|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

 |  |  |