

Appendix E.
Air Carrier Operations Managers Communications Package

Notification letter

Dear Air Carrier Operations employee,

This letter is to notify you that you have been 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 air carrier operations to assess the quality of services provided to you. The survey this year is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0707). The purpose of the program is to promote and maintain the safety of our aviation system by continuously improving services to air carrier operations.

You can expect to receive your invitation letter in about one week. 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 Barret (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) 954-8579 Monday through Friday, 9:00 a.m. to 5:00 p.m. CST.

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 air carriers, 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 Air Carrier Operations employee,

The Federal Aviation Administration (FAA) Flight Standards Service has made it a best practice to survey air carrier operations to assess the quality of services provided to you. The survey is being conducted under our Safety Awareness, Feedback, and Evaluation (SAFE) Program (OMB Control No. 2120-0707). The purpose of the program is to promote and maintain the safety of our aviation system by continuously improving services to air carriers. The feedback you provide will enable the FAA to better serve you and all air carriers operations, while ensuring the safety of the National Airspace System.

You were randomly selected to participate in this FAA research. Participation is voluntary and your feedback is confidential. It may take about 15-20 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 type the following web address into your **Internet web address bar** (note that the web address is case sensitive):

www.tinyurl.com/SAFE-ACO

At the survey log in screen, enter this password: «**Username**» (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. 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,

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

John Duncan
Director, Flight Standards Service

Reminder letter

Dear Air Carrier Operations 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. 2120-0707). 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 air carrier operations, while ensuring the safety of the National Airspace System.

Participation is voluntary and your feedback is anonymous. It may take about 15-20 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):

www.tinyurl.com/SAFE-ACO

At the survey login screen, enter this password: «**Username**» (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. 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 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 Letter

Dear Air Carrier Operations employee,

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:

www.tinyurl.com/SAFE-ACO

At the survey log in screen, enter this password: «**Username**» (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. 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).
- ❖ If you choose the paper survey option, please return your completed survey in the postage-paid envelope provided. In the event the envelope is missing, mail your survey to:
FAA Civil Aerospace Medical Institute
Air Carrier Operations Management Satisfaction 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,

A handwritten signature in black ink, appearing to read "John Duncan", written over a printed name.

John Duncan
Director, Flight Standards Service