

FAA Office of Airports Customer Satisfaction Survey 2010

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.

Survey Introduction

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. 1090-0007.

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.

Introduction Questions

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)
- b. Non-primary Commercial Service (between 2,500 and 10,000 annual boardings) General Aviation/Reliever
- c. Planning or State Aviation Agency
- d. Airport Consultant

I-3. **(Ask only if I-2=e)** 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. **(Ask only if I-2=a)** Select the response below that best describes your airport.

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

FINAL

I-5. **(Ask only if I-2=b, c, or d)** Select the local FAA Airports District Office (Region/ADO or Airports Office) that serves your airport. (Select all that apply) **(Full listing of ADOs 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?

- 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!)**

Planning

(Note: Respondents receive this section 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:

FINAL

- Q1_2. Knowledge
- Q1_3. Timeliness of responses
- Q1_4. Consistency of responses
- Q1_5. Accuracy of information provided
- Q1_6. Consideration of my issues/concerns
- Q1_7. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

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

- Q1_8. Is easily understood
- Q1_9. Is flexible
- Q1_10. Is considerate of local airport interests
- Q1_11. Is considerate of state interests

Q1OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding planning issues.

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_12. Accessibility
- Q1_13. Accuracy of information provided
- Q1_14. Ease of understanding
- Q1_15. Flexibility
- Q1_16. Comprehensiveness

Environmental

(Note: Respondents receive this section 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. Knowledge concerning environmental rules and regulations
- Q2_2. Timeliness of responses
- Q2_3. Consistency of responses
- Q2_4. Accuracy of information provided
- Q2_5. Consideration of my issues/concerns
- Q2_6. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

Q2OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding environmental issues.

FINAL

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_7. Accessibility
- Q2_8. Accuracy of information provided
- Q2_9. Ease of understanding
- Q2_10. Flexibility
- Q2_11. Comprehensiveness

Airport Improvement Program (AIP)

(Note: Respondents receive this section 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. Knowledge
- Q3_2. Timeliness of responses
- Q3_3. Consistency of responses
- Q3_4. Accuracy of information provided
- Q3_5. Consideration of my issues/concerns
- Q3_6. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

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_7. Is easily understood
- Q3_8. Is flexible
- Q3_9. Is considerate of local airport interests
- Q3_10. Is considerate of state interests

Q3OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding the AIP Process.

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_11. Accessibility
- Q3_12. Accuracy of information provided
- Q3_13. Ease of understanding
- Q3_14. Flexibility
- Q3_15. Comprehensiveness

Please rate the following on the same 1 to 10 scale, where 1 means *Poor* and 10 means *Excellent*:

- Q3_16. The effectiveness of the Airport Capital Improvement Planning process in getting your eligible capital needs into the FAA's programming process
- Q3_17. The timeliness of the grant reimbursement process
- Q3_18. The accuracy of the grant reimbursement process

FINAL

Q3_19. The cooperation and involvement of the FAA in your post-grant process (preconstruction conference, construction inspection, final grant closeout, etc.)

Passenger Facility Charge (PFC)

(Note: Respondents receive this section 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. Knowledge
- Q4_2. Timeliness of responses
- Q4_3. Consistency of responses
- Q4_4. Accuracy of information provided
- Q4_5. Consideration of my issues/concerns
- Q4_6. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

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_7. FAA helps to make the process understandable
- Q4_8. The process is flexible
- Q4_9. The process is considerate of local airport interests
- Q4_10. The process is considerate of state interests

Q4OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding 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_11. Accessibility
- Q4_12. Accuracy of information provided
- Q4_13. Ease of understanding
- Q4_14. Flexibility
- Q4_15. Comprehensiveness

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

(Note: Respondents receive this section 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**)

FINAL

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. Knowledge
- Q5_3. Timeliness of responses
- Q5_4. Consistency of responses
- Q5_5. Accuracy of information provided
- Q5_6. Consideration of my issues/concerns
- Q5_7. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

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_8. Is easily understood
- Q5_9. Is flexible
- Q5_10. Is considerate of local airport interests
- Q5_11. Is considerate of state interests

Q5OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding airspace issues (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_12. Accessibility
- Q5_13. Accuracy of information provided
- Q5_14. Ease of understanding
- Q5_15. Flexibility
- Q5_16. Comprehensiveness

Engineering Standards

(Note: Respondents receive this section 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. Knowledge
- Q6_4. Timeliness of responses
- Q6_5. Consistency of responses

FINAL

- Q6_6. Accuracy of information provided
- Q6_7. Consideration of my issues/concerns
- Q6_8. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

Q6OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding engineering standards.

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_9. Accessibility
- Q6_10. Accuracy of information provided
- Q6_11. Ease of understanding
- Q6_12. Flexibility
- Q6_13. Comprehensiveness
- Q6_14. Consistency with other external (FAA, government, and industry) regulations, standards, and guidelines.

Certification and Safety (FAR Part 139)

(Note: Respondents receive this section 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 local 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. Knowledge
- Q7_5. Timeliness of responses
- Q7_6. Consistency of responses
- Q7_7. Accuracy of information provided
- Q7_8. Consideration of my issues/concerns
- Q7_9. The Region/ADO or Airports Office inspectors' coordination with other lines of business within the FAA

Q7OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports regarding airport certification and safety.

FINAL

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_10. Accessibility
- Q7_11. Accuracy of information provided
- Q7_12. Ease of understanding
- Q7_13. Flexibility
- Q7_14. Comprehensiveness

DBE Program

(Note: Respondents receive this section 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. Knowledge
- Q8_2. Timeliness of responses
- Q8_3. Consistency of responses
- Q8_4. Accuracy of information provided
- Q8_5. Consideration of my issues/concerns
- Q8_6. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

Q8OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of Airports 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_7. Accessibility
- Q8_8. Accuracy of information provided
- Q8_9. Ease of understanding
- Q8_10. Flexibility
- Q8_11. Comprehensiveness

Compliance with Federal Grant Assurances and Surplus Property Obligations

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

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. Knowledge
- Q9_2. Timeliness of responses
- Q9_3. Consistency of responses
- Q9_4. Accuracy of information provided
- Q9_5. Consideration of my issues/concerns

FINAL

Q9_6. The Region/ADO or Airports Office's coordination with other lines of business within the FAA

Q9OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the FAA Office of 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_7. Accessibility
- Q9_8. Accuracy of information provided
- Q9_9. Ease of understanding
- Q9_10. Flexibility
- Q9_11. Comprehensiveness

Communications/Outreach

(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					
i. Program guidance letters					

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. Accessibility

FINAL

- Q10_5. Accuracy of information provided
- Q10_6. Ease of understanding
- Q10_7. Flexibility
- Q10_8. Comprehensiveness

(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 or Airports Office

(Note: All respondents receive this section)

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 – RO					
c. ADO or Airports Office					

(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. Knowledge
- Q11_3. Timeliness of responses
- Q11_4. Consistency of responses
- Q11_5. Accuracy of information provided
- Q11_6. Consistency of responses between Headquarters Office, Regional Office and ADO or Airports Office
- Q11_7. Consideration of my issues/concerns

FINAL

(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_8. Knowledge

Q11_9. Timeliness of responses

Q11_10. Consistency of responses

Q11_11. Accuracy of information provided

Q11_12. Consistency of responses between Regional Office, ADO or Airports Office and Headquarters Office

Q11_13. Consideration of my issues/concerns

(If Q11_1c interaction) Please think about the interactions you have had with the ADO or Airports Office staff. On a scale from 1 to 10 where 1 means *Poor* and 10 means *Excellent*, rate the staff on the following:

Q11_14. Knowledge

Q11_15. Timeliness of responses

Q11_16. Consistency of responses

Q11_17. Accuracy of information provided

Q11_18. Consistency of responses between ADO, Regional Office and Headquarters Office

Q11_19. Consideration of my issues/concerns

Q11_20. Proactivity

Q11OE1. Please provide any comments, positive or negative, regarding your interactions and any suggestions you may have for improved interactions with the Headquarters Office, Regional Office and ADO.

ACSI Benchmark

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*.

Outcome Measures

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?

FINAL

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 comments you may have about areas where the FAA Office of Airports are performing well.

Q13_5. Please any suggestions you may have for improved interactions with the FAA Office of Airports.

Q13_6. Please provide any additional comments you would like to share with the FAA Office of Airports.

Conclusion

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.