

# Final

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## FAA Air Traffic Organization 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 15 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. 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)

- Commercial
- Military
- General Aviation
- Business Aviation

I-3. Which of the following best describes your interface with the FAA? (select one)

- Operational
- ATC Controllers
- Air Traffic Management
- Air Traffic Representatives – Managers Supervisors etc.

### **Note: Service Quality Section Removed**

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### Access to Air Traffic Organization Management (Managers at all levels)

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Please think about the Air Traffic Organization Management. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate ATO Management on the following:

- M1. Availability (e.g., willingness to meet with you on a one-to-one basis)
- M2. Addressing airline operations on a strategic level
- M3. Addressing airline operations on a tactical level
- M4. Addressing General Aviation needs
- M6. Regularly informing you on the goals and purpose of the ATO

# Final

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M7. Treating you as a partner

M8. Fairly servicing all customers (commercial, general aviation, business aviation)

M9. Have you dealt with the Flight Service Stations in the last four months?

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

M10. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the service you received from the Flight Service Stations.

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## Air Traffic Modernization

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The ATO does its best to provide state of the art service and tools for you to better perform your jobs. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the following:

ATM1. improvements in the on-time and on-budget performance of modernization initiatives

ATM2. the Trust Fund

ATM3. (**If ATM2 is less than 6**) What would you recommend to provide capital to replace the aging infrastructure?

ATM4. Since the ATO was started, do you see a positive change in system performance?

- a. Yes
- b. No

ATM5. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the current system performance.

ATM6. Do you support the linkage between the Operational Evolution Plan and the Next Generation Air Transportation System?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATM7. Do you believe the ATO will be able to cope with the projected growth of air traffic in the next 20 years?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATM8. What do you believe would be the most critical issue in meeting capacity needs? (**open-end**)

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## Air Traffic Safety

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On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the level of safety performance delivered by Air Traffic Control during:

ATS1. Ground operations

ATS2. Departure and climb operations

# Final

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ATS3. En Route operations

ATS4. Descent and arrival operations

ATS5. Landing operations

ATS6. **(If any of ATS1-ATS5 are rated 6 or less):** Please explain your low rating(s) for safety performance delivered by Air Traffic Control.

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## ATO Communication

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Please think about the communication you receive from ATO.

C1. On a scale from 1 to 10 where 1 is Not at All and 10 is Very Much, please rate the degree to which ATO Communication with you has improved versus last year.

C2. **(If C1 is 6 or less)** What areas of improvement in communications with ATO would you recommend?

C2b. In what areas does ATO do the best at communicating?

C3. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the following forums for communication:

- a. face-to-face meetings
- b. email
- c. web-based services
- d. customer forums

Please indicate the means and frequency with which you have accessed information related to the FAA/ATO and its performance in the last 12 months:

	Weekly	Monthly	Quarterly	Every six months	Did not use
C4. News Media					
C5. Trade publications					
C6. FAA web site ( <a href="http://www.faa.gov">http://www.faa.gov</a> )					
C7. ATO web site ( <a href="http://www.ato.faa.gov">http://www.ato.faa.gov</a> )					
C8. Other Aviation Internet Sites					
C9. Other (please specify)					

**(If C6 usage is selected)** Think about the information you have accessed on the FAA web site. Using a scale from 1 to 10 where 1 is Poor and 10 is Excellent, rate it on the following:

- C10. degree to which it is accessible
- C11. currency of information provided
- C12. ease of understanding

**(If C7 usage is selected)** Think about the information you have accessed on the ATO web site. Using a scale from 1 to 10 where 1 is Poor and 10 is Excellent, rate it on the following:

- C13. degree to which it is accessible
- C14. currency of information provided

# Final

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C15. ease of understanding

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## ACSI Benchmark

ACSI\_1. Please consider all of the experiences and interactions you had with the FAA Air Traffic Control Organization. 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 ATO?

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 guidance and services provided by the FAA Air Traffic Control Organization.

ACSI\_3. Now, imagine an ideal agency that provides air traffic control functions. How well do you think the FAA ATO 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 (Future Viability)

FV1. On a scale from 1 to 10 where 1 means Not at All Familiar and 10 means Very Familiar, please rate the degree to which you are aware of the programs and services the Joint Program Development Office offers.

FV2. Now using a scale from 1 to 10 where 1 means Not at All Familiar and 10 means Very Familiar, please rate the degree to which you are familiar with the concept of operations and main drivers of the future air traffic systems.

FV3. On a scale from 1 to 10 where 1 means Not at all Confident and 10 means Very Confident, how confident are you that the FAA/ATO is prepared to ensure a viable future for air traffic?

FV4. **(If FV3 is less than 6)**, Please share any major concerns you have for long range planning by the ATO.

FV5. On a scale from 1 to 10 where 1 means Not at all Confident and 10 means Very Confident, how confident are you that the ATO will do a good job in the future?

FV6. 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 Air Traffic Organization?

FV7. Have you contacted the FAA ATO to raise issues or concerns in the last 12 months?  
a. Yes  
b. No **(skip to CON1)**

FV8. On a 10 point scale, where 1 means Poor and 10 means Excellent, please rate the responsiveness of the FAA ATO staff to your issues or concerns.

FV9. Was your issue or concern resolved?  
a. Yes  
b. No

# Final

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## Conclusion

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CON1. If you had the opportunity to speak with Russ Chew and offer him candid advice, what would it be?

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