

Appendix C.
Repair Station Communications Package

Notification letter

Dear Repair Station employee,

This letter is to notify you that your repair station was 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 repair stations to assess the quality of services provided to operators. 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 repair station operators like you.

You can expect to receive your invitation letter, paper survey, and postage-paid return envelope within the next couple of weeks. For your convenience, you will also be able to complete the survey online using your computer or mobile device such as a smartphone. 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. Katrina Avers (405-954-1199 or Katrina.Avers@faa.gov).
- ❖ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt (202-267-4265 or Edward.Kleinschmidt@faa.gov).
- ❖ If you do not receive your survey within the next couple of weeks, send an email to: **9-AMC-SurveySupport@faa.gov** or call (405) 954-8579 Monday through Friday, 9:00 a.m. to 4:00 p.m. CDT.

Your input will be extremely important. Participation is voluntary and your feedback is anonymous. 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,



John Duncan
Director, Flight Standards Service

Invitation letter

Dear Repair Station employee,

The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey repair stations to assess the quality of services provided to operators. 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 repair station operators like you. 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.

You were randomly selected to participate from over 4,200 repair station operators. 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 may take about 15 to 20 minutes to complete the survey. 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. Please, take a moment to complete the survey and let your voice be heard.

For your convenience, you may complete the attached paper survey or complete the survey online using your computer or mobile device such as a smartphone. 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 address bar:

www.tinyurl.com/SAFE-Repair

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



- ❖ For survey support, send an email to: **9-AMC-SurveySupport@faa.gov** or call (405) 954-8579 Monday through Friday, 9:00 a.m. to 4:00 p.m. CDT.
 - ▶ For questions regarding the survey content and purpose contact Dr. Katrina Avers (405-954-1199 or Katrina.Avers@faa.gov).
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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,


John Duncan
Director, Flight Standards Service

Reminder letter

Dear Repair Station employee,

You were recently invited to participate in an FAA Flight Standards Safety survey being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0759). If you have already responded to the survey, thank you. If not, we urge you to provide your feedback before **DATE**.

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. Your input is extremely important to us. 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 may take about 15 to 20 minutes to complete the survey. 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. Please, take a moment to complete the survey and let your voice be heard.

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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,



John Duncan
Director, Flight Standards Service

Final Reminder letter

Dear Repair Station employee,

You were recently invited to participate in an FAA Flight Standards Safety survey being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0759). If you have already responded to the survey, thank you. If not, we urge you to provide your feedback before **DATE**.

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. Your input is extremely important to us. 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 may take about 15 to 20 minutes to complete the survey. 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. Please, take a moment to complete the survey and let your voice be heard.

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

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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,



John Duncan
Director, Flight Standards Service