
Federal Aviation Administration Department of Transportation Repair Station Satisfaction Survey 2011

Survey Introduction

Thank you for agreeing to participate in this survey, which will take approximately 10 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 Department of Transportation.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1505-0191.

Certification/Policies, Standards, Regulations

Think about the policies, standards, regulations and other guidance vehicles from the FAA. Please rate them on the following using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

- Q1. Consistency
- Q2. Written in clear and understandable manner
- Q3. Usefulness to your operations
- Q4. Providing your organization tools for today's aviation environment
- Q5. Keeping pace with changes in your industry

FAA Organizations/Personnel

- Q6. At which level are most of your interactions with FAA? (Select one)
- 1. FSDO/CMO
 - 2. Regional Office
 - 3. Headquarters

Think about your primary FAA service contact when you request clarification of regulations and policies. Please rate them on the following. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

- Q7. Level of personal interface
- Q8. Quality of service
- Q9. Providing answers/responses in a timely manner
- Q10. Providing technically accurate information
- Q11. Resolving your issues

FAA Oversight Effectiveness

- Q12. During the past year, have your operations...?
- 1. Expanded (ASK Q13)
 - 2. Contracted (ASK Q13)
 - 3. Remained the same (SKIP TO Q14)
- Q13. Please rate the guidance you received from FAA during your expansion or contraction. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

- Q14. Please rate how clearly ACSEP findings are communicated to the appropriate managers at your airline. Use a scale from 1 to 10, where 1 means *Not very clearly* and 10 means *Very clearly*.
- Q15. Please rate how much oversight programs such as ACSEP have improved the safety of your products. Use a scale from 1 to 10, where 1 means *Did not contribute much* and 10 means *Contributed a great deal*.
- Q16. In general, how much do you feel that FAA oversight contributes to improving the safety of all of your products? Use a scale from 1 to 10, where 1 means *Does not contribute much* and 10 means *Contributes a great deal*.
- Q17. Please rate how much FAA assisted you in maintaining or improving your FAA production approval. Use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

Safety trends/Programs

- Q18. Which of the following voluntary safety programs does your organization use as a source for risk indicators in ATOS?
1. SUP (ASK Q19-22)
 2. VDRP(ASK Q19-22)
 3. None of the above (SKIP TO Q23)

Please rate the extent to which these programs have improved industry safety. Use a scale from 1 to 10, where 1 means *Did not contribute much* and 10 means *Contributed a great deal*.

- Q19. Are the benefits of these programs worth the additional costs?
1. Yes
 2. No
 3. Don't Know
- Q20. Do you feel that safety monitoring, surveillance and assessment programs provide effective, predictive tools?
1. Yes
 2. No
 3. Don't Know
- Q21. Do you feel that safety monitoring, surveillance and assessment programs assist in targeting company oversight or attention?
1. Yes
 2. No
 3. Don't Know
- Q22. To what extent has are the safety issues identified in these programs publicize to the employee population? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

ACSI Benchmarks

Now, consider your overall satisfaction with the FAA. Satisfaction includes many things, so please reflect on all your experiences to date with the Federal Aviation Administration.

- Q23. First, please consider all your experiences to date with the Federal Aviation Administration. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the FAA?
- Q24. Considering all your expectations, to what extent has the FAA fallen short of or exceeded your expectations? Using a 10-point scale on which "1" means "Falls Short of Expectations" and "10" means "Exceeds Expectations," to what extent has the FAA fallen short of or exceeded your expectations?
- Q25. Forget about the FAA for a moment. Now, imagine an ideal agency promoting the safety of aviation. How well do you think the FAA compares to that ideal agency? Please use a 10-point scale on which "1" means "Not Very Close to Ideal" and "10" means "Very Close to Ideal."

Outcome Measures

Now, please think about any communication you may have had with the FAA over the past year regarding complaints about your experience.

- Q26. Have you complained to the FAA within the past year?
1. Yes
 2. No
 3. Don't Know
- Q27. 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 sure are you that the FAA will do a good job in the future of promoting the safety of civil aviation?