**FAA Safety Awareness and Feedback Survey**

**Instructions:** Read each item carefully then mark the response that best describes your experiences as a **certificated general aviation pilot** with the services and support provided by the FAA during the past 12 months.

Responses to some items are required in order to skip those items that are not relevant to you. (OMB Control #, expires date) Participation is voluntary and anonymous. Your responses will be kept private to the extent provided by law.

|  |  |
| --- | --- |
|  | **SECTION A: Demographics** |
| **A1** | **Have you utilized, been issued, or renewed your pilot certificate within the past 12 months?**  o Yes  o No (skip to the “Thank you! Please submit/return the survey.”) |
| **A2** | **What is the highest level of pilot certificate you currently hold?**  o Student  o Recreational  o Sport  o Private  o Commercial  o Airline Transport |
| **A3** | **Which Flight Standards Region do you live in?**  o Alaskan Region (Alaska)  o Central Region (Illinois: only Madison, St. Clair, Monroe counties; Iowa; Kansas;  Kentucky: not Boone, Kenton, and Campbell counties; Missouri; Tennessee; Nebraska)  o Eastern Region (Connecticut; Delaware; Maine; Maryland; Massachusetts;  New Hampshire; New Jersey; New York; North Carolina; Pennsylvania; Rhode Island;  Vermont; Virginia; West Virginia)  o Great Lakes Region (Illinois: not Madison St. Clair, Monroe counties; Indiana; Kentucky: only Boone, Kenton, and Campbell Counties; Michigan; Minnesota; North Dakota; Ohio; South Dakota; Wisconsin)  o Northwest Mountain Region (Colorado; Idaho; Montana; Oregon; Utah; Washington; Wyoming)  o Southern Region (Alabama; Florida; Georgia; Puerto Rico; South Carolina)  o Southwest Region (Arkansas; Louisiana; Mississippi; New Mexico; Oklahoma; Texas)  o Western-Pacific Region (Arizona; California; Hawaii; Nevada)  o International |
| **A4** | **Do you use your certificate for hire in any of the following?** [mark all that apply]   * I do not use my certificate for hire * Part 61 (flight instructor) Part 91 (corporate) * Part 121 (flag, domestic, supplemental operations) * Part 125 (aircraft with 20 or more seats and cargo payload of 6,000 pounds or more when common carriage is not involved) * Part 129 (foreign carrier and foreign operator of US-registered aircraft used in common carriage) * Part 133 (rotorcraft external loads) * Part 135 (commuter/on-demand operations) * Part 137 (agricultural operations) * Part 141 (pilot schools) * Part 142 (training centers) * Other (write in): \_\_\_\_\_\_\_\_\_ |

|  |  |
| --- | --- |
|  | **SECTION A: Demographics** |
| **A5** | **Total flight hours you have logged:** hours |
| **A6** | **Do you hold any of the following?** [mark all that apply]   * None of the below * Instrumental Flight Rules (IFR) * Certified Flight Instructor (CFI) * Certified Flight Instrumental Instructor (CFII) * Certified Flight Instructor Multi-Engine (CFIM) * Multi-engine * Single-engine * Rotorcraft * Balloon * Glider * Other (write in): \_\_\_\_\_\_\_\_ |
| **A7** | **How long since you received your initial pilot certificate?** years |

|  | **SECTION B: FAA Guidance such as policy, regulations, handbooks, advisory circulars, orders and notices** |
| --- | --- |
| **B1** | **How familiar are you with current FAA guidance governing general aviation pilots?**  o Not at all familiar (skip to the next section)  o Somewhat familiar  o Quite familiar  o Extremely familiar |
| **B2** | **In the past 12 months, how often did you rely on the following sources to access FAA guidance** **for general aviation pilots?**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | never | a few times in the 12 months | about once a month | 2 to 3 times a month | once a week | more than once a week | | FAA website (faa.gov) | ο | ο | ο | ο | ο | ο | | FAA Safety Team website (faasafety.gov) | ο | ο | ο | ο | ο | ο | | Email notification from FAA Safety Team (FAASTeam) | ο | ο | ο | ο | ο | ο | | FAA Safety Briefing Magazine | ο | ο | ο | ο | ο | ο | | FAA social media (e.g., Facebook, Twitter, and Instagram) | ο | ο | ο | ο | ο | ο | | Professional organization website (e.g., AOPA and EAA) | ο | ο | ο | ο | ο | ο | | Type club website (e.g., American Bonanza Society and Piper Flyer Association) | ο | ο | ο | ο | ο | ο | | Your company website | ο | ο | ο | ο | ο | ο | | Non-FAA online media (e.g., *Flying*) | ο | ο | ο | ο | ο | ο | | Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ο | ο | ο | ο | ο | ο | |
| **B3** | **Indicate your top 3 sources for FAA guidance to general aviation pilots.**  [use 1, 2, and 3 to order your choices, with 1 being your top choice]  \_\_ FAA website (faa.gov)  \_\_FAA Safety Team website (faasafety.gov)  \_\_Email notification from FAA Safety Team  \_\_FAA Safety Briefing Magazine  \_\_ FAA social media (e.g., Facebook, Twitter, and Instagram)  \_\_ Professional organization website (e.g., AOPA and EAA)  \_\_ Type club website (e.g., American Bonanza Society and Piper Flyer Association)  \_\_ Your company website  \_\_ Non-FAA online media (e.g., *Flying)*  ­\_\_ Other (write in): \_\_\_\_\_\_\_\_\_\_ |
| **B4** | **Indicate your top 3 recommendations on how to improve the FAA’s communication of**  **guidance.** [use 1, 2, and 3 to order your choices, with 1 being your top choice]  \_\_ Provide an email notification that a change has been made with a link to the full text  \_\_ Email short concise explanations of changes with a link to the full text  \_\_ Advise general aviation industry groups and let them disseminate the information  \_\_ Email link to short video (3-5 minute) explaining the change  \_\_ Twitter posting with a link to the full text  \_\_ Other (write in): \_\_\_\_\_\_\_\_\_\_ |
| **B5** | **How important is FAA guidance for general aviation pilots to the safety of the National**  **Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |
| **B6** | **Indicate your top 3 recommendations on how to improve FAA guidance for general aviation pilots.** [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **B7** | **Any additional feedback regarding FAA guidance to general aviation pilots?** [mark all that apply]   * Compliments (write in): \_\_\_\_\_\_\_\_\_\_\_\_ * Complaints (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Comments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  | **SECTION C: General Aviation Pilot Certification** |
| --- | --- |
| **C1** | **In the past 2 years, have you received a new general aviation pilot certification?**  o Yes  o No (skip to the next section) |
| **C2** | **Overall, how satisfied were you with your most recent certification experience?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **C3** | **How did your most recent certification experience compare to your expectations?**  o Far below expectations  o Below expectations  o Met expectations  o Exceeded expectations  o Well beyond expectations |
| **C4** | **How would you rate the overall quality of certification services?**  o Very poor  o Poor  o Average  o Good  o Excellent |
| **C5** | **Did the practical test for certification accurately measure your pilot skills?** (matrix format)  o Not at all  o Partially  o Fully |
| **C6** | **Did the oral test for certification accurately measure your pilot knowledge?** (matrix format)  o Not at all  o Partially  o Fully |
| **C7** | **Did the oral test for certification measure your overall understanding of aviation safety risks?**  (matrix format)  o Not at all  o Partially  o Fully |
| **C8** | **Did the written test for certification accurately measure your pilot knowledge?**  (matrix format)  o Not at all  o Partially  o Fully |
| **C9** | **Did the written test for certification measure your overall understanding of aviation safety**  **risks?** (matrix format)  o Not at all  o Partially  o Fully |
| **C10** | **Who conducted the examination for your most recent certification?**  o FAA Aviation Safety Inspector (ASI) (skip to…)  o Designated Pilot Examiner (DPE)  o School with examining authority (Part 141) (skip to…)  o Don’t know (skip to…) |
| **C11** | **How satisfied were you with the fee for the Designated Pilot Examiner (DPE)?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **C12** | **What would you give the examiner high ratings on?** [mark all that apply]   * Knowledgeable/Credible * Professional * Courteous and respectful * Thorough * Asked clear and concise questions * Followed the PTS—the FAA’s practical test standard * Clearly explained why a maneuver/answer was not correct * On time * Allowed enough time for the test--did not rush * Flexible scheduling * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_ |
| **C13** | **What would you give the examiner low ratings on?** [mark all that apply]   * Knowledgeable/Credible * Professional * Courteous and respectful * Thorough * Asked clear and concise questions * Followed the PTS—the FAA’s practical test standard * Clearly explained why a maneuver/answer was not correct * On time * Allowed enough time for the test--did not rush * Flexible scheduling * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_ |
| **C14** | **Did you pass the practical test for certification on your first attempt?**  o Yes (skip next question)  o No |
| **C15** | **Did the examiner fully explain why you failed?**  o Yes  o No |
| **C16** | **Which source did you use to find information regarding the certification process?**  [mark all that apply]   * FAA website (faa.gov) * FAA Safety Team website (faasafety.gov) (skip to…) * Email notification from FAA Safety Team (skip to…) * FAA Safety Briefing Magazine (skip to…) * FAA social media (e.g., Facebook, Twitter, and Instagram) (skip to…) * Professional organization website (e.g., AOPA and EAA) (skip to…) * Type club website (e.g., American Bonanza Society and Piper Flyer Association) (skip to…) * Your company website (skip to…) * Non-FAA online media (e.g., *Flying*) (skip to…) * Other (write in): (skip to…) |
| **C17** | **Did the FAA website (faa.gov) provide the certification information you were seeking?**  o Yes  o No  o Did not use |
| **C18** | **What would you give the FAA website (faa.gov) high ratings on?** [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C19** | **What would you give the FAA website (faa.gov) low ratings on?** [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C20** | **Indicate your top 3 recommendations on how to improve the FAA website regarding pilot**  **certification.** [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C21** | **For your most recent pilot certification, did you apply online using the Integrated Airman**  **Certification and Rating Application (IACRA)?**  o Yes  o No (skip to…) |
| **C22** | **What would you give IACRA high ratings on as an application tool for pilot certification?**  [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information * Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C23** | **What would you give IACRA low ratings on as an application tool for pilot certification?**  [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information * Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C24** | **Indicate your top 3 recommendations on how to improve IACRA.** [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C25** | **How important is the general aviation pilot certification process to the safety of the National**  **Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |
| **C26** | **Indicate your top 3 recommendations on how to improve the pilot certification process.**  [use 1, 2, and 3 to order your choices, with 1 being your top choice]  \_\_ Increase availability of FAA Inspectors to perform certification  \_\_ Provide more Designated Pilot Examiners (DPEs)  \_\_ Further standardization of testing conducted by DPEs  \_\_ Control the fee charged by the DPEs  \_\_ Improve the Integrated Airman Certification and Rating Application (IACRA)  \_\_ Provide more online courses at faasafety.gov  \_\_ Provide more free courses at faasafety.gov  \_\_ Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **C27** | **Any additional feedback regarding pilot certification?** [mark all that apply]   * Compliments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Complaints (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Comments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  | **SECTION D: FAA Training** |
| --- | --- |
| **D1** | **In the past 2 years, did you complete required training for certification?**  o Yes  o No (skip to the next section) |
| **D2** | **How did you meet the required training for certification?**  o FAA approved training (Part 141 school)  o Self-study (Part 61)  o Military competence  o Hold a foreign license  o Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D3** | **To what extent did the required training increase your awareness of safety risks associated**  **with general aviation?** (matrix format)  o Not at all  o Limited extent  o Moderate extent  o Considerable extent |
| **D4** | **To what extent did the required training increase your ability to manage safety risks associated**  **with general aviation?** (matrix format)  o Not at all  o Limited extent  o Moderate extent  o Considerable extent |
| **D5** | **How important are the training requirements for general aviation pilot certification to the**  **safety of the National Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |
| **D6** | **In the past 12 months, which training program did you use to advance your general aviation**  **knowledge?** [mark all that apply]   * FAA WINGS Pilot Proficiency Program * Professional organization (e.g., AOPA) * Type club (e.g., American Society and Piper Flyer Association) * Flight school * Self-study * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D7** | **Which is your preferred method for training on the FAASTeam website (faasafety.gov)?**  o Webinar  o Self-paced online training  o Podcasts  o Youtube  o Applications (Aps) for mobile devices  o E-book  o Live seminar/class  o Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D8** | **In the past 12 months, how often did you go to the FAASTeam website (faasafety.gov)?**  o Never  o A few times in the 12 months  o About once a month   * 2 to 3 times a month   o About once a week   * More than once a week |
| **D9** | **Overall, how satisfied are you with information provided on the FAASTeam website**  **(faasafety.gov)?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **D10** | **Do you have an account on faasafety.gov?**  o Yes  o No (skip to the next section) |
| **D11** | **In the past 12 months, how often did you log into your account on faasafety.gov?**  o Never (skip to…)  o A few times in the 12 months  o About once a month   * 2 to 3 times a month   o About once a week   * More than once a week |
| **D12** | **In the past 12 months, did you receive email from the FAASTeam?**  o Yes  o No (skip to…) |
| **D13** | **In the past 12 months, what portion of the FAASTeam emails did you read?**  o None  o Very few  o About half  o Most  o All |
| **D14** | **Indicate your top 3 recommendations on how to improve FAASTeam safety messages to general aviation pilots.** [use 1, 2, and 3 to order your choices, with 1 being your top choice]  \_\_ Provide just in time messages for identified emerging threats  \_\_ Shorter messages  \_\_ More in-depth information in the messages  \_\_ More variety in emailed safety messages  \_\_ More frequent emailed safety messages  \_\_ Use social media (e.g., Facebook, Twitter, and Instagram)  \_\_ Include links to more information in Twitter postings  \_\_ Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_ |
| **D15** | **Are you participating in the WINGS Pilot Proficiency Program?**  o Yes  o No (skip to…) |
| **D16** | **In the last 2 years, have you completed at least one WINGS phase?**  o Yes  o No (skip to…) |
| **D17** | **What would you give the WINGS website high ratings on?** [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information * Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D18** | **What would you give the WINGS website low ratings on?** [mark all that apply]   * Ease of use/navigation * Simplicity/not cluttered * Active links * Reliable search * Relevant/current information * Completeness of information * Useable, clearly written content * Downloadable information * Secure * Accessible 24/7 * User support (embedded help, tech support) * None of the above * Other (write in):\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D19** | **In the past 12 months, have you completed courses on faasafety.gov?**  o Yes  o No (skip to…) |
| **D20** | **Overall, how satisfied were you with the quality of the courses on faasafety.gov?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **D21** | **How did your experience completing the courses on faasafety.gov compare to your expectations?**  o Far below expectations  o Below expectations  o Met expectations  o Exceeded expectations  o Well beyond expectations |
| **D22** | **How would you rate the overall quality of the courses on faasafety.gov?**  o Very poor  o Poor  o Average  o Good  o Excellent |
| **D23** | **To what extent did the courses on faasafety.gov increase your awareness, assessment, or**  **management of safety risk management?**  o Not at all  o Limited extent  o Moderate extent  o Considerable extent |
| **D24** | **Which new training topics should be offered as an online course on faasafety.gov?**  [mark all that apply]   * None of the below * Advanced preflight * Loss of control * Loss of power * Weather awareness * Safety Management System (SMS) * Other (write-in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D25** | **How much would you pay for vendor-provided training if offered on faasafety.gov?** $ .\_ |
| **D26** | **How important are the courses on faasafety.gov to the safety of the National Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |
| **D27** | **Indicate your top 3 recommendations on how to improve the courses on faasafety.gov.**  [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **D28** | **Any additional feedback regarding the courses on faasafety.gov?** [mark all that apply]   * Compliments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Complaints (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Comments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  | **SECTION E: Inspection/Surveillance** |
| --- | --- |
| **E1** | **In the past 12 months, did you receive a ramp check/inspection by the FAA?**  o Yes  o No (skip to the next section) |
| **E2** | **How satisfied overall were you with your recent ramp check/inspection experience?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **E3** | **How did your recent ramp check/inspection experience compare to your expectations?**  o Far below expectations  o Below expectations  o Met expectations  o Exceeded expectations  o Well beyond expectations |
| **E4** | **How would you rate the overall quality of your recent ramp check/inspection experience?**  o Very poor  o Poor  o Average  o Good  o Excellent |
| **E5** | **What would you give the inspector high ratings on?** [mark all that apply]   * Knowledgeable/Credible * Professional * Courteous and respectful * Fair * Thorough * Informative * Responsive * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E6** | **What would you give the inspector low ratings on?** [mark all that apply]   * Knowledgeable/Credible * Professional * Courteous and respectful * Fair * Thorough * Informative * Responsive * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E7** | **How important is general aviation pilot inspection/surveillance to the safety of the National**  **Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |
| **E8** | **Indicate your top 3 recommendations on how to improve the FAA inspection/surveillance**  **process.** [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E9** | **What was the outcome of the ramp check/inspection?**   * No findings (skip to…) * Counseling (skip to…) * Letter of Investigation |
| **E10** | **What was the result of the investigation?**  o Closed, no action taken  o Remedial training  o Letter of Warning  o Letter of Correction  o Certificate action: suspension  o Certificate action: revocation  o Administrative hearing |
| **E11** | **Was the investigation justified?**  o Yes  o Maybe  o No |
| **E12** | **How satisfied were you with the outcome of the investigation?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **E13** | **How did the outcome of the investigation compare to your expectations?**  o Far below expectations  o Below expectations  o Met expectations  o Exceeded expectations  o Well beyond expectations |
| **E14** | **How were you treated by the FAA throughout the investigation?**  o Unfairly  o Somewhat unfairly  o Neutral  o Somewhat fairly  o Fairly |
| **E15** | **Indicate your top 3 recommendations on how to improve the FAA investigation process.**  [write in below]  #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E16** | **Any additional feedback regarding FAA inspection/surveillance of general aviation pilots?**  [mark all that apply]   * Compliments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Complaints (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Comments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  | **SECTION F: Safety Management System (SMS)** |
| --- | --- |
| **F1** | **How familiar are you with the purpose of a safety management system (SMS)?**  o Not at all familiar (skip to the next section)  o Somewhat familiar  o Quite familiar  o Extremely familiar |
| **F2** | **Do you or does your company have a safety management system (SMS)?**  o Yes  o No (skip to the next section) |
| **F3** | **The safety management system (SMS) has increased awareness of aviation safety risk.**  o Strongly disagree  o Disagree  o Neither disagree or agree  o Agree  o Strongly agree |
| **F4** | **The safety management system (SMS) has improved assessment of safety risk.**  o Strongly disagree  o Disagree  o Neither disagree or agree  o Agree  o Strongly agree |
| **F5** | **The safety management system (SMS) has improved management of safety risk.**  o Strongly disagree  o Disagree  o Neither disagree or agree  o Agree  o Strongly agree |
| **F6** | **The safety management system (SMS) has positively impacted productivity.**  o Strongly disagree  o Disagree  o Neither disagree or agree  o Agree  o Strongly agree |
| **F7** | **The safety management system (SMS) has improved overall safety.**  o Strongly disagree  o Disagree  o Neither disagree or agree  o Agree  o Strongly agree |
| **F8** | **How important is a safety management system (SMS) to the safety of the National Airspace?**  o Not at all important  o Somewhat important  o Quite important  o Extremely important |

|  | **SECTION G: Filing a Complaint with the FAA** |
| --- | --- |
| **G1** | **In the past 12 months, did you file a complaint with any of the FAA offices below?**   * FSDO * Airmen Certification * Airman Records * Office of Aerospace Medicine * Air Traffic |
| **G2** | **Overall, how satisfied were you with the manner in which the FAA handled your complaint?**  o Very dissatisfied  o Dissatisfied  o Neither dissatisfied nor satisfied  o Satisfied  o Very satisfied |
| **G3** | **How did the FAA’s resolution of the complaint compare to your expectations?**  o Far below expectations  o Below expectations  o Met expectations  o Exceeded expectations  o Well beyond expectations |
| **G4** | **How did the FAA handle your complaint?**   |  |  |  |  | | --- | --- | --- | --- | |  | Yes | No | N/A | | Routed you to the appropriate staff member | ο | ο | ο | | Responded in a professional manner | ο | ο | ο | | Provided useful assistance with the complaint process | ο | ο | ο | | Responded in a timely manner | ο | ο | ο | | Clearly explained the complaint process | ο | ο | ο | | Treated you with courtesy and respect | ο | ο | ο | | Clearly explained the resolution | ο | ο | ο | |
| **G5** | **What would you give the FAA staff who handled your complaint high ratings on?**  [mark all that apply]   * Knowledgeable/Credible Professional * Courteous and respectful * Fair * Thorough * Informative * Responsive * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **G6** | **What would you give the FAA staff who handled your complaint low ratings on?**  [mark all that apply]   * Knowledgeable/Credible Professional * Courteous and respectful * Fair * Thorough * Informative * Responsive * Attentive * None of the above * Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **G7** | **Indicate your top 3 recommendations on how to improve the FAA complaint process.**  [use 1, 2, and 3 to order your choices, with 1 being your top choice]  \_\_ Clearly explain the complaint process  \_\_ Assign complaint to appropriate staff member  \_\_ Provide assistance with the complaint process  \_\_ Respond in a timely manner  \_\_ Be courteous and respectful  \_\_ Provide feedback on complaint status  \_\_ Clearly explain the resolution  \_\_ Other (write in): \_\_\_\_\_\_\_\_\_\_\_\_ |
| **G8** | **Any additional feedback regarding the FAA complaint process?** [mark all that apply]   * Compliments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Complaints (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Comments (write in): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |