

**FEDERAL AVIATION ADMINISTRATION**  
*Office of Dispute Resolution for Acquisition (ODRA)*  
**ADR PROCESS SURVEY**

**Instructions:** At the end of your alternative dispute resolution (ADR) process, please complete the following survey to help the ODRA improve the service it provides to parties. You may give your responses to your neutral, or fax them directly to the ODRA at (202) 267-3720. Responding to this survey is entirely voluntary and will not affect your rights or the services that the ODRA provides to you.

**PAPERWORK REDUCTION ACT STATEMENT:** The information collected on this survey is necessary for ensuring a continuous improvement of the Office of Dispute Resolution alternative dispute resolution process. It is estimated that it will take approximately 5 minutes to complete the form, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing and reviewing the collection of information. Completion of this form is voluntary. There is no confidentiality provided. Note that an agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information unless it displays a currently valid OMB control number. The control number for this collection of information is 2120-0746. Comments concerning the accuracy of this burden and suggestions for reducing the burden should be directed to the FAA at: 800 Independence Ave. SW, Washington, DC 20591, Attn: Information Collection Clearance Officer, AES-200.

**I. Type of case (check one):**

Protest     Contract Dispute     Pre-Dispute     Other

**II. Your Party (check one):**

Protester or contractor     Intervenor     Agency

**III. Your Views:**

Please use the scale below for your responses to the statements that follow.

5	4	3	2	1
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

		Check One				
<b><i>My experience with the mediation process:</i></b>		5	4	3	2	1
1.	The ODRA neutral explained the ADR process before we started.					
2.	I am satisfied with the timing of the ADR process (the time it took to get arranged and initiated, and how long it took to complete).					
3.	The ODRA neutral understood the issues I (we) raised.					
4.	My requests for confidentiality were honored.					
5.	The ODRA neutral explained any conflicts of interest or potential conflicts of interest.					
6.	The ODRA neutral was fair and impartial.					
7.	I would recommend this neutral to others.					
8.	The outcome of the ADR was best for my situation (even if no resolution was reached).					
9.	The mediation preserved or improved the parties' business relationship.					
10.	I would recommend the ODRA ADR process to others.					
11.	Overall, I am satisfied with how the ADR process was conducted.					

**THANK YOU!**

**IV. Your Comments:**

Please provide any additional comments you wish. Your name and case number are optional. Please avoid including ADR-confidential statements or information.

[Empty comment box]

*(Use the back or additional sheets if necessary.)*

**THANK YOU!**