

Federal Aviation Administration
Department of Transportation
Air Carrier Operations Management
Satisfaction Survey 2011

Survey Introduction

Target respondents: Part 121 Air Carriers Operations Management: Director of Operations, Director of Safety, Chief Pilot, Chief Inspector, Director of Training

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 1090-0007.

FAA Oversight Effectiveness

Q1. During the past 12 months, have your operations...?

1. Expanded
2. Contracted
3. Remained the same

Certifications/Policies, Standards, Regulations

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

Q2. Consistency

Q3. Written in clear and understandable manner

Q4. Keeping pace with changes in your industry

Q5. Do you receive SAFOs and InFOs?

1. Yes (ASK Q6)
2. No (SKIP TO Q7)
3. Don't Know (SKIP TO Q7)

Q6. Do you feel that SAFOs and InFOs are effective vehicles to convey useful information to air carrier decision makers?

1. Yes
2. No
3. Don't Know

Q7. Are Advisory Circulars useful in complying with FAA regulation and policy?

1. Yes
2. No
3. Don't Know

FAA Organizations/Personnel

Q8. 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 your primary contact on the following. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

Please bear in mind that requests may involve further coordination between your primary contact and the FAA to obtain the answer and your answer should only reflect your opinion of your primary contact.

- Q9. Level of personal interface
 Q10. Quality of service
 Q11. Providing answers/responses in a timely manner
 Q12. Providing technically accurate information

Please rate the support you received from FAA in the following areas. Use a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*.

- Q13. Improving safety with respect to standards and operations
- Q14. Have you visited www.faa.gov in the past 12 months?
1. Yes (ASK Q15-16)
 2. No (SKIP TO Q17)
 3. Don't Know (SKIP TO Q17)

ASK Q15- 16 ONLY IF Q14=1 YES

Please rate how useful the information on the FAA website is for the following. Please use a scale from 1 to 10, where 1 is *Not Very Useful* and 10 is *Very Useful*.

- Q15. Support/enable compliance with FAA regulations and guidance
 Q16. Please rate how useful the OpSpec system is for meeting your business needs. Please use a scale from 1 to 10, where 1 is *Not Very Useful* and 10 is *Very Useful*.

Safety trends/Programs

- Q17. Which of the following voluntary safety programs does your organization use as a source for risk indicators in ATOS? (SELECT ALL THAT APPLY)
1. ASAP
 2. VDRP
 3. FOQA
 4. None of the above (SKIP TO Q40)
- Q18. Please rate the extent to which you think 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 additional costs, if any?
1. Yes
 2. No
 3. Don't Know
- Q20. Do you feel that safety monitoring, surveillance and assessment programs provide effective, predictive tools for the design and implementation of safety management programs?

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 priorities?

1. Yes
2. No
3. Don't Know

ONLY ASK Q22 IF Q17=1 ASAP

Q22. To what extent is your company safety office kept informed of safety issues identified in that program? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

ONLY ASK Q23 and Q24 IF Q17=1 ASAP OR 3 FOQA

Q23. To what extent has your airline made procedural changes based on information from these programs? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

Q24. To what extent have safety issues identified in these programs been publicized to the employee population? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

Q25. Please rate how effective FAA has been at communicating Safety Management System (SMS) program guidance and information in advance of imminent implementation? Please use a scale from 1 to 10, where 1 means *Not very effective* and 10 means *Very effective*.

Q26. Do you feel that the implementation of SMS will enhance the operational safety of your organization?

1. Yes
2. No
3. Don't Know

Industry Challenges and Issues

To what extent have each of the following impacted operational safety during the past year? Please use a scale from 1 to 10, where 1 means *Not very much* and 10 means *A great deal*.

Q27. An increase in human fatigue due to current economic conditions (e.g. fewer personnel having to do the same amount of work)

Q28. Overall economic issues/concerns

Q29. Employee moral

Q30. Does your company have a Fatigue Risk Management System (FRMS)?

1. Yes
2. No
3. Don't Know

IF Q30 = 1 YES ASK Q31

Q31. Do you believe that your FRMS program enhances safety?

1. Yes
2. No

3. Don't Know

IF Q30 = 2 NO ASK Q32

- Q32. Do you think that your company would benefit from having a FRMS?
1. Yes
 2. No
 3. Don't Know

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.

- Q33. 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?
- Q34. 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?
- Q35. 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 with the FAA.

- Q36. Have you complained to the FAA within the past year?
1. Yes
 2. No
 3. Don't Know
- Q37. 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?