

APPENDIX 4. LOCAL AIRPORT TRAFFIC CONTROL TOWER CUSTOMER QUESTIONNAIRE

LGB AIRPORT TRAFFIC CONTROL TOWER CUSTOMER QUESTIONNAIRE

Your input is requested on this survey conducted by the local Federal Aviation Administration Air Traffic Control facility. Our goal is to strive for the highest level of service and customer satisfaction possible. To assist in these efforts, we ask that you take a few minutes to complete the following questionnaire. Your participation will provide is invaluable information and/or feedback concerning how successful we are in our efforts and what areas we need to improve in.

First, please tell us a little about yourself:

In addition to this airport, what other local airport(s) do you commonly fly to/from (check all that apply)?

CNO CRQ FUL LGB ONT POC PSP RAL RNM SNA TOA

What type of flying do you typically perform (check one):

Commercial Business/Pleasure Flight Instruction Student Military

How many total hours do you have as a pilot? _____ Hours

On average, how many hours per week do you currently fly? _____ Hours

Now, please rate the ATC services at the airport you commonly fly to/from in the following ten areas:

1. Controllers ensure aircraft entering/departing tower airspace are not in conflict with other aircraft.

Always Usually Occasionally Seldom Never

2. Controllers ensure aircraft are not in conflict with other aircraft or vehicular traffic on airport movement areas.

Always Usually Occasionally Seldom Never

3. Controllers are confident and take command of situations when warranted .

Always Usually Occasionally Seldom Never

4. Controllers maintain positive control at all times.

Always Usually Occasionally Seldom Never

5. Controllers make effective use of runways and taxiways and provide an effective and orderly traffic flow.

Always Usually Occasionally Seldom Never

6. Controller communications are clear/concise using a professional/positive voice, a moderate speech rate (neither too fast or too slow), and clear pronunciation.

Always Usually Occasionally Seldom Never

7. Controllers use approved/expected words, phrases and formats when issuing clearances/instructions.

Always Usually Occasionally Seldom Never

8. Controllers issue instructions that are specific and clear.

Always Usually Occasionally Seldom Never

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9. Controllers only transmit required information and instructions.

Always Usually Occasionally Seldom Never

10. Controllers are professional, courteous and tactful.

Always Usually Occasionally Seldom Never

If you would like to discuss a specific event or occurrence, please provide your contact information below.

Name: _____ Phone: _____

Otherwise, please fold the questionnaire on the indicated lines, staple or tape it shut, and either return it via mail to the address indicated or fax (both sides) to (XXX) XXX-XXXX ATTN: Quality Assurance. Thank you for your time.

Fold Here

Please use the space below for comments or any recommendations on how we can better serve you. You are

Fold Here

Postage
Stamp
Required

Federal Aviation Administration
_____ **Airport Traffic Control Tower**

_____, **California**
Attention: Quality Assurance

Staple or Tape here