

Bringing service to life



## Air Traffic Control – Customer Service Survey

Serco Inc. is a federal government contractor providing air traffic control services at 59 Federal Aviation Administration (FAA) Contract Towers (FCTs), one Non-Federal Contract Tower (NFCT), a Remote Air Traffic Control Tower and Ramp Control Services in the 12 western states. In fact, Serco Inc. along with our parent company Serco Group is the largest non-government provider of Air Traffic Control (ATC) services in the world. It is our goal to promote the development of aviation and provide safe, efficient and courteous service to our customers and users of our services (pilots, airports, FBOs, etc.).

As part of our ongoing efforts to improve service delivery, we are asking you to provide us with feedback by completing our online survey. Your responses are very important to us. They will assist us in evaluating the job we are doing, allowing us to acknowledge employees who are doing an excellent job, and giving us the opportunity to address areas that need improvement.

In addition to completing this survey, if at any time you have comments regarding the service you are receiving from one of our towers, please feel free to send us an email at [FCT.Surveys@serco-na.com](mailto:FCT.Surveys@serco-na.com).

I appreciate your feedback and thank you in advance for your time and effort.

A handwritten signature in blue ink that reads "David J. McCann".

David J. McCann  
Director of Aviation

Take the survey at:

<https://towersurvey.serco-na.com>