



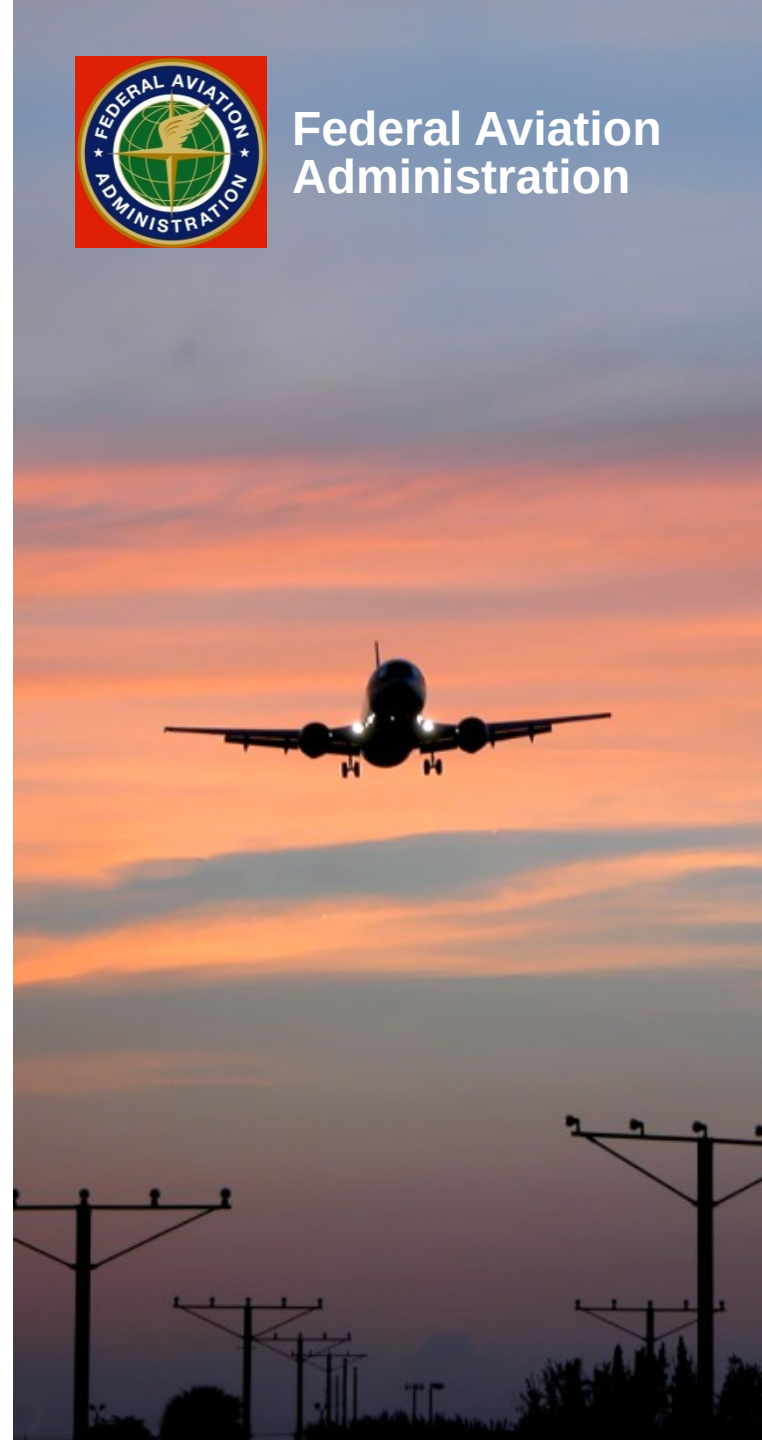
Federal Aviation  
Administration

# Checking AMCS Vitals: Airman Satisfaction Survey *2014 Results*

**Presented to: FASMT**

**By: AAM-510**

**Date: April 15, 2015**



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- **Respondent Demographics**
- **Summary Results and Trends**
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# Respondent Demographics

**36% of invited airmen (n=3,703) participated.**

- All domestic regions represented in survey data with minimal fluctuations in response rates.
- **Certificate applied for:**
  - 18% Class I (↓2)
  - 29% Class II
  - 53% Class III (↑2)
- **Pilot certificate held**
  - 46% Commercial (↑1)
  - 40% Private
  - 33% Airline Transport
- **Ratings held**
  - 72% IFR (↑24)
  - 28% CFI
  - 22% 'Other'
  - 19% Do not hold any rating



# Respondent Demographics

**75% of airmen (n=2,698) are NOT employed as a pilot at the time of survey completion.**

- **Airmen employed with certificated operators conducting flights under:**
  - 40% part 91 (↑1)
  - 28% part 121 (↓5)
  - 19% part 135 (↑1)
  - 14% other part or operation (↑2)
  - 6% part 61 (↓2)

# Respondent Demographics

**53% of airmen applied within the past 6 months.**

- **The majority of airman (90%) contacted only 1 AME-- the top 3 reasons they chose the AME are:**
  - Performed previous exam (54%, ↓2)
  - Nearest location (26%, ↓4)
  - Referred by pilot (19%, ↓1)
- **Year of most recent medical certification:**
  - 45% 2014
  - 35% 2013
  - 14% 2012
  - 7% 2011



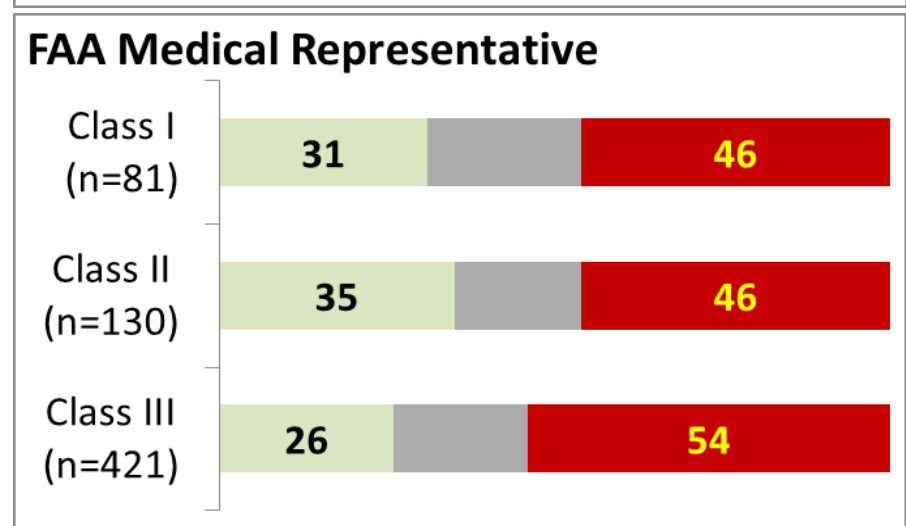
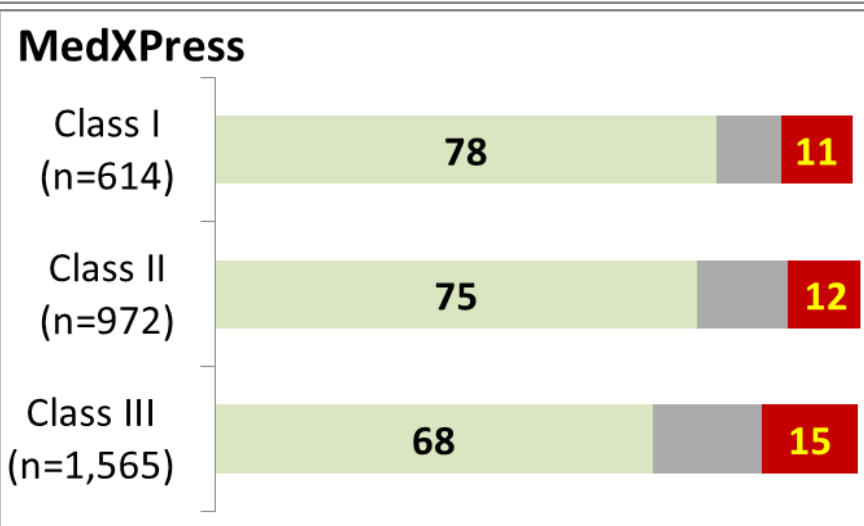
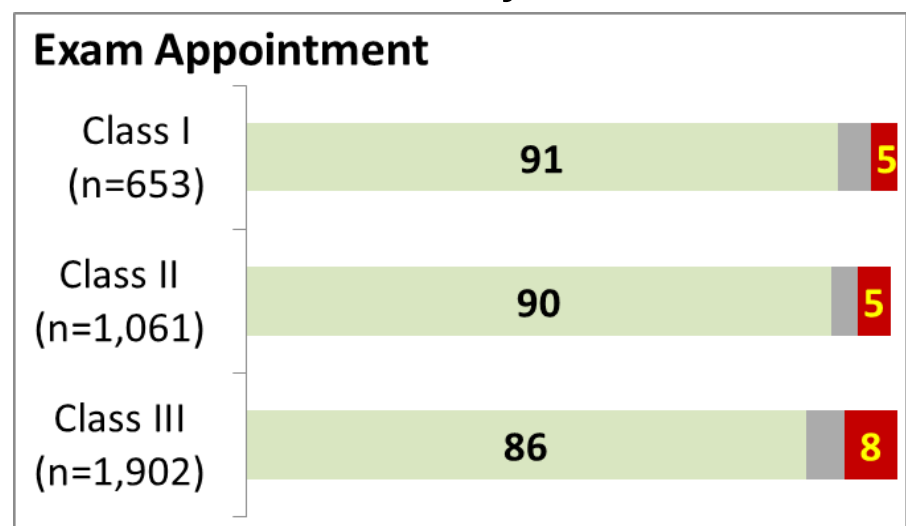
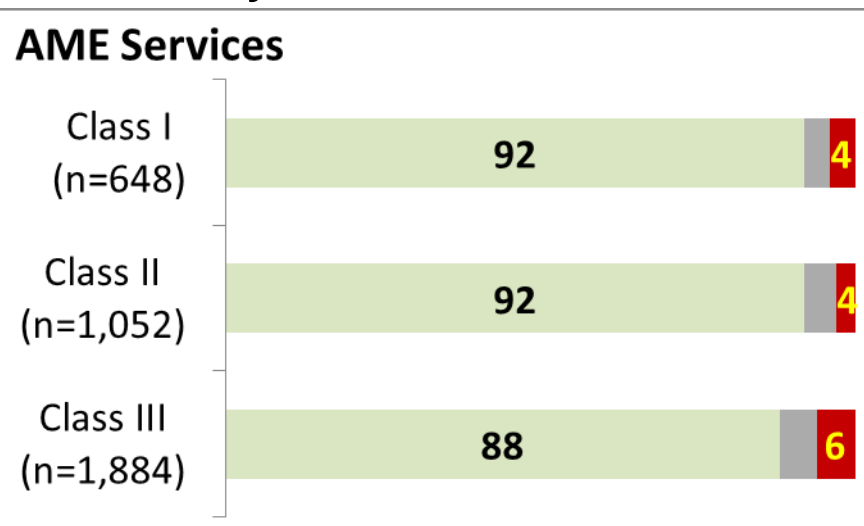
# Trends in Airman Satisfaction

	Rate	Trend
AME services (n=3,584)	90%	↑3
Exam appointment (n=3,616)	88%	↑1
Performance of MedXPress (n=3,151)	72%	↓6
FAA medical representative services (n=632)	29%	↓17



# Satisfaction Rates (%) by Cert Class

■ Very Satisfied/Satisfied
 ■ Neither
 ■ Dissatisfied/Very Dissatisfied



# Why Airmen Are Dissatisfied

	Rate	Top 3 Reasons
<b>AME services</b>	<b>5%</b> (↓3)	52% - Certificate not issued during appointment 49% - Not informed of additional documents required by FAA to issue 43% - Other
<b>Exam appointment</b>	<b>7%</b> (↓3)	57% - Certificate not issued during appointment 18% - Exam not thorough 17% - Not treated courteously/respectfully
<b>FAA medical representative services</b>	<b>52%</b> (↑15)	57% - Poor communication of where app was in review process 56% - Review took too long 44% - Other





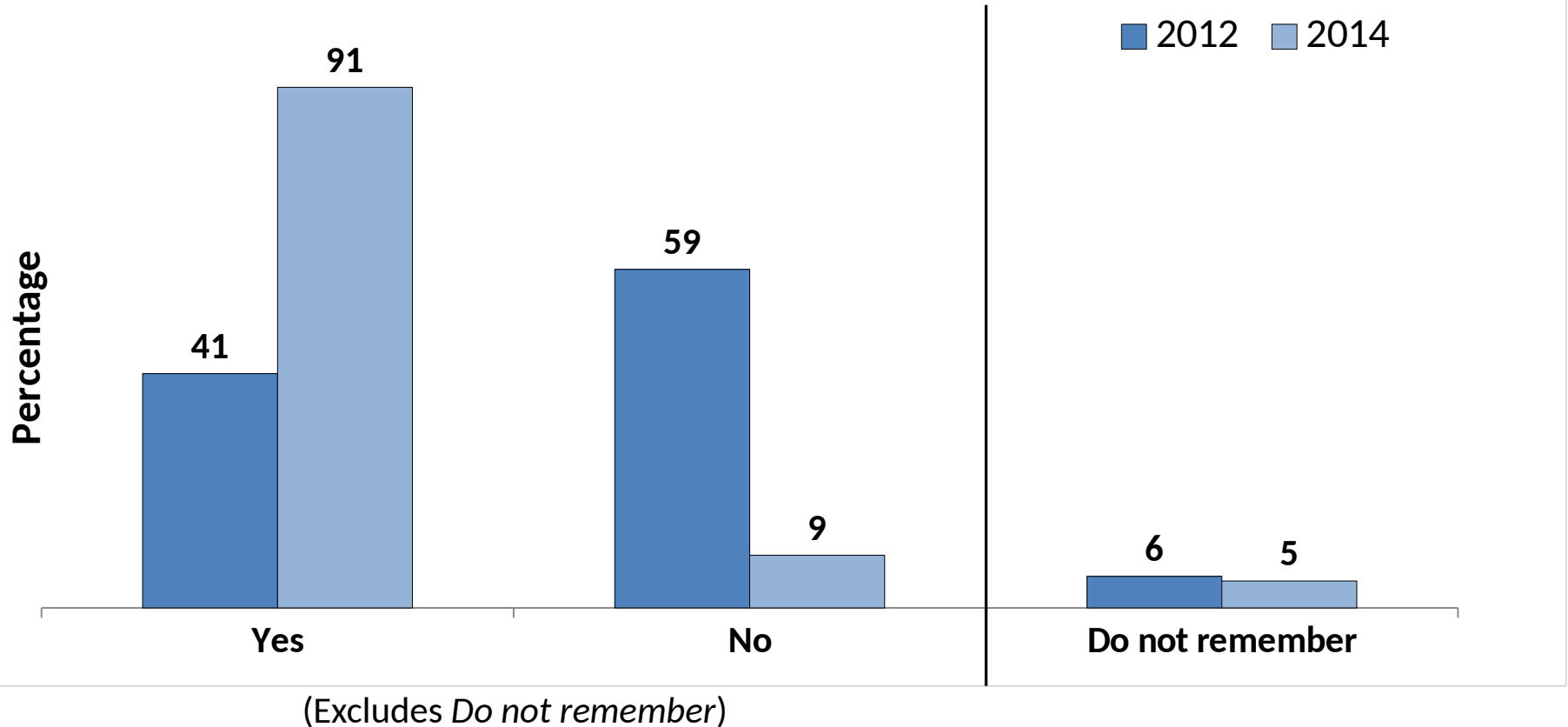
# Use of MedXPress

**91% of airmen applied (↑50) through MedXPress.**

- **Of the applicants using MedXPress...**
  - 72% were *satisfied/very satisfied*
- **Only 6% of AMEs (n=119) reportedly did NOT access MedXPress during the exam - why:**
  - 69% other reason
  - 21% AME did not require MedXPress
  - 5% did not have their confirmation number
  - 3% AME did not accept MedXPress

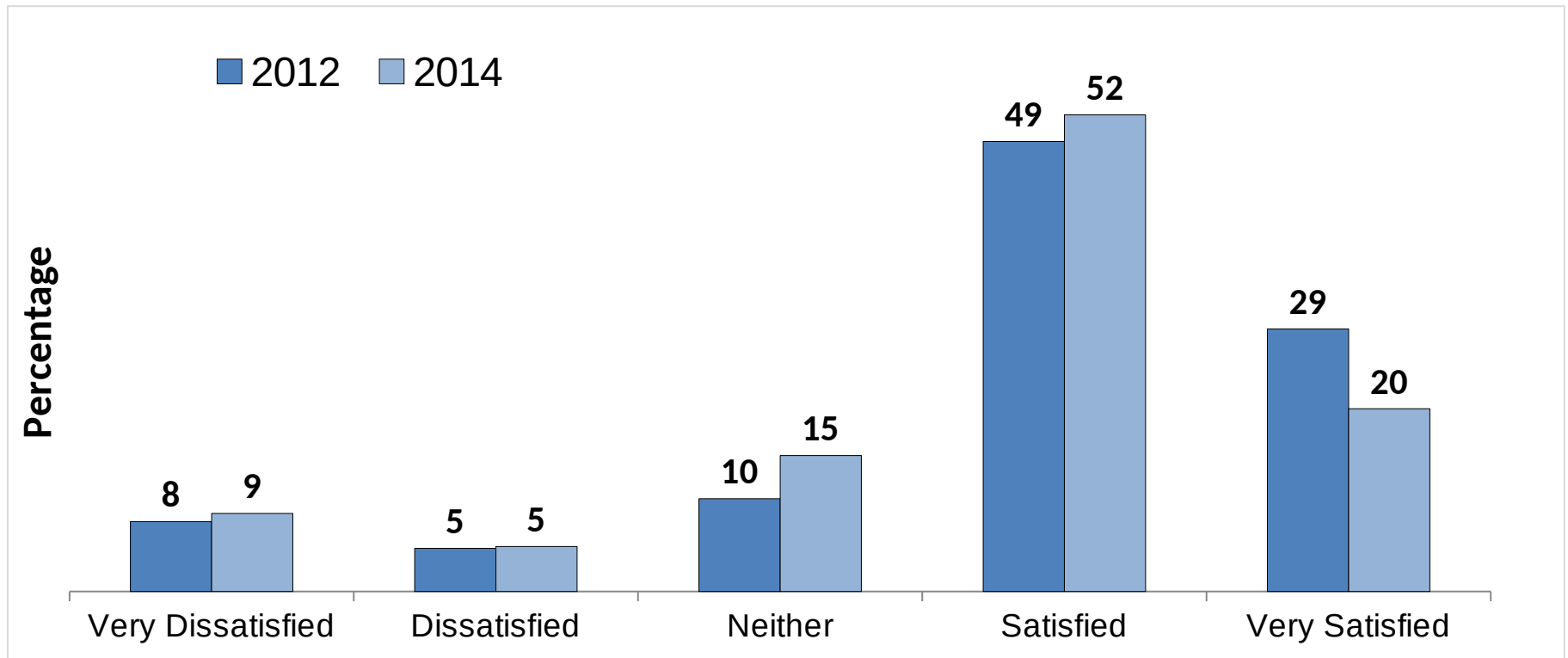
# Use of MedXPress

Did you use MedXPress to submit your application?



# Use of MedXPress

Overall how satisfied were you with the performance of MedXPress?

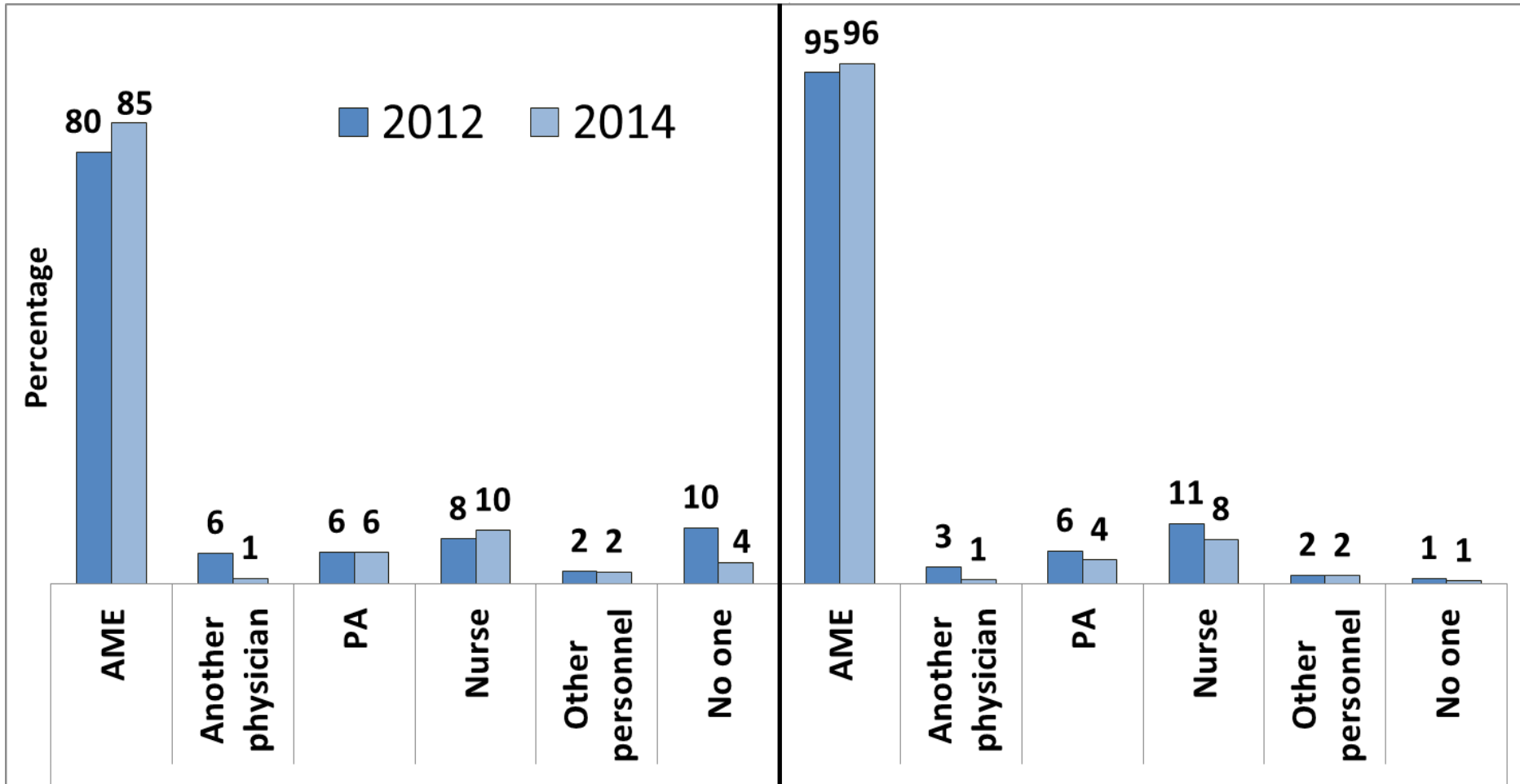


# AME Performance

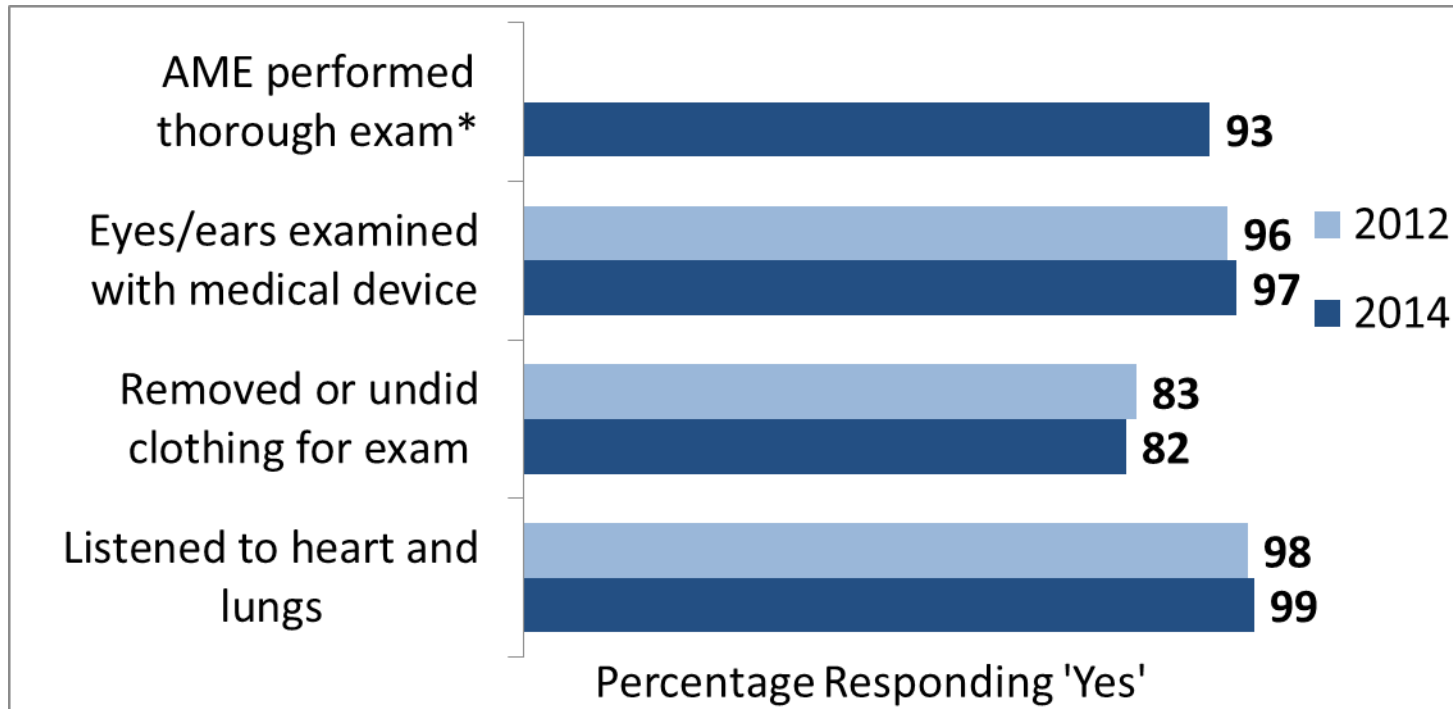
Were you told to bring the following to your exam appointment?	% No, but needed	% Yes	% No, not needed
MedXPress confirmation number	4	88	8
Valid photo ID	7	79	14
MedXPress Summary Sheet printout	7	72	22
List of meds	9	68	24
Medical history details	12	62	27
Current medical tests/labs	12	40	49
Past medical tests/labs	12	31	56
SI paperwork	10	29	60
SODA paperwork	10	12	78



# AME Performance



# AME Performance



\* Not assessed in 2012

# AME Performance

	2012*	2014*	Δ
Treated with courtesy/respect	92	92	--
Examined in a professional setting	89	90	↑1
Information provided was accurate	84	85	↑1
Provided all requested information	82	84	↑3
Information provided in a timely manner	82	84	↑2
AME charged appropriately for services	71	75	↑4
Clearly explained airman responsibilities	72	73	↑2

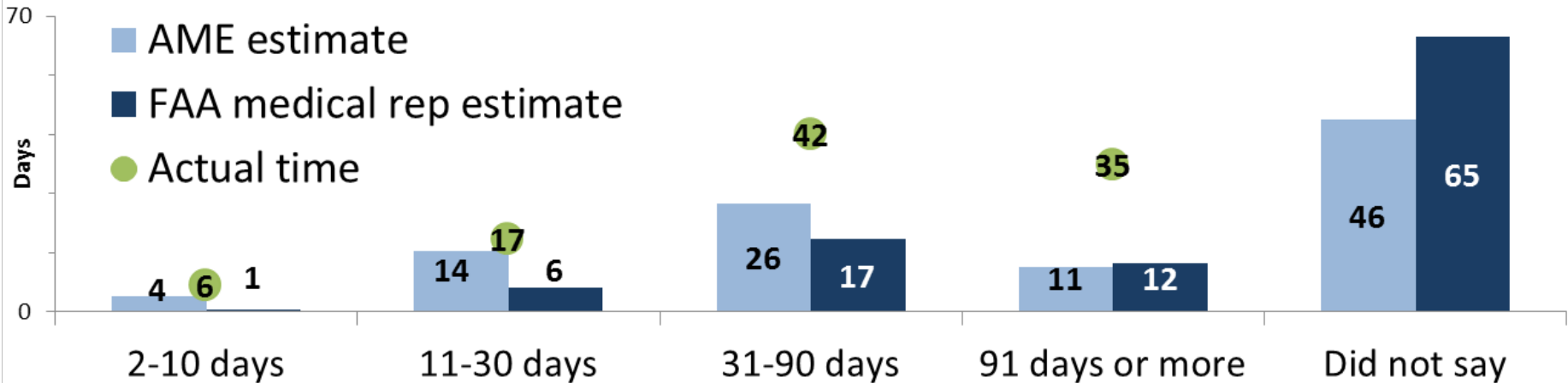
\*Considerable/Great extent



# Medical Certification Process

89% of applicants not issued certificate at exam had application deferred to RFS or AMCD.

## Length of Deferral Process



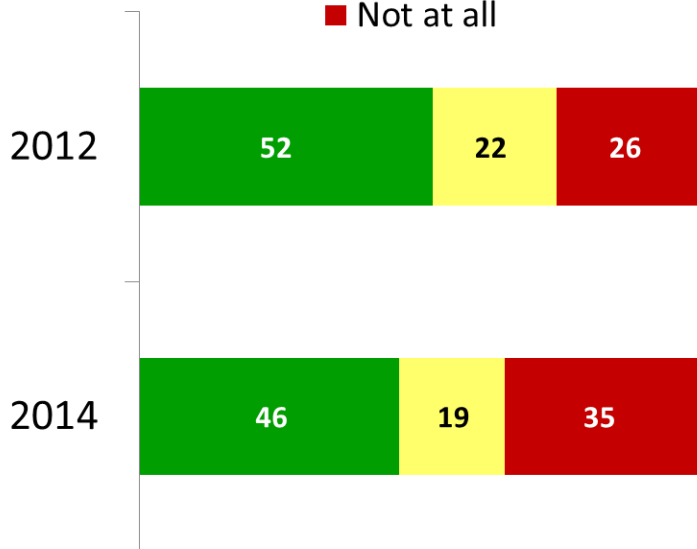


# Medical Certification Process

Fewer applicants (□6) link the airman certification process to ensuring the safety of the NAS based on their most recent AME experiences.

Based on experiences with AME, extent airman certification process ensures Safety of the NAS

- Great/Considerable
- Moderate/Limited
- Not at all



Reasons given by the 54% (n=1,909) indicating *moderate, limited, or not at all*:

- 15% - deters pilots from applying
- 14% - encourages pilots to be dishonest
- 14% - exam not comprehensive
- 10% - exam not thorough
- 47% - provided other reason(s)

# Closing Comments

**Expedited processing is key to service quality.**

- **Clearly communicate required supporting medical documentation to airmen applicants.**
  - Inform AMEs of the value of requesting and reviewing the MedXPress summary sheet prior to an airman's appointment to inform them of documentation to bring to their exam.
  - Upon decision to defer to RFS or AMCD, applicants would like information of what and when supporting documentation is required.
- **Rely on electronic media to share information with applicants on deferral status.**



# Questions or Comments?

