

2014 FAA Air Traffic Control Organization Flight Service Station Customer Satisfaction Survey CONUS/AK

Questionnaire Notes:

- Survey to be administered via phone.
- All questions will have a 'Don't Know/Not Applicable' response option.

Survey Introduction

INTRO1. Hello. The FAA has hired my company, (_____), to conduct a survey with those pilots who have received flight service. My name is _____.

May I please speak with _____?

- | | | | |
|----|----------------------|---|----------------------------------|
| 1 | Yes | > | (Continue) |
| 2 | Person not available | > | (Schedule a call back) |
| 3 | No Such Person | > | "Thank you and have a nice day!" |
| 99 | Refusal/Hung Up | | |

(Interviewer: When respondent comes to the phone, read INTRO2)

INTRO2. Hello. The FAA has hired my company, (_____), to conduct a survey with those pilots who have received flight service. My name is _____. We are conducting a survey on how satisfied users are with flight service.

The purpose of this research is to help the FAA improve its services to you. Your answers are voluntary, but your opinions are very important for this research. Your responses will be anonymous, and you will never be identified by name. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015. The interview will take approximately 10 minutes. Is this a good time?

1. Yes **(Continue)**
2. No. **Can we schedule a time that is more convenient for you?**

Screener

S1. Did you receive flight service between January 1, 2014 and March 31, 2014?

1. Yes (CONTINUE)
2. No (ASK S1.2 AND TERMINATE INTERVIEW)
3. Don't Know (ASK S1.2 AND TERMINATE INTERVIEW)

S1.2. Please indicate the reasons why you have not contacted a Flight Service Station in the **past three months**? (Select all that apply):

1. No need
2. Telephone calls not answered quickly enough
3. Telephone calls dropped
4. Radio calls not answered quickly enough
5. Radio calls not answered
6. Flight plans mishandled or lost
7. Recorded broadcast information incomplete or unavailable

8. Flight service specialists' level of professionalism
9. Flight service specialists' lack of knowledge
10. Telephone calls not handled by a specialist with specific local area knowledge
11. Inflexibility of government-mandated briefing formats
12. Prefer to file flight plans and be briefed through commercial service
13. Prefer to file flight plans and self-brief through DUATS
14. DK/NA
15. Other (please specify)_____

S2. Did you receive your flight information from Lockheed Martin flight service or Alaska Flight Service?

1. Lockheed Martin (COUNT AS CONTIGUOUS US)
2. Alaska (COUNT AS AK)
3. Don't Know (THANK AND TERMINATE INTERVIEW)

Introduction Questions

I-1. Which of the following best describes you? **(Select all that apply)**

1. Pilot for pleasure
2. Pilot for business
3. Instructor
4. Former air traffic controller who became a pilot
5. Part 121
6. Part 135
7. Dispatch Airport Manager
8. DK/NA

Flight Service Specialist

FSS1. Which best describes how frequently do you request flight services from a Flight Service Station?

1. Daily
2. Weekly
3. 1-2 times per month
4. 4 times per year
5. Twice per year
6. Once per year
7. DK/NA

LM2. Please tell me the area code from which you most frequently request flight services by telephone.
(Programming Note: Only allow for 3 characters)

Please think about **your last contact** with a specialist at a Flight Service Station. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate his/her:

LM4. Courtesy

LM5. Communication skills

LM6. Effort to understand issue

LM7. Knowledge of the area in which you plan to fly

LM8. Knowledge of "non-routine" aspects related to your flight planning (i.e., FDC notam requests, special use airspace restrictions, trans-border flight planning to Mexico or Canada, international flight planning, etc.)

LM9. Ability to satisfactorily answer your questions

LM10. Timeliness in answering your questions

On the same scale, please rate the following:

LM11. Waiting time to speak with a specialist

Contact Demographics

Still thinking about your experiences in the **past year** contacting a Flight Service Station please answer the following...

- D1. Generally, how quickly are your telephone calls to flight service answered by a specialist after being routed by the call distribution system?
1. 5 seconds or less
 2. 6 seconds to 30 seconds
 3. 31 seconds to 1 minute
 4. Between 1 and 5 minutes
 5. Between 5 and 10 minutes
 6. More than 10 minutes
 7. Call is never answered
 8. DK/NA
- D2. While waiting for a specialist to answer your telephone call for service, how often have you hung up due to wait time?
1. Never
 2. 1% to 25% of the time
 3. 26% to 50% of the time
 4. 51% to 75% of the time
 5. 76% to 100% of the time
 6. DK/NA
- D3. While waiting for a specialist to answer your telephone call for service, how often has your call been disconnected?
1. Never
 2. 1% to 25% of the time
 3. 26% to 50% of the time
 4. 51% to 75% of the time
 5. 76% to 100% of the time
 6. DK/NA
- D4. Generally, how quickly are your radio calls for service answered by a specialist?
1. 5 seconds or less
 2. 6 seconds to 30 seconds
 3. 31 seconds to 1 minute
 4. Between 1 and 5 minutes
 5. Between 5 and 10 minutes
 6. More than 10 minutes
 7. Call is never answered
 8. DK/NA
- D5. How frequently are you asked to “stand by” upon initial contact when making a request for service by radio?

1. Never
2. 1% to 25% of the time
3. 26% to 50% of the time
4. 51% to 75% of the time
5. 76% to 100% of the time
6. DK/NA

D6. When confronted with a delay while trying to contact flight service by radio, how often have you resorted to calling other air traffic services (tower, approach, en route center)?

1. Never
2. 1% to 25% of the time
3. 26% to 50% of the time
4. 51% to 75% of the time
5. 76% to 100% of the time
6. DK/NA

ONLY ASK D7 TO S2=1 (LOCKHEED MARTIN)

D7. Generally, how quickly are your radio calls to Flight Watch answered by a specialist?

1. 5 seconds or less
2. 6 seconds to 30 seconds
3. 31 seconds to 1 minute
4. Between 1 and 5 minutes
5. Between 5 and 10 minutes
6. More than 10 minutes
7. Call is never answered
8. DK/NA

D8. After having filed a **domestic** flight plan with a flight service station, how often have you later been told that the flight plan could not be found in the system?

1. Never
2. 1% to 25% of the time
3. 26% to 50% of the time
4. 51% to 75% of the time
5. 76% to 100% of the time
6. DK/NA

D9. After having filed an **international** flight plan with a flight service station, how often have you later been told that the flight plan could not be found in the system?

1. Never
2. 1% to 25% of the time
3. 26% to 50% of the time
4. 51% to 75% of the time
5. 76% to 100% of the time
6. DK/NA

D10. Are you satisfied with the manner in which briefers apply the “VFR flight not recommended statement”?

1. Never

2. 1% to 25% of the time
3. 26% to 50% of the time
4. 51% to 75% of the time
5. 76% to 100% of the time
6. DK/NA

TIBS

Think about the weather information you have accessed through the Transcribed Information Briefings System (TIBS) in the **past year**. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the TIBS on:

TIBS1. Ease of access

TIBS2. Usefulness of recorded weather information

HIWAS

ONLY ASK HIWAS1 and HIWAS2 TO S2=1 (LOCKHEED MARTIN)

Now, please think about the weather information you have accessed through the Hazardous Inflight Weather Advisory System (HIWAS) broadcast in the **past year**. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the HIWAS on:

HIWAS1. Ease of access

HIWAS2. Usefulness of recorded weather information

ACSI Benchmark

ONLY ASK ACSI 1.1 TO S2=1 (LOCKHEED MARTIN)

ACSI_1. 1 Please consider all of the experiences and interactions you had with a Flight Service Station in the **past year**. 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 Flight Service Station?

ONLY ASK ACSI 1.2 TO S2=2 (ALASKA)

ACSI_1.2 Please consider all of the experiences and interactions you had with an Alaska Flight Service Station in the **past year**. 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 Flight Service Station?

ACSI_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 services provided by the Flight Service Station.

ACSI_3. Now, imagine an ideal service station that provides critical flight information to general aviation pilots. How well do you think the Flight Service Station 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

OM1. Please indicate the status of your most recent query to a Flight Service Station.

1. Got the information I needed

2. The specialist took my contact information and told me that someone from the Flight Service Station would get back to me.
3. I need to follow up with the Flight Service Station
4. I did not understand what I needed to do next
5. DK/NA
6. Other (please specify)

OM2. On a scale from 1 to 10 where 1 means Not at all Willing and 10 means Very Willing, how willing are you to recommend the Flight Service Station to others with similar questions?

OM3. On a scale from 1 to 10 where 1 means Not at all Likely and 10 means Very Likely, how likely are you to contact the Flight Service Station in the future?

Conclusion

CON1. Please offer any additional feedback you may have so that the Flight Service Stations can ensure the best possible service.

Thank you for your time. The FAA ATO sincerely appreciates your input.