

Appendix B.

General Aviation Pilot Communications Package

Notification Letter

Dear General Aviation Pilot,

This letter is to notify you that you were randomly selected to participate in an FAA research project. The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey certificate holders to assess the quality of services provided to general aviation pilots. The survey this year is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0759). The purpose of the program is to promote and maintain the safety of our aviation system by continuously improving services to airmen like you.

You can expect to receive your invitation letter in the next couple of weeks. For your convenience, you will be able to complete the survey online using your computer or mobile device such as a smartphone, or request a paper survey. The survey will be accessible through a web address or QR code provided on your invitation letter.

- ❖ For questions regarding the survey content and purpose contact Dr. Jamie Barrett (405-954-1199 or Jamie.Barrett@faa.gov).
- ❖ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt (202-267-4265 or Edward.Kleinschmidt@faa.gov).
- ❖ For technical assistance or to request a paper survey, send an email to: **9-AMC-SurveySupport@faa.gov** or call (405) 954-1594 Monday through Friday, 9:00 a.m. to 4:00 p.m. Central.

Your input will be extremely important. Participation is voluntary and your feedback is confidential. Your responses will be kept private to the extent provided by law. Your responses go directly to a contractor for removal of any personally identifiable information, before the FAA has access to the dataset. The data will not be used for any current certificate management purpose; and it will not be made available to companies or organizations outside of the FAA.

Thank you in advance for providing us feedback on FAA services. The feedback you provide will enable the FAA to better serve you and all general aviation pilots, while ensuring the safety of the National Airspace System. After results are tabulated, we will post the outcome on the FAA website (www.faa.gov). Working together, we can continuously improve the safety of our national airspace.

Sincerely,

Safety Awareness, Feedback, and Evaluation (SAFE) Program
Flight Standards Service
Aviation Safety

Invitation Letter

Dear General Aviation Pilot,

The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey certificate holders to assess the quality of services provided to general aviation pilots. The survey this year is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0759). The purpose of the program is to promote and maintain the safety of our aviation system by continuously improving services to airmen like you.

You were randomly selected to participate from over 200,000 general aviation pilots. This makes your input extremely important. The feedback you provide will enable the FAA to better serve you and all general aviation pilots, while ensuring the safety of the National Airspace System.

Participation is voluntary and your feedback is anonymous. It should take about 15-20 minutes to complete the survey. Your responses will be kept private to the extent provided by law. Survey questions are designed to collect no personally identifiable information (PII). For questions that allow open text responses, we ask that you do not provide any information considered as PII or that may inadvertently identify you or someone else.

For your convenience, you may complete the survey online using your computer or mobile device such as a smartphone or request a paper copy. Submit only **one** survey. The survey is open until **DATE**.

- ❖ To access the online survey, either scan the QR code using your mobile device or from a web browser type the following into the Internet browser address bar:
www.tinyurl.com/SAFEQA20



At the survey log in screen, enter this password: **password** (use upper-case letters) and click the 'Next' button.

- ❖ **For survey support or to request a paper survey**, send an email to: **9-AMC-SurveySupport@faa.gov** or call **(405) 954-1594** Monday through Friday, 9:00 a.m. to 4:00 p.m. Central.
 - ▶ For questions regarding the survey content and purpose contact Dr. Jamie Barrett (405-954-1199 or Jamie.Barrett@faa.gov).
 - ▶ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt (202-267-4265 or Edward.Kleinschmidt@faa.gov).

Thank you in advance for providing us feedback on FAA services. After results are tabulated, we will post the outcome on the FAA website (www.faa.gov). Working together, we can continuously improve the safety of our national airspace.

Sincerely,
Safety Awareness, Feedback, and Evaluation (SAFE) Program
Flight Standards Service
Aviation Safety

Reminder Letter

Dear General Aviation Pilot,

You were recently invited to participate in this year's survey evaluation of services provided to general aviation pilots by the FAA Flight Standards (OMB Control No. 2120-0759). If you have already completed the survey, please accept my sincere thanks. If you have not yet completed it, I encourage you to take this opportunity to tell the FAA how we can better serve you and maintain the safety of the National Airspace System.

Participation is voluntary and anonymous. You will not be asked for any personally identifiable information (PII) and your submission will not be linked to your name. For questions that allow open text responses, we ask that you do not provide any information considered as PII or that may inadvertently identify you or someone else.

Your responses will be kept private to the extent provided by law. It takes 15 to 20 minutes to complete the survey.

For your convenience, you may complete the survey online using your computer or mobile device such as a smartphone or request a paper copy. Submit only **one** survey.

- ❖ To access the online survey, either scan the QR code using your mobile device OR go to the Internet and type the following into the Internet browser address bar: **www.tinyurl.com/SAFE GA20**

Note: The survey cannot be accessed using a search engine. You must enter the link directly in the Internet browser address bar.

At the survey log in screen, enter this password: **password** (use upper-case letters) and click the 'Next' button.



- ❖ For survey support or to request a paper survey, send an email to:
9-AMC-SurveySupport@faa.gov or call **(405) 954-1594** Monday through Friday, 9:00 am to 4:00 pm CST.

Your participation is greatly appreciated and will serve to improve FAA services for all general aviation pilots. Survey submissions should be in no later than **DATE**.

Sincerely,

Safety Awareness, Feedback, and Evaluation (SAFE) Program
Flight Standards Service
Aviation Safety

Final Reminder Letter

Dear General Aviation Pilot,

You were recently invited to participate in this year's survey evaluation of services provided to general aviation pilots by the FAA Flight Standards (OMB Control No. 2120-0759). If you have already completed the survey, please accept my sincere thanks. If you have not yet completed it, I encourage you to take this opportunity to tell the FAA how we can better serve you and maintain the safety of the National Airspace System.

Participation is voluntary and anonymous. You will not be asked for any personally identifiable information (PII) and your submission will not be linked to your name. For questions that allow open text responses, we ask that you do not provide any information considered as PII or that may inadvertently identify you or someone else.

Your responses will be kept private to the extent provided by law. It takes 15 to 20 minutes to complete the survey.

For your convenience, you may provide feedback via our online survey or by completing the enclosed survey and returning it in the postage-paid envelope provided. Submit only **one** survey.

- ❖ To access the online survey, either scan the QR code using your mobile device OR go to the Internet and type the following into the Internet browser address bar: **www.tinyurl.com/SAFEQA20**

Note: The survey cannot be accessed using a search engine. You must enter the link directly in the Internet browser address bar.

At the survey log in screen, enter this password: **password** (use upper-case letters) and click the 'Next' button.



- ❖ To request a direct link to the survey via email or for survey support, send an email to: **9-AMC-SurveySupport@faa.gov** or call **(405) 954-1594** Monday through Friday, 9:00 am to 4:00 pm CST.

Your participation is greatly appreciated and will serve to improve FAA services for all general aviation pilots. Survey submissions should be in no later than **DATE**.

Sincerely,

Safety Awareness, Feedback, and Evaluation (SAFE) Program
Flight Standards Service
Aviation Safety