

Appendix D.

Maintenance Communications Package

Notification Letter

Dear Maintenance Technician or Repairer,

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 maintenance technicians and repairers. The feedback you provide will enable the FAA to better serve you and all maintenance technicians and repairers, while ensuring the safety of the National Airspace System.

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 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 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 Maintenance Technician or Repairer,

The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey maintenance technicians and repairers to assess the quality of services provided to you. You were randomly selected to participate in this FAA research. The survey is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program. The purpose of the program is to promote and maintain the safety of our aviation system by continuously improving services to maintenance technicians and repairers. The feedback you provide will enable the FAA to better serve you and all maintenance technicians and repairers, while ensuring the safety of the National Airspace System.

Participation is voluntary and your feedback is confidential. 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. 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. Please take a moment to complete the survey and let your voice be heard.

For your convenience, you may complete the survey online using your computer or mobile device such as a smartphone, or request a paper survey. 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 go to the Internet and type the following into the Internet web address bar:

bit.ly/SAFE-AMT

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



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

- ❖ For survey support or to request a paper survey, send an email to: **9-AMC-SurveySupport@faa.gov** or call (405) 954-8579 Monday through Friday, 9:00 a.m. to 5:00 p.m. Central.
 - ▶ For questions regarding the survey content and purpose contact Dr. Michelle Bryant at Michelle.Bryant@faa.gov.
 - ▶ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt at 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,



John Duncan
Director, Flight Standards Service

Reminder Letter

Dear Maintenance Technician or Repairer,

You were recently invited to participate in an FAA Flight Standards Safety survey being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program. 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. The feedback you provide will enable the FAA to better serve you and all maintenance technicians and repairers, 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 survey online using your computer or mobile device such as a smartphone, or request a paper survey. 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 type the following web address into your **Internet web address bar** (*note that the web address is case sensitive*):

bit.ly/SAFE-AMT

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

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

- ❖ For survey support or to request a paper survey, send an email to: 9-AMC-SurveySupport@faa.gov or call (405) 954-8579 Monday through Friday, 9:00 a.m. to 5:00 p.m. Central.
 - ▶ For questions regarding the content and purpose of the survey, contact Dr. Michelle Bryant at Michelle.Bryant@faa.gov.
 - ▶ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt at Edward.Kleinschmidt@faa.gov.



Thank you 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,

A handwritten signature in black ink that reads "John Duncan".

John Duncan
Director, Flight Standards Service

Final Reminder

Dear Maintenance Technician or Repairer,

I encourage you to take this opportunity to have your voice heard by participating in the FAA Flight Standards Safety survey being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program. Your feedback is very important to us. You may complete the survey online using your computer or mobile device, or complete and return the attached paper survey.

Participation in the survey 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. Only analyses and reports of aggregate data will be produced and released. 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.

For your convenience, you may complete the survey online using your computer or mobile device, or complete and return the attached paper survey. Submit only **one** survey.

- ❖ To access the online survey, either scan the QR code using your mobile device or type the following web address into your Internet web address bar (note that the web address is case sensitive):

bit.ly/SAFE-AMT



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 5:00 p.m. Central.
 - ▶ For questions regarding the content and purpose of the survey, contact Dr. Michelle Bryant at Michelle.Bryant@faa.gov.
 - ▶ For questions regarding the SAFE Program contact Mr. Edward Kleinschmidt at Edward.Kleinschmidt@faa.gov.
- ❖ If you choose the paper survey option, please return your completed survey in the postage-paid envelope provided no later than **DATE**. In the event the envelope is missing, mail your survey to:

FAA Civil Aerospace Medical Institute
Maintenance Technician SAFE Survey (AAM-510)
CAMI Rm 250D
PO Box 25082
Oklahoma City, OK 73125

Working together, we can continuously improve the safety of our national airspace. After results are tabulated, we will post the outcome on the FAA website (www.faa.gov).

Sincerely,



John Duncan
Director, Flight Standards Service