|  |  |  |  |
| --- | --- | --- | --- |
| **QUESTION**  **NUMBER** | **SURVEY**  **QUESTION** | **SUITABILITY**  **YES/NO** | **COMMENTS** |
| **1** | **Ease of using the OE/AAA website.** |  |  |
|  | |  | | --- | | Very Unsatisfied | | Somewhat Unsatisfied | | Neutral | | Somewhat Satisfied | | Very Satisfied | | N/A | |  |  |
| **2** | **Ease of getting in touch with appropriate OE/AAA representative.** |  |  |
|  | |  | | --- | | Very Unsatisfied | | Somewhat Unsatisfied | | Neutral | | Somewhat Satisfied | | Very Satisfied | | N/A | |  |  |
| **3** | **OE/AAA representative’s ability to respond to an inquiry in a timely manner.** |  |  |
|  | |  | | --- | | Very Unsatisfied | | Somewhat Unsatisfied | | Neutral | | Somewhat Satisfied | | Very Satisfied | | N/A | |  |  |
| **4** | **OE/AAA representative’s ability to respond to your specific issue (if applicable)** |  |  |
|  | |  | | --- | | Very Unsatisfied | | Somewhat Unsatisfied | | Neutral | | Somewhat Satisfied | | Very Satisfied | | N/A | |  |  |
| **5** | **OE/AAA support desk’s ability to adequately resolve an issue** |  |  |
|  | |  | | --- | | Very Unsatisfied | | Somewhat Unsatisfied | | Neutral | | Somewhat Satisfied | | Very Satisfied | | N/A | |  |  |
| **TOOLS QUESTIONS: How helpful were the following tools** | |  |  |
| 6a | Notice Criteria Tool |  |  |
|  | |  | | --- | | Did not use | | Very Helpful | | Somewhat Helpful | | Neutral | | Somewhat Unhelpful | | Very Unhelpful | |  | |  |  |
| 6b | Distance Calculation Tool |  |  |
|  | |  | | --- | | Did not use | | Very Helpful | | Somewhat Helpful | | Neutral | | Somewhat Unhelpful | | Very Unhelpful | |  |  |
| 7 | Did you use the website to check on your case status? |  |  |
|  | |  | | --- | | Yes | | No | | N/A | |  |  |
| 8 | Please check the structure type (s) you submitted a case for:   |  | | --- | | Chimney | | High Mast Illumination | | Waste Management Facility | | Landfill | | Feasibility Study | | Workover Rig | | Billboard | | Bridge | | Sign | | Met Tower | | Power Line | | Stack | | Drilling Rig | | Transmission Line | | Cell-On-Wheels | | Other w/out Antenna | | Flagpole | | Wind Turbine | | Other w/ Antenna | | Water Tank | | Light Pole | | Lighting Study | | Antenna-Side Mount | | Monopole | | Antenna-Top Mount | | Building | | Tower | | Crane | |  |  |
| **QUESTION**  **NUMBER** | **SURVEY**  **QUESTION** | **SUITABILITY**  **YES/NO** | **COMMENTS** |
| 9 | Please check the State(s) you submitted a case for:   |  |  | | --- | --- | | AL | MP | | AR | MS | | AS | MT | | AZ | NC | | CA | ND | | CO | NE | | CT | NH | | DE | NJ | | DC | NM | | FL | NV | | FM | NY | | GA | OH | | GU | OK | | HI | OR | | IA | PA | | ID | PR | | IL | PW | | IN | RI | | KS | ROP | | KY | SC | | LA | SD | | MA | TN | | MD | TX | | ME | UT | | MH | VA | | MI | VI | | MN | VT | | MO | WA | |  | WI | |  | WV | |  | WY | |  |  |