinking about your experiences in the **past three months** contacting a Flight Service Station please answer the following.

- D1. Generally, how quickly are your telephone calls to flight service answered by a specialist after being routed by the call distribution system?
1. 5 seconds or less
  2. 6 seconds to 30 seconds
  3. 31 seconds to 1 minute
  4. Between 1 and 5 minutes
  5. Between 5 and 10 minutes
  6. More than 10 minutes
  7. Call is never answered
  8. DK/NA
- D2. While waiting for a specialist to answer your telephone call for service, how often have you hung up due to wait time?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA
- D3. While waiting for a specialist to answer your telephone call for service, how often has your call been disconnected?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA
- D4. Generally, how quickly are your radio calls for service answered by a specialist?
1. 5 seconds or less
  2. 6 seconds to 30 seconds
  3. 31 seconds to 1 minute
  4. Between 1 and 5 minutes
  5. Between 5 and 10 minutes
  6. More than 10 minutes
  7. Call is never answered
  8. DK/NA
- D5. How frequently are you asked to “stand by” upon initial contact when making a request for service by radio?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA

- D6. When confronted with a delay while trying to contact flight service by radio, how often have you resorted to calling other air traffic services (tower, approach, en route center)?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA
- D7. Generally, how quickly are your radio calls to Flight Watch answered by a specialist?
1. 5 seconds or less
  2. 6 seconds to 30 seconds
  3. 31 seconds to 1 minute
  4. Between 1 and 5 minutes
  5. Between 5 and 10 minutes
  6. More than 10 minutes
  7. Call is never answered
  8. DK/NA
- D8. After having filed a **domestic** flight plan with a flight service station, how often have you later been told that the flight plan could not be found in the system?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA
- D9. After having filed an **international** flight plan with a flight service station, how often have you later been told that the flight plan could not be found in the system?
1. Never
  2. 1% to 25% of the time
  3. 26% to 50% of the time
  4. 51% to 75% of the time
  5. 76% to 100% of the time
  6. DK/NA

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### TIBS

Think about the weather information you have accessed through the Transcribed Information Briefings System (TIBS) in the **past three months**. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the TIBS on:

TIBS1. Ease of access

TIBS2. Usefulness of recorded weather information

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### HIWAS

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Now, please think about the weather information you have accessed through the Hazardous Inflight Weather Advisory System (HIWAS) broadcast in the **past three months**. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the HIWAS on:

HIWAS1. Ease of access

HIWAS2. Usefulness of recorded weather information

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#### ACSI Benchmark

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ACSI\_1. Please consider all of the experiences and interactions you had with a Flight Service Station in the **past three months**. 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 Flight Service Station?

ACSI\_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 services provided by the Flight Service Station.

ACSI\_3. Now, imagine an ideal service station that provides critical flight information to general aviation pilots. How well do you think the Flight Service Station 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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OM1. Please indicate the status of your most recent query to a Flight Service Station.

- a. Got the information I needed
- b. The specialist took my contact information and told me that someone from the Flight Service Station would get back to me.
- c. I need to follow up with the Flight Service Station
- d. I did not understand what I needed to do next
- e. DK/NA
- f. Other (please specify)

OM2. On a scale from 1 to 10 where 1 means Not at all Willing and 10 means Very Willing, how willing are you to recommend the Flight Service Station to others with similar questions?

OM3. On a scale from 1 to 10 where 1 means Not at all Likely and 10 means Very Likely, how likely are you to contact the Flight Service Station in the future?

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#### Conclusion

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CON1. Please offer any additional feedback you may have so that the Flight Service Stations can ensure the best possible service.

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