

Paperwork Reduction Act Statement
OMB No.: 2120-0611
Expiration Date: 11/30/2013

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FEDERAL AVIATION ADMINISTRATION
ASSOCIATE ADMINISTRATOR FOR COMMERCIAL SPACE TRANSPORTATION
CUSTOMER SERVICE SURVEY

Purpose: As part of its commitment to outstanding Customer Service, the FAA Office of Commercial Space Transportation (AST) wants to provide its customers with the best possible support. Our goal is to improve our organization’s policies and procedures in response to customer suggestions. Please take time out of your busy schedule to provide feedback to our office that can help us improve our support of you and the FAA. Participation is voluntary and no individual will be identified.

Part I: Overall Services: How would you rate our services in the following areas?

Instructions: Please rate the following services by writing in the number that corresponds closest to your answer using the rating key below.

Key: Excellent = 5, Very Good = 4, Satisfactory = 3, Poor =2, Very Poor = 1

Part I: Overall Services	
AST SERVICES	RATING
1. Providing accurate information about FAA/AST programs and policies.	
2. Providing access to AST publications and information via the AST World Wide Web Site.	
3. Providing technical reference materials and technical assistance to assist in the preparation of commercial space operations license applications (including reentry operations and site operators licensing).	
4. Ensuring that U.S. commercial launch industry requirements are taken into account in the development of space-related Federal policies and legislative proposals.	
5. Providing information on regulatory changes including the development of new regulations.	
6. Responding in a courteous manner to telephone and electronic mail requests within 1-3 working days.	
7. Responding to correspondence within 10 working days.	
8. I would assess the overall quality and services provided by AST as:	

(Important: Please disregard Part II if you have not been involved in AST's Licensing process)

Part II: Application Processing (for Commercial Launch Operations)

Instructions: Please indicate how well you think AST meets the mandated requirements for processing an application for commercial space transportation operations by writing in the number which corresponds closest to your answer using the rating key below.

Key: Exceeds Requirements = 1, Meets Requirements = 2, Does Not Meet Requirements = 3

<i>Part II: Application Processing</i>	
AST SERVICES	RATING
9. Assisting your organization to navigate complex FAA policies and procedures for licensing commercial space transportation operations.	
10. Responding to requests for licensing information within 2 working days of receipt of request.	
11. Notifying you of receipt of a launch license application and assignment of a Project Engineer within 48 hours.	
12. Notifying you within 4 days regarding your proposed launch date in relation to the 180-day statutory time period for processing commercial launch licenses.	
13. Screening your application and notifying you within 5 working days as to the completeness of the application package.	
14. Informing you in writing XXX days from the beginning of the licensing process of any outstanding information needed to complete the required licensing reviews and evaluations.	
15. Providing application status information throughout the entire licensing process.	
16. Ensuring the confidentiality, safe handling and storage of proprietary data.	

Part III-A: Customer Relations

Instructions: Please circle the word or phrase which corresponds closest to your answer: Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree.

17. AST staff always treats me like a valued customer.

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

18. Communication is good between our organization and AST staff.

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

19. The level of cooperation and collaboration in planning between our two offices can best be described as a "partnership."

Strongly Agree / Agree / Neither Disagree or Agree / Disagree / Strongly Disagree

Part III-B: Customer Relations

Instructions: Please circle the word or phrase that corresponds closest to your answer:
Very Frequently / Frequently / Occasionally / Rarely / Never.

“HOW OFTEN...”

20. Do you interact with AST staff?

Very Frequently / Frequently / Occasionally / Rarely / Never

21. Does AST staff ask you for comments or advice on new policies, procedures, or products that are being considered?

Very Frequently / Frequently / Occasionally / Rarely / Never

22. Does AST staff follow-up after an initial communication to ensure that the office understood you correctly?

Very Frequently / Frequently / Occasionally / Rarely / Never

23. Are requests for information that you receive from our staff clear and specific?

Very Frequently / Frequently / Occasionally / Rarely / Never

24. How often do you have trouble meeting FAA/AST deadlines?

Very Frequently / Frequently / Occasionally / Rarely / Never

25. Does AST staff ask for information you have already provided?

Very Frequently / Frequently / Occasionally / Rarely / Never

Part VI: AST Products

Instructions: Please rate the following AST products: Excellent/Very Good/Good/Fair/Poor.

Part VI: AST Products					
AST Products	RATING				
	Excellent	Very Good	Good	Fair	Poor
AST Website					
AST publications:					
<i>LEO Market Projections</i>					
<i>Commercial Launch Quarterly Review</i>					
<i>Development and Concepts</i>					
<i>Environmental Programs</i>					

Part V: AST Forecast Conference Evaluation

Instructions: Please rate the following Conference components.

<i>Part V: AST Forecast Conference Evaluation</i>					
	Excellent	Very Good	Good	Fair	Poor
Overall Program					
Networking Opportunities					
Planning/Logistics					
New Information Provided					
Opportunity to provide input to FAA					

How did the conference address your expectations? (Please check one)

- a. Much better than I expected
- b. Somewhat better than I expected
- c. About what I expected
- d. Worse than I expected

What specifically were the things you liked about the conference? Please include anything related to the speakers, panelists, moderators, format, subject matter, etc.

What specifically were things you did not like about the conference?

5. Please rate the conference sessions listed below.

<i>Conference Sessions:</i>	Excellent	Very Good	Good	Fair	Poor
1.					
2.					
3.					
4.					
5.					
6.					
7.					
<i>Luncheon Address</i>					
<i>Wednesday Keynote Address</i>					

How would you rate the hotel accommodations?

	Excellent	Very Good	Good	Fair	Poor
<i>Location:</i>					
Rooms					
Food					
Other Hotel Facilities					
Hotel Staff					

Please provide your comments below.

Things that Need to be Changed:

Things that Worked:

Suggestions for Future Meetings (Topics, Locations, Speakers)***Part VI: Customer Status (Please check one)***

I am an INDUSTRY Customer:

- Commercial Launch Provider
- Satellite Manufacturer / User
- Space Related Organization/Association
- Public Interest
- Service/Training
- Other

I am a GOVERNMENT customer:

- NASA
- Department of Defense
- Air Force
- State
- Commerce
- Office of the U.S. Trade Representative
- Treasury
- Other

Comments: Please use this space to share any additional comments that you feel will help improve our service to your organization.

Thanks for helping improve FAA services to your organization!

Optional:

Name _____

Organization _____

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