



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

Office of Aerospace Medicine  
800 Independence Ave., S.W.  
Washington, D.C. 20591

<<DATE>>

My office is conducting a survey evaluation of our airman medical certification services to help identify areas for improvement. You were randomly selected to participate out of more than 600,000 active airmen who recently applied for a medical certificate from an Aviation Medical Examiner (AME). As an airman, you are in a unique position to provide us valuable feedback based on your experiences with the medical certification process. I would like to emphasize that your input is vital in our effort to improve airman medical certification services.

Participation in the survey is voluntary. All data provided will be kept private to the extent possible by law. To preclude the identification of individual responses, all identifying information will be removed from the survey data prior to use by the FAA. Only analyses and reports of aggregate data will be produced and released.

I encourage you to take this opportunity to provide ratings and comments. It takes 15 to 20 minutes to complete the survey.

If using a computer go to: **[www.tinyurl.com/PILOT12PC](http://www.tinyurl.com/PILOT12PC)**

If using a cell phone/mobile device go to: **[www.tinyurl.com/PILOT12mobile](http://www.tinyurl.com/PILOT12mobile)**

Log in to the survey with this unique **Username** (case sensitive): **«user1»**

For assistance accessing the online survey or to request a paper copy of the survey, contact survey support at (405) 954-8579 or email [9-AMC-SurveySupport@faa.gov](mailto:9-AMC-SurveySupport@faa.gov). Requests for a paper copy of the survey must include **your name** and **complete postal mailing address**.

Your participation in this evaluation is greatly appreciated and will help us improve our services to you. The survey will be available until **August 1, 2012**.

Sincerely,

Fred Tilton, MD  
Federal Air Surgeon  
FAA Office of Aerospace Medicine