

FAA Air Traffic Organization 2009 Customer Satisfaction Survey

Questionnaire Notes:

- **Survey to be administered via the phone.**
- **All questions will have a 'Don't Know/Not Applicable' response option.**

Survey Introduction

We are conducting this survey at the request of the Federal Aviation Administration to help them measure the success of the FAA Air Traffic Organization as America's Air Navigation Service Provider. Thank you for agreeing to participate in this survey, which will take approximately 10 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous. CFI Group will aggregate your responses with others before reporting the data to the FAA Air Traffic Control Organization. This survey is authorized by Office of Management and Budget Control No. 1090-0007.

Introduction Questions

I-1. What is your state location?

I-2. Which of the following best describes you? (Select all that apply)

- Airline Executive
- Airline Operations Center
- Airport Operations
- Military
- General Aviation
- Business Aviation

I-3. Which of the following best describes your interface with the FAA? (Select one)

- Day-to-day operational use or management of the ATC System
- Air Traffic Controllers
- Air Traffic Management
- Air Traffic Representatives – Managers Supervisors etc.

Access to Air Traffic Organization Management (Managers at all levels)

Please think about the FAA's Air Traffic Organization management. In the day-to-day role of managing the ATC system and meeting air navigation service needs. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, rate ATO Management on the following:

- M1. Availability (e.g., willingness to meet/work with you on a one-to-one basis)
- M2. Addressing operations on a strategic level
- M3. Addressing operations on a tactical level
- M4. Addressing General Aviation needs
- M6. Treating you as a partner
- M7. Fairly servicing all customers (commercial, general aviation, business aviation)

Air Traffic Modernization

The ATO does its best to provide state of the art service and tools to provide safe and efficient air navigation services. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the following:

ATM1. Improvements in the on-time and on-budget delivery of modernization initiatives

ATM2. Over the last 12-month period have you seen a positive change in system performance?

- a. Yes
- b. No

ATM3. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the current system performance.

ATM4. Do you believe the ATO will be able to cope with the projected growth of air traffic in the next 20 years?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATM5. What do you believe would be the most critical issue in meeting capacity needs? (Open-end)

Air Traffic Safety

ATS1. Are you aware of the Air Traffic Organization's (ATO) Safety Management System's Objectives and Expectations?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS2. Do you believe that the Air Traffic Organization (ATO) is correctly applying its Safety Management System to address potential safety risks and-issues when making decisions concerning changes to the NAS?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS3. Do you feel that you have sufficient input into the resolutions that the Air Traffic Organization (ATO) proposes to mitigate/resolve potential NAS Safety risks and issues?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS4. Does air traffic provide effective control, instructions, and communications during airport surface operations?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATD5. Is the Air Traffic Organization (ATO) effective in providing training, educational, and safety awareness material to you and your company?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS6. Are the Runway Safety initiatives currently in-place effective in helping to prevent runway incursions?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS7. Do you feel that safety information you exchange with the Air Traffic Organization (ATO) is valued and acted upon?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS8. Do you feel that employees of the Air Traffic Organization (ATO) have a passion for safety improvement and are delivering measurable changes that benefit you?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS9. Is our safety commitment visible and credible at all levels of the organization?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS10. Have you seen evidence that safety is never compromised . . . even in times of pressure to increase access and capacity?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATS11. Do you feel the Air Traffic Organization (ATO) is aware of, and working to mitigate the appropriate safety risks?

- a. Yes
- b. No
- c. Don't Know / Not Applicable

ATO Communication

Please think about the communication you receive from the FAA's Air Traffic Organization.

C1. On a scale from 1 to 10 where 1 is Not at All and 10 is Very Much, please rate the degree to which ATO Communication with you has improved over last year.

C2. **(If C1 is 6 or less)** What areas of improvement in communications with ATO would you recommend?

C2b. In what areas does ATO communicate the best?

C3. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the following forums for communication:

- a. Face-to-face meetings
- b. Email
- c. Web-based services
- d. Customer forums

Please indicate the means and frequency with which you have accessed information related to the FAA/ATO and its performance in the last 12 months:

	<i>Weekly</i>	<i>Monthly</i>	<i>Quarterly</i>	<i>Every six months</i>	<i>Did not use</i>
C4. News Media					
C5. Trade publications					
C6. FAA web site (http://www.faa.gov)					
C7. ATO web site (http://www.ato.faa.gov)					
C8. Other Aviation Internet Sites					
C9. Other (please specify)					

(If C6 usage is selected) Think about the information you have accessed on the **FAA** web site. Using a scale from 1 to 10 where 1 is Poor and 10 is Excellent, rate it on the following:

- C10. Degree to which it is accessible
- C11. Currency of information provided
- C12. Ease of navigating/finding what you need quickly

(If C7 usage is selected) Think about the information you have accessed on the **ATO** web site. Using a scale from 1 to 10 where 1 is Poor and 10 is Excellent, rate it on the following:

- C13. Degree to which it is accessible
- C14. Currency of information provided
- C15. Ease of navigating/finding what you need quickly

ACSI Benchmark

ACSI_1. Please consider all of the experiences and interactions you have had with the FAA Air Traffic Organization. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the services provided by the ATO?

ACSI_2. Using a 10-point scale on which 1 now means Falls Short of your Expectations and 10 means Exceeds your Expectations; please rate the guidance and services provided by the FAA Air Traffic Organization.

ACSI_3. Now, imagine an ideal agency that provides air traffic control functions and services. How well do you think the FAA ATO compares with that ideal? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

Outcome Measures (Future Viability)

FV1. On a scale from 1 to 10 where 1 means Not at All Familiar and 10 means Very Familiar, please rate the degree to which you are aware of the role of the Joint Program Development Office in developing the Next Generation Air Transportation System (NextGen)?

FV2. Now using a scale from 1 to 10 where 1 means Not at All Familiar and 10 means Very Familiar, please rate the degree to which you are familiar with the concept of operations and main drivers of the future air traffic systems.

FV3. On a scale from 1 to 10 where 1 means Not at all Confident and 10 means Very Confident, how confident are you that the FAA/ATO is prepared to deliver NextGen equipment and technology to ensure a viable and healthy air transportation system for the future?

FV4. (If FV3 is less than 6), Please share any major concerns you have for long range planning by the ATO.

FV5. On a scale from 1 to 10 where 1 means Not at all Confident and 10 means Very Confident, how confident are you that the ATO will do a good job in the future?

FV6. On a scale from 1 to 10 where 1 means *Not at all Willing* and 10 means *Very Willing*, how willing are you to say positive things about the Air Traffic Organization?

FV7. Have you contacted the FAA ATO to raise issues or concerns in the last 12 months?
a. Yes
b. No

FV8. On a 10 point scale, where 1 means Poor and 10 means Excellent, please rate the responsiveness of the FAA ATO staff to your issues or concerns.

FV9. Was your issue or concern resolved?
a. Yes
b. No

Thank you very much for your time today and for sharing your feedback with us. Those are all of the questions we have.

