

FAA AIR TRAFFIC CONTROL CONTRACT
CUSTOMER SERVICE – END USER SURVEY



Serco Management Services, Inc. is the federal government contractor providing air traffic control services at the **Yakima Air Terminal/McAllister Field (YKM)** as well as over 60 other Federal Aviation Administration (FAA) Contract Towers (FCTs) in the 12 western states, Saipan and Guam. In fact, Serco 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 please provide us with feedback by completing the below survey. You may also complete the online survey at <http://towersurvey.serco-na.com>. 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 the 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. I appreciate your help and thank you in advance for your time and effort.

David J. McCann
FCT Program Director
Serco Management Services, Inc.

Serco Surveys
633 East Vine St.
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Please circle the number representing your opinion on the scale below each of the following questions, and write any comment that you may have below the question or at the end of the survey. Check "No Opinion" if applicable.

1. Controllers take a professional approach to their job.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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2. Controllers are straightforward and easy to deal with.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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3. Control instructions are clear, concise, and well planned out.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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4. Controllers issue traffic advisories in a timely and easy to understand manner.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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5. Controllers correctly apply FAA rules and regulations.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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6. Controllers are responsive to pilot request(s).

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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7. Controllers are impartial and treat all aircraft operators fairly.

Strongly Disagree	1	2	3	4	5	Strongly Agree	<input type="checkbox"/> No Opinion
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Bringing service to life

