



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

Flight Standards Service  
800 Independence Ave., SW  
Washington, D. C. 20591

<Date>

Dear <Stakeholder>,

The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey certificate holders, like you, to assess the quality of services provided to <stakeholders>. The survey this year is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program. The program purpose is to promote and maintain the safety of our aviation system through continuous service improvements.

The FAA is asking for your assistance in this year's assessment of <stakeholder> service and support. You were randomly selected from <#> <stakeholders> to participate. This makes your input extremely important. The feedback you provide will enable the FAA to better serve you and all <stakeholders>, while ensuring the safety of the National Airspace.

Please, take a moment to complete the survey and let your voice be heard! Participation is voluntary and anonymous. You will not be asked for personally identifiable information on the survey and your responses will not be linked to your personal information. For your convenience, the survey is accessible in three formats and is tailored to your use of FAA services and support. It is intended to take about 20-30 minutes to complete.

**IMPORTANT:** choose only one of the following ways to complete the survey.

1. From a mobile device go to: <link> and input Username (case sensitive): «user1»
2. From a personal computer go to: <link> and input Username (case sensitive): «user1»
3. To request a paper copy of the survey, call 405-954-8579 or email your request anytime to [9-AMC-SupportSurvey@faa.gov](mailto:9-AMC-SupportSurvey@faa.gov) and provide your name and complete postal mailing address. The survey will be mailed to you along with a postage-paid return envelope.
  - ▶ For help with the online surveys, support is available by phone at 405-954-8579 or email [9-AMC-SupportSurvey@faa.gov](mailto:9-AMC-SupportSurvey@faa.gov), be sure to provide your contact information to facilitate a quick response.
  - ▶ For questions regarding the survey content and purpose contact Dr. Katrina Avers (405-954-1199 or [katrina.avers@faa.gov](mailto:katrina.avers@faa.gov)).
  - ▶ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt (202-267-4265 or [Edward.Kleinschmidt@faa.gov](mailto:Edward.Kleinschmidt@faa.gov)).

Thank you in advance for providing us feedback on <stakeholder> services. After the survey closes <date>, and results are tabulated, we will post the outcome on the FAA website to keep you informed of planned service improvements.

Working together, we can continuously improve the safety of the National Airspace.

Sincerely,

John M. Allen  
Director, Flight Standards Service