

This customer satisfaction survey is for the Aviation Safety organization within the Federal Aviation Administration (FAA). The Aviation Safety organization is responsible for several areas:

- Developing rules and regulations for the National Airspace System;
- The certification, production approval, and continued airworthiness of aircraft;
- The certification and surveillance of pilots, mechanics, designees and other aviation personnel, including medical exams and licenses; and
- The certification and surveillance of all U.S. civil aviation operational and maintenance organizations, such as air carriers, schools, repair stations, and others.

Other FAA organizations such as the Air Traffic Organization will conduct separate surveys to address their responsibilities. The primary service of the Air Traffic Organization is to move air traffic safely and efficiently. **This survey is not about air traffic services the FAA provides, such as air traffic control or Flight Service Stations.**

When answering the survey, please provide answers that relate to the Aviation Safety organization responsibilities listed above.

Questionnaire

Federal Aviation Administration Department of Transportation Commercial Pilot Satisfaction Survey 2008

Q1. Are you currently a licensed airline transport pilot with a current first class medical certificate?

- 1 Yes
- 2 No {TERMINATE}
- 3 Don't know {TERMINATE}
- 4 Refused {TERMINATE}

Q2. In the last 12 months how many flight hours did you accrue in exercising the use of your airline transport pilot license?

- 1 None {TERMINATE}
- 2 1 to 200
- 3 201 to 700 hours
- 4 More than 700
- 5 Don't know {TERMINATE}
- 6 Refused {TERMINATE}

Certification

Q3. How accurately do the results of the pilot certification process reflect your skills and knowledge? Using a 10 point scale on which "1" means not at all accurate and "10" means very accurate, how accurate do you consider the certification of pilots? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know

2 Refused

Comments:

Q4. Who conducted your most recent flight check or pilot certification?

a) FAA Aviation Safety Inspector

b) Designee

c) Company Check Airman

Q5. How competent in terms of being knowledgeable and familiar was the person giving you the flight check with the type of aircraft and operational environment in which the test was conducted? Using a 10 point scale on which "1" means not very competent, and "10" means very competent, how competent was the person giving you the flight check? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know

2 Refused

Comments:

Policies, Standards, Regulations

Q6. In relation to what the FAA does to promote the safety of aviation, is the information on policies, standards, and regulations clear and understandable? Using a 10-point scale on which "1" means not at all clear and understandable, and "10" means very clear and understandable, how clear and understandable is information on policies, standards, and regulations? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know

2 Refused

Comments:

Q7. Did you interact with any of the FAA's Flight Standard District Office's (FSDO) during the past year?

If only one go to Q7a

If two or more go to Q7b

If none go to question 8

7a. Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, please rate the degree to which: policies, standards and regulations are applied at the Flight Standards District Office. Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

Comments:

7b. Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, please rate the degree to which policies, standards and regulations are applied consistently across Flight Standards District Offices. Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

Comments:

Q8. Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, please rate how consistent is the enforcement of standards and regulations among:
Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

8a. FAA Aviation Safety Inspectors

8b. Designees

8c. Company check airmen

Comments:

Q9. How well do the FAA standards established for the regulation of pilots contribute to aviation safety? Using a 10 point scale on which "1" means not at all well and "10" means very well, how well do FAA standards regulating pilots contribute to aviation safety? ? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know
2 Refused
Comments:

ACSI Benchmarks

Q10. First, please consider all your experiences to date with the Federal Aviation Administration in relation to safety and certification. Using a 10 point scale on which "1" means very dissatisfied and "10" means very satisfied, how SATISFIED are you with the FAA? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]
1 Don't know
2 Refused
Comments:

Q11. Considering all of your expectations for the FAA in relation to safety and certification, to what extent has the FAA fallen short of your expectations or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has the FAA fallen short of or exceeded your expectations? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]
1 Don't know
2 Refused
Comments:

Q12. Forget about the FAA for a moment. Now, I want you to imagine an ideal agency promoting the safety of aviation. How well do you think the FAA compares with that ideal agency? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal." Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]
1 Don't know
2 Refused
Comments:

Outcome Measures

Q13. Have you complained to the FAA within the past year?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

{IF Q13 = 1 ASK Q13a, 13b, Q14, Q15; OTHERWISE GO TO Q16}

Q13a. What was the subject of your complaint?"

(Answer free text)

Q13b. What office did you make your complaint to?

(Answer in free text)

Q14. How was your most recent complaint handled? Using a 10-point scale on which "1" means handled very poorly and "10" means handled very well, how would you rate the handling of your complaint? Please provide comments if you want to expand upon your response.

[RECORD RATING 1-10]

- 1 Don't know/Not relevant /Did not use
- 2 Refused

Comments:

Q15. How difficult or easy was it to make your most recent complaint? Using a 10-point scale on which "1" means very difficult and "10" means very easy, how difficult or easy was it to make a complaint? Please provide comments if you want to expand upon your response.

[RECORD RATING 1-10]

- 1 Don't know/Not relevant /Did not use
- 2 Refused

Comments:

Q16. How confident are you that the Federal Aviation Administration will do a good job in the future of promoting the safety of civil aviation? Using a 10 point scale on which "1" means not at all confident and "10" means very confident, how confident are you that the FAA will do a good job in the future of promoting the safety of civil aviation?

Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know

2 Refused

Comments:

Q17. Does your experience with the FAA lead you to believe that commercial pilots will be willing to comply with FAA rules and regulations in the future? Using a 10 point scale on which "1" means .not at all willing to comply and "10" means very willing to comply, how willing do you think commercial pilots will be to comply with FAA rules and regulations in the future? Please provide comments if you want to expand upon your response.

[RECORD NUMBER 1-10]

1 Don't know

2 Refused

Comments:

Q17a. What changes could be done to increase compliance?

Conclusion

Q18. What specific things can the FAA do to increase your satisfaction with the services it provides in respect to safety and certification?

[RECORD OPEN-ENDED RESPONSE]

1 Don't know

2 Refused

Thank you for your time. The FAA Department of Transportation sincerely appreciates your input.

Please click on the "Finish" button below to submit your answers.