



# Federal Aviation Administration

## **FAA Flight Standards Service (AFS) Safety Awareness, Feedback, and Evaluation (SAFE) Survey of General Aviation Pilots**

### **2014 Overall Results**

#### **December 2014**

Federal Aviation Administration  
Civil Aerospace Medical Institute  
Aerospace Human Factors Research Division  
Oklahoma City, Oklahoma

And

Federal Aviation Administration  
Flight Standards Service (AFS)  
Washington, DC

And

Xyant Technology, Incorporated  
Oklahoma City, Oklahoma

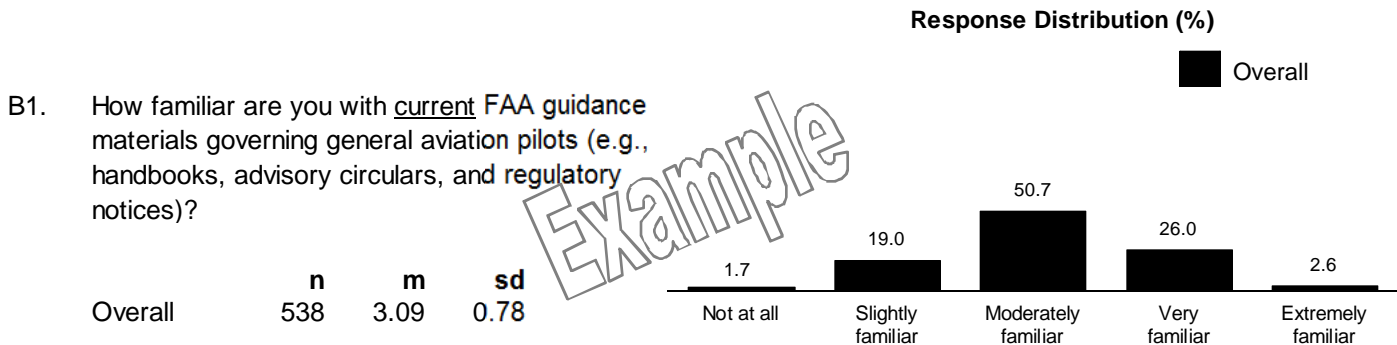
## Explanation of Report Content

A sample of general aviation pilots were invited to complete a short survey designed to assess the quality of services provided by the FAA Flight Standards Service. Participation in the survey was voluntary. Criteria for inclusion in reporting require that respondents used, renewed, or were issued a pilot certificate, flight instructor certificate, or ground instructor certificate within the 12 months prior to the survey.

In August 2014, invitations to participate in an online survey were distributed to general aviation pilots. They were informed that their responses to the survey would be confidential and that only group results would be reported.

This report provides results for respondents overall. The survey is shown in Appendix A of this report. The responses to open-ended text items are not provided in this report.

### Example of Report Format



### Descriptive Statistics

Number of Respondents (n). The number of respondents who provided a valid response.

Response Values. Labels on the 5-point scale to measure *familiarity* are assigned the values 1 to 5. For example, the response options shown in the graph above would be assigned 1 through 5 where *Not at all*=1 and *Extremely familiar*=5.

Mean (m). The arithmetic average, calculated as the sum of response values for an item divided by the number of respondents who answered that item.

Standard Deviation (sd). The measure of dispersion, or spread of values, around the mean. Smaller standard deviation values indicate higher levels of agreement among respondents.

Maximum (max). The highest, or maximum, value provided.

Median (med). The exact middle data point calculated in a set of rank-ordered values. It is less affected by extreme values in comparison to the mean, and thus, is relied upon when extreme values are present in a data set (e.g., total flight hours logged).

Minimum (min). The lowest, or minimum, value provided.

Frequency Count. The number of times a response option is selected. A frequency count for 'mark all that apply' items sums to greater than the number of respondents (n).

Percent (%) of Respondents. The percent is calculated by dividing the Frequency Count by the number of respondents who answered that item (n) and multiplying by 100.

Response Distribution (%). The proportion, or percentage, of respondents that selected a given response across item options.

The Safety Awareness, Feedback, and Evaluation (SAFE) Survey of General Aviation Pilots is shown in Appendix A of this report.

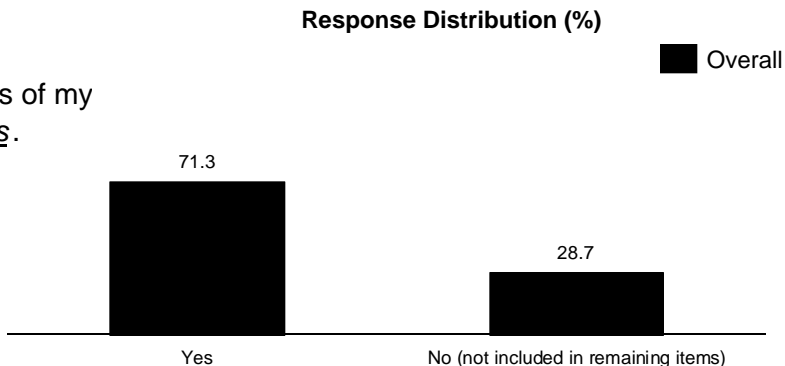
**Demographics**

1. Within the *past 12 months*, have you USED, renewed, or been issued any of the following: (required)

- Pilot certificate
- Flight instructor certificate
- Ground instructor certificate

Yes  
No, I have not exercised the privileges of my certificate(s) within the *past 12 months*.

Overall n  
764



Results for *Item 2* thru *Item F4* include only respondents who indicated 'Yes' on *Item 1*.

2. Which certificate(s) do you currently hold? [mark all that apply] (required)

Overall n  
545

**Frequency Count\***

**% of Respondents\*\***

<u>Overall</u>		<u>Overall</u>
2	Student	0.4
1	Sport	0.2
1	Recreational	0.2
541	Private	99.3
9	Commercial	1.7
1	Airline Transport	0.2
2	Flight Instructor	0.4
8	Ground Instructor	1.5
17	Other	3.1

\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses [mark all that apply].

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

3. Do you use your pilot certificate for hire in any of the following? *[mark all that apply]* (required)

Overall n  
545

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
544	I do <u>not</u> use my certificate for hire	99.8
0	Part 61 (in conjunction with a certified flight instructor certificate)	0.0
0	Part 91 (corporate, banner towing, aerial photography, commercial air tours, parachute jumps, balloon site seeing, etc.)	0.0
0	Part 121 (flag, domestic, supplemental operations)	0.0
0	Part 125 (aircraft with 20 or more seats or cargo payload of 6,000 pounds or more when common carriage is not involved)	0.0
0	Part 129 (foreign carrier or foreign operator of US-registered aircraft used in common carriage)	0.0
0	Part 133 (rotorcraft external load operations)	0.0
0	Part 135 (commuter/on-demand operations)	0.0
0	Part 136 (commercial air tours and national parks air tour management)	0.0
0	Part 137 (agricultural operations)	0.0
0	Part 141 (in conjunction with providing instruction at an approved pilot school)	0.0
0	Part 142 (in conjunction with providing instruction at an approved training center)	0.0
1	Other <i>(write in below)</i>	0.2

\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses *[mark all that apply]*.

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

Results for *Item 3a* include only respondents who indicated 'Other' on *Item 3* and provided a written response.

3a. Other use(s) of your pilot certificate for hire:

Overall n  
1

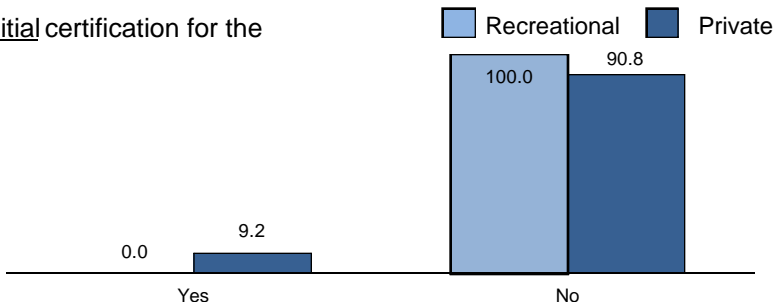
**Section A: The following items focus on the effectiveness of the FAA’s airman certification process for recreational and private pilots.**

Results for *Section A* include only respondents who indicated that they currently hold a 'recreational' pilot or 'private' pilot certificate on *Item 2*.

Response Distribution (%)

A1. In the past 12 months, did you receive your initial certification for the following? (required)

Recreational n 1  
Private 541



Results for *Item A2* include only respondents who indicated 'Yes' to both 'Recreational' and 'Private' on *Item A1*.

A2. Which initial certification was more recent? (required)

	<u>n</u>
Overall	0

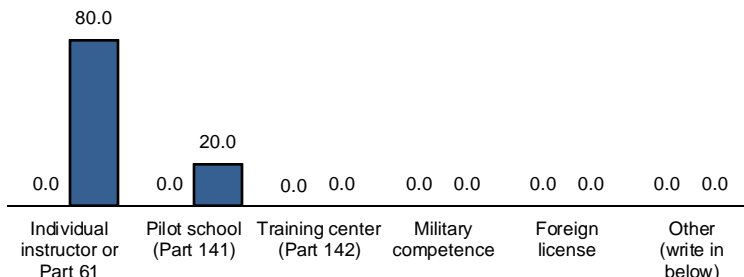
Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

Response Distribution (%)

A3. How did you meet the required pilot training for initial certification?

Recreational Private

	<u>n</u>
Recreational	0
Private	50



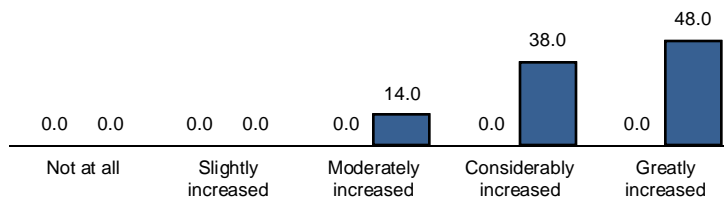
Results for *Item A3a* include only respondents who indicated 'Other' on *Item A3* and provided a written response.

A3a. Other method(s) used to meet required pilot training for initial certification:

	<u>n</u>
Recreational	0
Private	0

A4. Overall did the required pilot training for initial certification increase your ability to manage safety risks associated with general aviation?

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	50	4.34	0.72



Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

A5. Which source(s) did you use in preparation for initial certification testing? *[mark all that apply]*

	<u>n</u>
Recreational	0
Private	49

<u>Frequency Count*</u>			<u>% of Respondents**</u>	
<u>Recreational</u>	<u>Private</u>		<u>Recreational</u>	<u>Private</u>
0	30	faa.gov website	0.0	61.2
0	15	FAASafety.gov website	0.0	30.6
0	37	FAA handbooks	0.0	75.5
0	35	Training provider handbooks, using FAA handbooks as source document	0.0	71.4
0	42	Knowledge test preparation provider books with questions and answers	0.0	85.7
0	39	Practical test preparation provider books with questions and answers	0.0	79.6
0	46	Certified Flight Instructor	0.0	93.9

\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses *[mark all that apply]*.

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

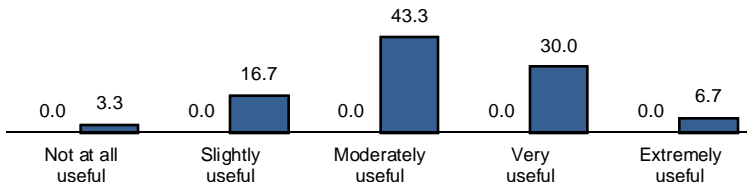
Results for each source in *Item A6* include only those respondents who indicated using the source on *Item A5*.

Response Distribution (%)

A6. How useful was the source in preparing you for initial certification testing? 
 Recreational
  Private

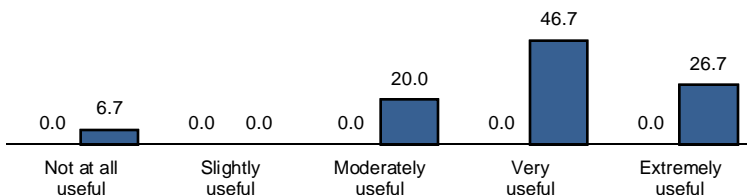
**faa.gov website**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	30	3.20	0.92



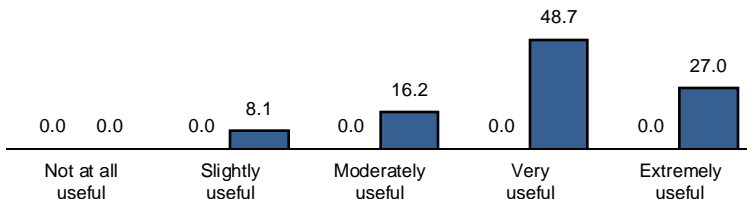
**FAASafety.gov website**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	15	3.87	1.06



**FAA handbooks**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	37	3.95	0.88



Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

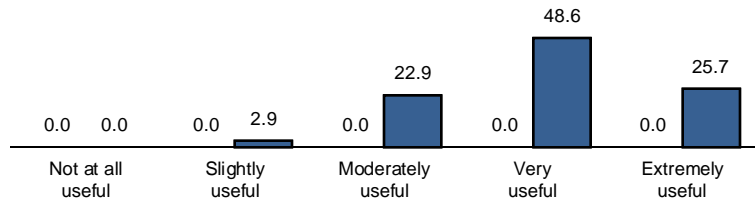
Results for each source in *Item A6* include only those respondents who indicated using the source on *Item A5*.

**Response Distribution (%)**

A6. How useful was the source in preparing you for initial certification testing? ■ Recreational ■ Private

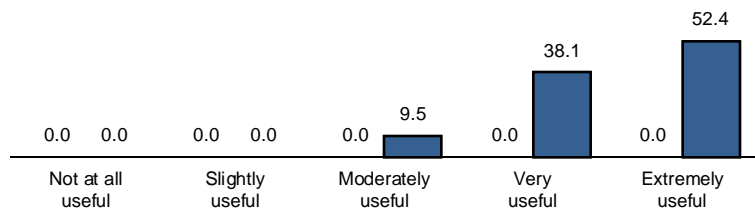
**Training provider handbooks, using FAA handbooks as source document**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	35	3.97	0.79



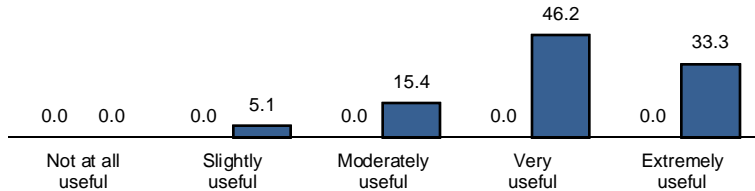
**Knowledge test preparation provider books with questions and answers**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	42	4.43	0.67



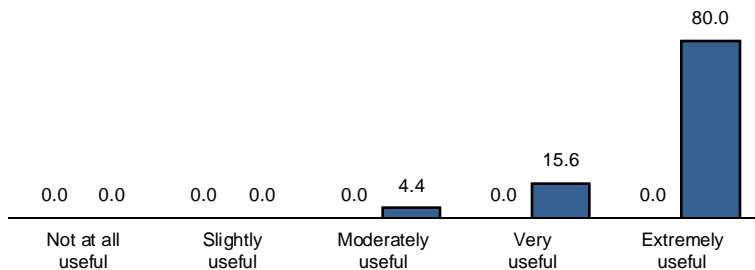
**Practical test preparation provider books with questions and answers**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	39	4.08	0.84



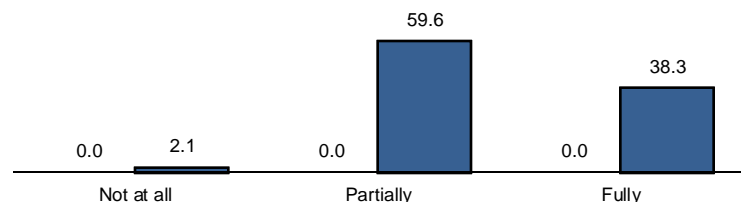
**Certified Flight Instructor**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	45	4.76	0.53



A7a. Did the computerized Airman Knowledge Test measure your understanding of risk management?

	<u>n</u>
Recreational	0
Private	47



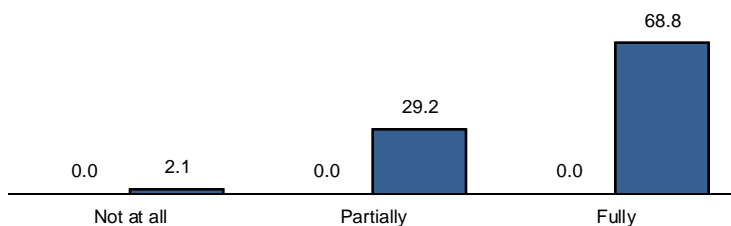
Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

Response Distribution (%)

A7b. Did the *computerized Airman Knowledge Test* measure your aviation knowledge?

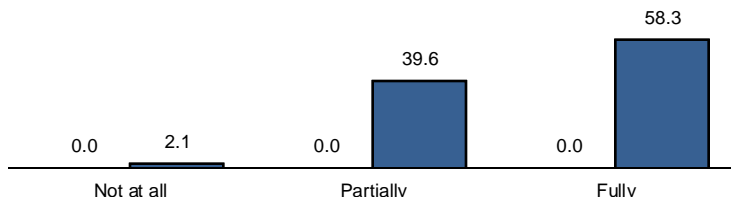
Recreational Private

	<u>n</u>
Recreational	0
Private	48



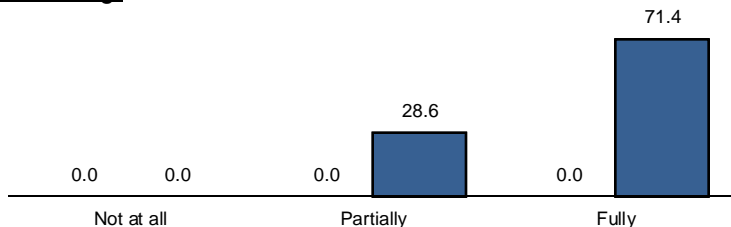
A8a. Did the *practical exam* measure your ability to manage risk?

	<u>n</u>
Recreational	0
Private	48



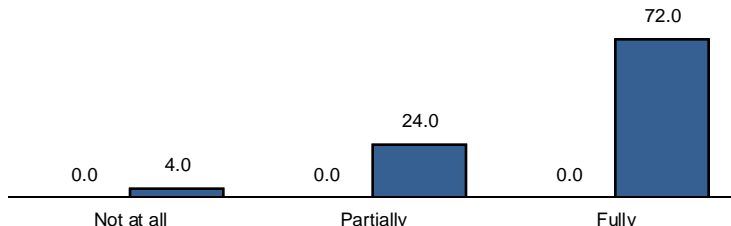
A8b. Did the *practical exam* measure your aviation knowledge?

	<u>n</u>
Recreational	0
Private	49



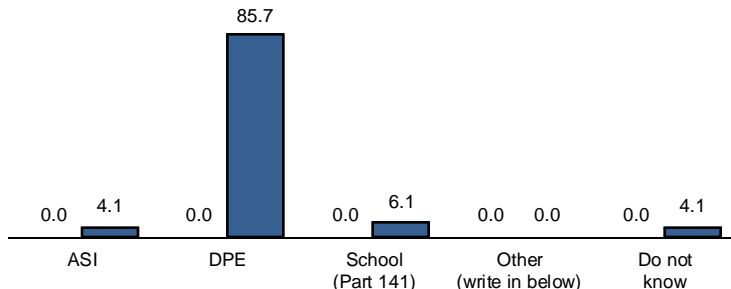
A8c. Did the *practical exam* measure your aviation skills?

	<u>n</u>
Recreational	0
Private	50



A9. Who conducted your initial certification?

	<u>n</u>
Recreational	0
Private	49



Results for *Item A9a* include only respondents who indicated 'Other' on *Item A9* and provided a written response.

A9a. Other examining authority who conducted your initial certification:

	<u>n</u>
Recreational	0
Private	0



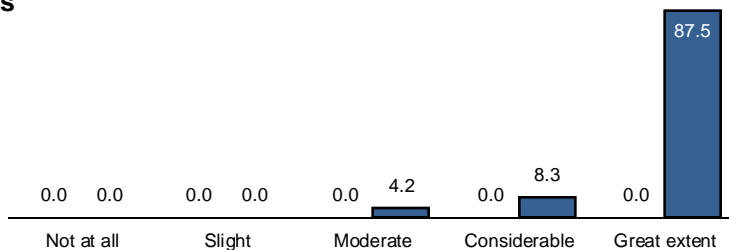
Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

**Response Distribution (%)**

A10. To what extent did the person conducting the exam exhibit the following? ■ Recreational ■ Private

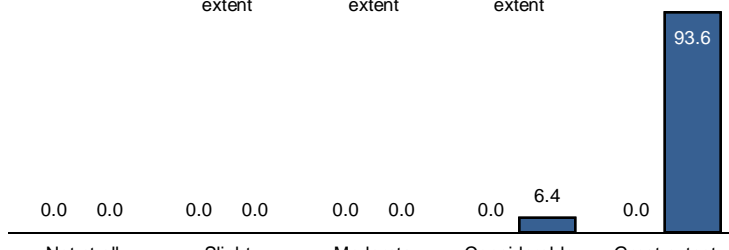
**Knowledge of the certification requirements**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	48	4.83	0.48



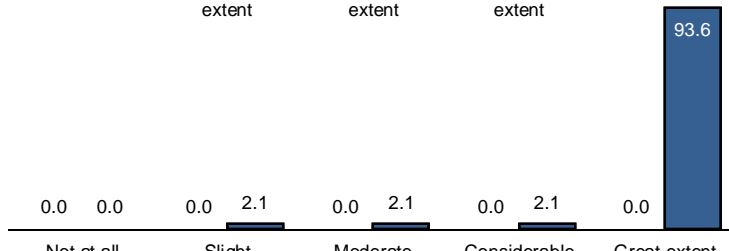
**Credibility**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	47	4.94	0.25



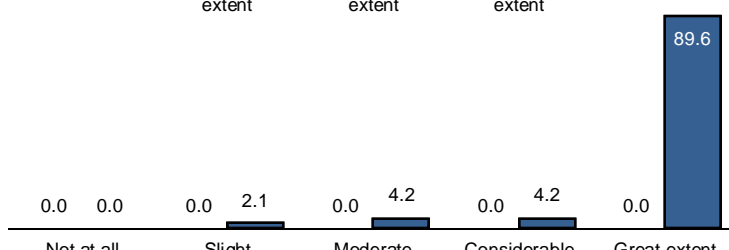
**Professional conduct**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	47	4.87	0.54



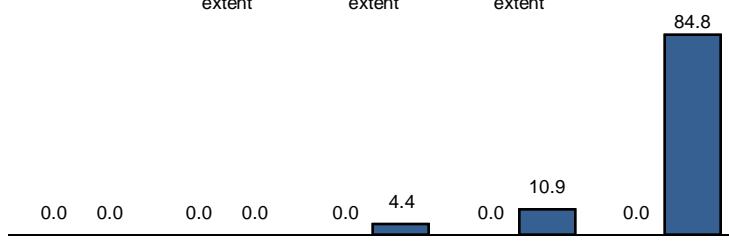
**Courtesy and respect**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	48	4.81	0.61



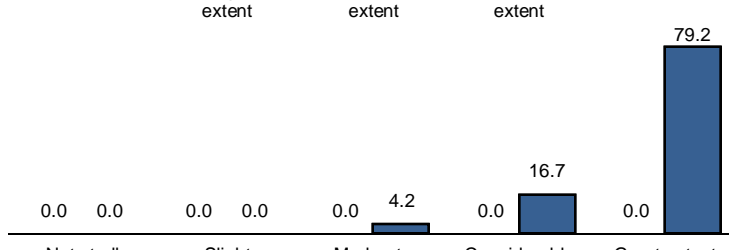
**Fairness**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	46	4.80	0.50



**Thoroughness**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	48	4.75	0.53



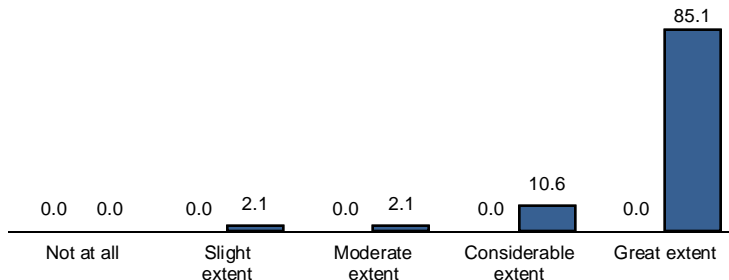
Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

**Response Distribution (%)**

A10. To what extent did the person conducting the exam exhibit the following? ■ Recreational ■ Private

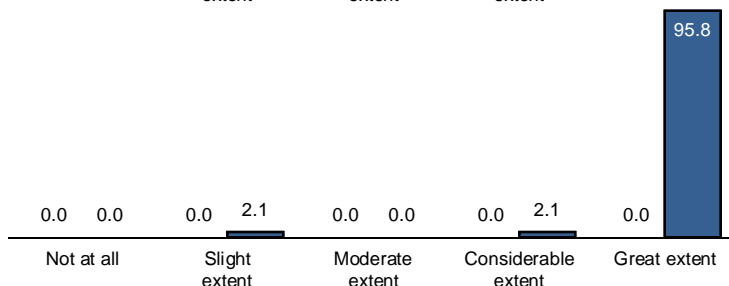
**Communication skills**

	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	47	4.79	0.59



**Pilot expertise**

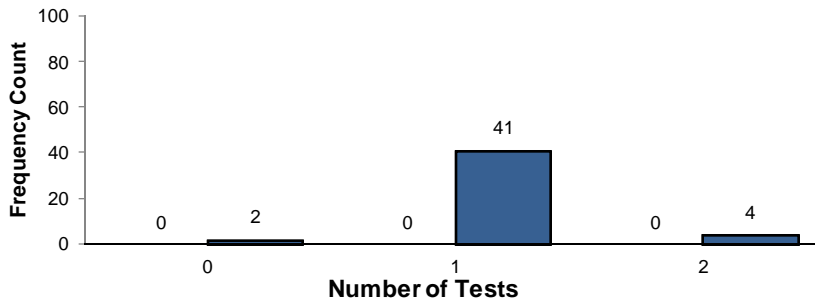
	<u>n</u>	<u>m</u>	<u>sd</u>
Recreational	0	0.00	0.00
Private	48	4.92	0.45



A11. How many times did you take the *computerized Airman Knowledge Test* for initial certification?

**Number of Tests**

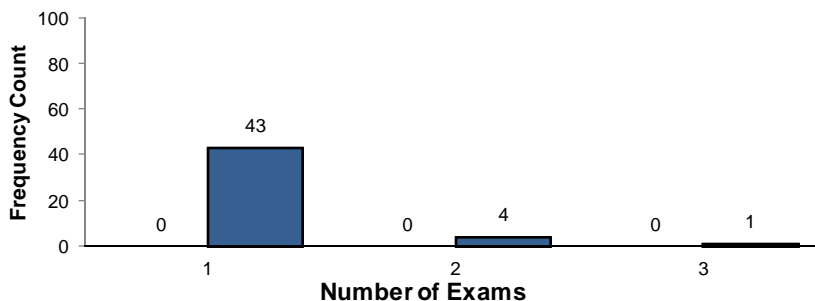
	<u>n</u>	<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Recreational	0	0	0	0	0.00	0.00
Private	47	0	2	1	1.04	0.36



A12. How many times did you take the *practical exam* for initial certification? (required)

**Number of Exams**

	<u>n</u>	<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Recreational	0	0	0	0	0.00	0.00
Private	48	1	3	1	1.13	0.39



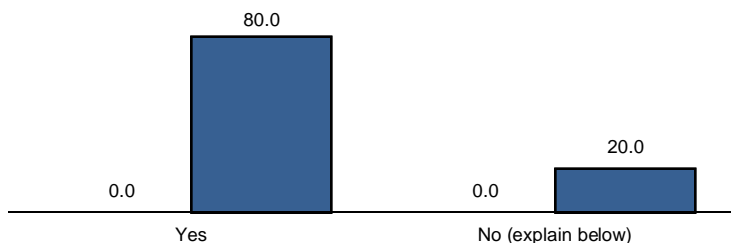
Results for *Item A13* include only respondents who indicated that they took the practical exam for initial certification more than once on *Item A12*.

Response Distribution (%)

A13. Did the person conducting the exam fully explain why you failed the *practical exam*?

Recreational Private

	<u>n</u>
Recreational	0
Private	5



Results for *Item A13a* include only respondents who indicated 'No' on *Item A13* and provided a written response.

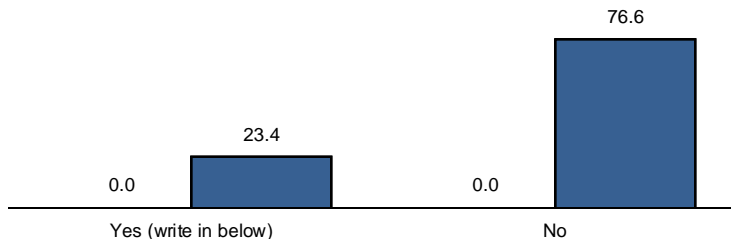
A13a. Briefly describe what was not fully explained by the person conducting the exam:

	<u>n</u>
Recreational	0
Private	1

Results for *Item A3 through Item A14* include only respondents who indicated that their initial certification was for a 'Recreational' pilot or 'Private' pilot certificate on *Item A1*.

A14. Are there improvements to the certification process that you recommend the FAA pursue as high or top priorities?

	<u>n</u>
Recreational	0
Private	47



Results for *Item A14a* include only respondents who indicated 'Yes' on *Item A14* and provided a written response.

A14a. High or top priority improvements to the certification process:

	<u>n</u>
Recreational	0
Private	11

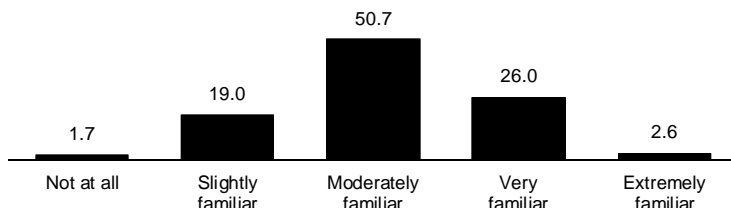
**Section B: The following items focus on the FAA’s ability to effectively communicate regulations and guidance to general aviation pilots and if there are better ways to distribute updates to guidance. Guidance includes publications such as handbooks, advisory circulars (AC), and information distributed by the FAA Safety Team (FAASTeam).**

Response Distribution (%)

B1. How familiar are you with current FAA guidance materials governing general aviation pilots (e.g., handbooks, advisory circulars, and regulatory notices)?

Overall

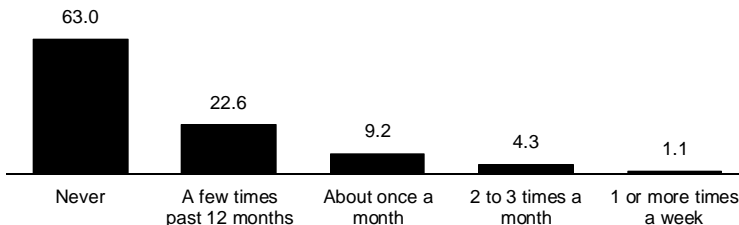
Overall    n        m        sd  
 Overall    538       3.09       0.78



B2. During the past 12 months, how often did you use the following sources for updates to general aviation guidance? *Mark all of your preferred sources for guidance.*

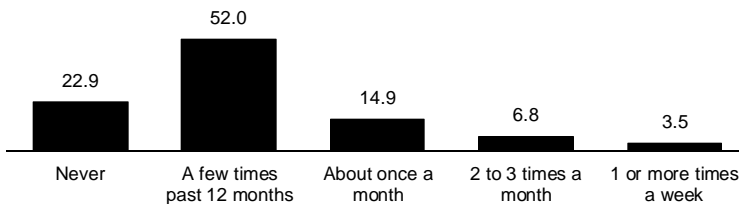
**FAA Safety Briefing magazine**

Overall    n  
 Overall    470  
 19 (Preferred source)



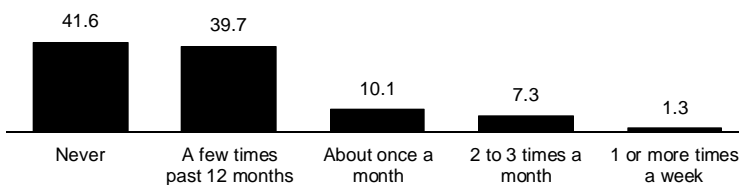
**faa.gov website**

Overall    n  
 Overall    485  
 39 (Preferred source)



**FAASafety.gov website**

Overall    n  
 Overall    466  
 33 (Preferred source)

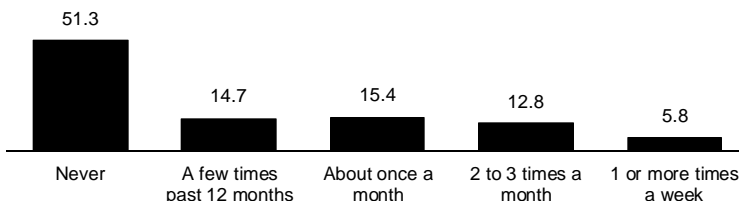


Response Distribution (%)

B2. During the past 12 months, how often did you use the following sources for updates to general aviation guidance? *Mark all of your preferred sources for guidance.* ■ Overall

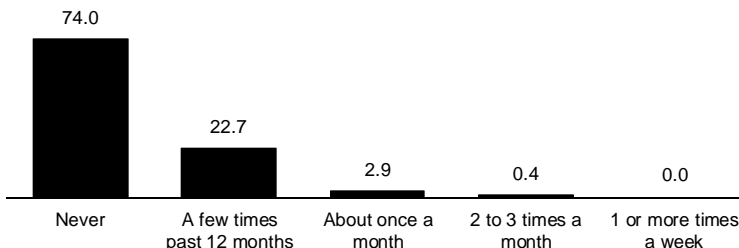
**FAAST Blast (email notification)**

Overall n  
462  
41 (Preferred source)



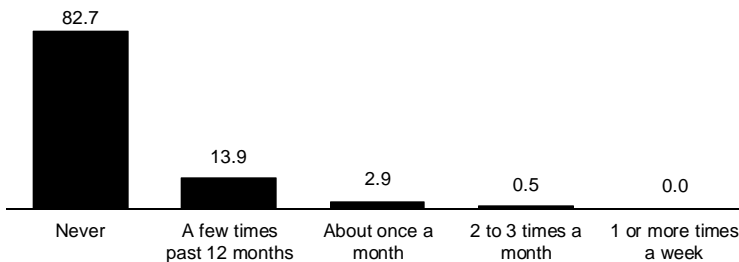
**FAASTeam live seminar**

Overall n  
453  
17 (Preferred source)



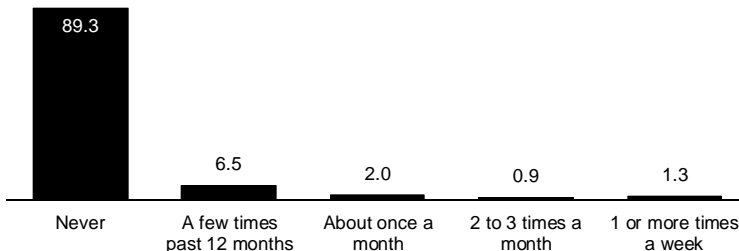
**FAASTeam webinar**

Overall n  
446  
5 (Preferred source)



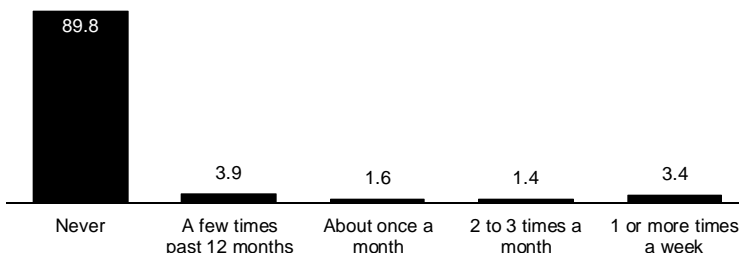
**FAA social media (Facebook, Twitter, Instagram)**

Overall n  
449  
3 (Preferred source)



**My employer's website**

Overall n  
441  
6 (Preferred source)



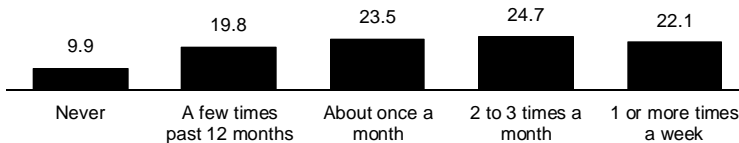
Response Distribution (%)

B2. During the past 12 months, how often did you use the following sources for updates to general aviation guidance? *Mark all of your preferred sources for guidance.*

Overall

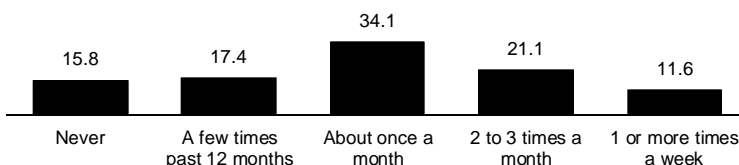
**Professional organization website (e.g., AOPA and EAA)**

Overall  $\frac{n}{506}$   
136 (Preferred source)



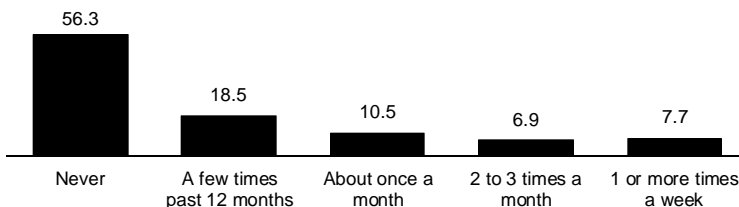
**Trade magazine/publication (e.g., *Flying*)**

Overall  $\frac{n}{507}$   
60 (Preferred source)



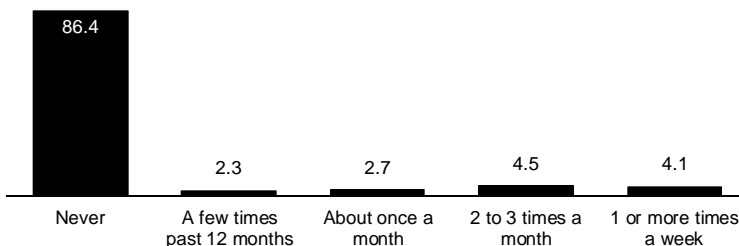
**Type club website (e.g., *Bonanza*)**

Overall  $\frac{n}{465}$   
29 (Preferred source)



**Other (write in below)**

Overall  $\frac{n}{221}$   
19 (Preferred source)



Results for *Item B2a* include only respondents who selected 'Other' on *Item B2* and indicated that they used the 'Other' source at least 'A few times during the past 12 months,' and provided a written response.

B2a. Other source(s) you used during the past 12 months for updates on guidance

Overall  $\frac{n}{30}$

Results for *Item B2b* include only respondents who marked 'Other' on *Item B2* as a preferred source for guidance and provided a written response.

B2b. Other preferred source(s) for updates on guidance

Overall  $\frac{n}{7}$

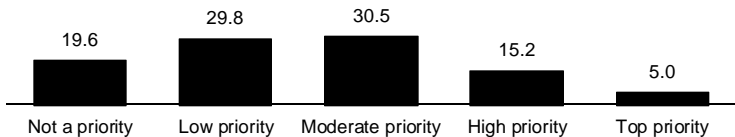
**Response Distribution (%)**

B3. The FAA is considering the following changes to their communication of general aviation guidance, rate the priority of each based on your experience as a pilot:

Overall

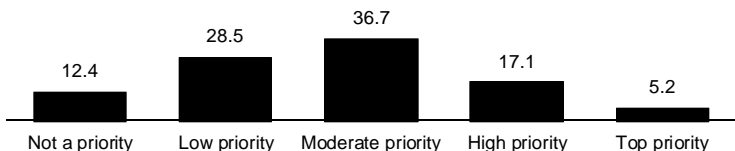
**More updates via print media**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	521	2.56	1.11



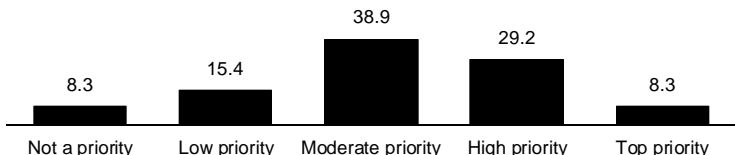
**More FAA-sponsored meetings**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	515	2.74	1.05



**More informational videos**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	520	3.14	1.04



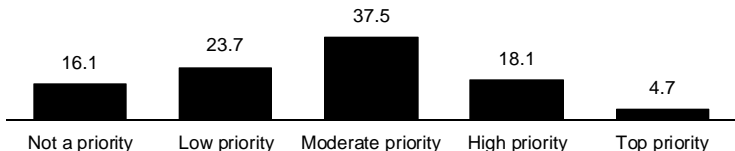
**Increase use of social media**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	510	2.24	1.16



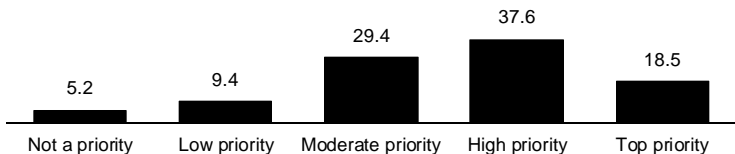
**Increase use of webinars**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	515	2.71	1.08



**Increase use of email notifications**

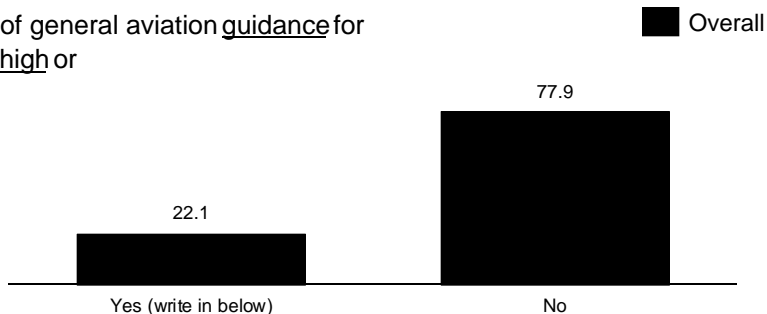
	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	535	3.55	1.06



**Response Distribution (%)**

B4. Are there improvements to the communication of general aviation guidance for pilots that you recommend the FAA pursue as high or top priorities?

Overall n  
511



Results for *Item B4a* include only respondents who indicated 'Yes' on *Item B4* and provided a written response.

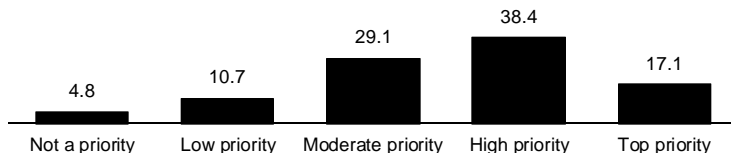
B4a. High or top priority improvements to the communication of general aviation guidance for pilots:

Overall n  
112

B5. The FAA is considering the following changes to general aviation guidance rate the priority of each based on your experience as a pilot

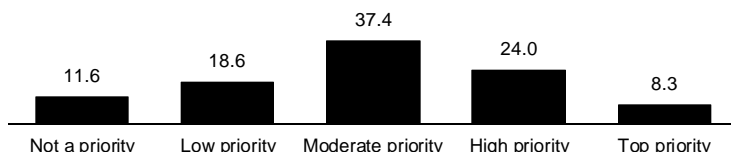
**More clearly written**

Overall n m sd  
526 3.52 1.04



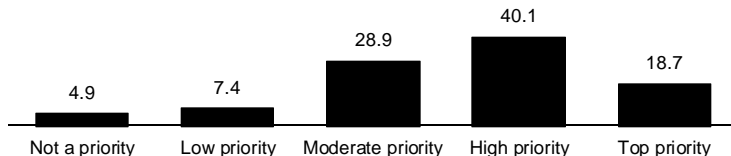
**Shorter**

Overall n m sd  
516 2.99 1.11



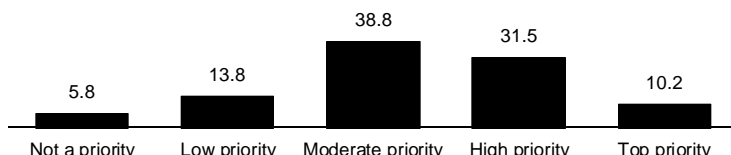
**Increase use of electronic delivery formats**

Overall n m sd  
529 3.60 1.03



**Improve standardization**

Overall n m sd  
521 3.26 1.01





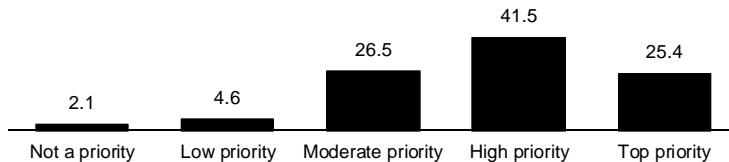
**Response Distribution (%)**

B5. The FAA is considering the following changes to general aviation guidance rate the priority of each based on your experience as a pilot

Overall

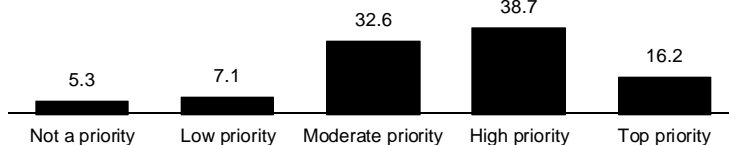
**More responsive to general aviation issues**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	528	3.84	0.93



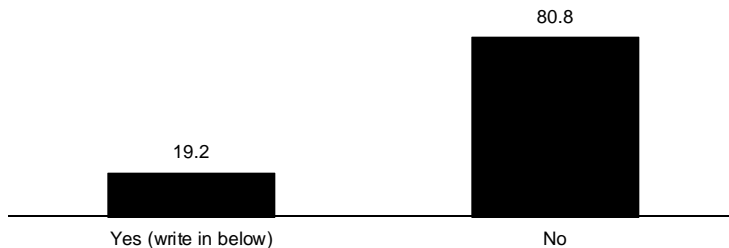
**Easier to use format**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	524	3.53	1.02



B6. Are there improvements to general aviation guidance for pilots that you recommend the FAA pursue as high or top priorities?

	<u>n</u>
Overall	489



Results for *Item B6a* include only respondents who indicated 'Yes' on *Item B6* and provided a written response.

B6a. High or top priority improvements to general aviation guidance for pilots:

	<u>n</u>
Overall	92

**Section C: The following items focus on the effectiveness of the FAA training you use for advancing your general aviation knowledge.**

C1. During the past 12 months, other than the certification training programs, what source(s) did you use to advance your general aviation knowledge? *[mark all that apply]*

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
Overall	<u>n</u> 536	
126	FAA Safety Briefing magazine	23.5
255	faa.gov website	47.6
177	FAASafety.gov	33.0
160	FAAST Blast (email notification)	29.9
82	FAASTeam live seminar	15.3
43	FAASTeam webinar	8.0
24	FAA social media (Facebook, Twitter, Instagram)	4.5
20	My employer's website	3.7
420	Professional organization website (e.g., AOPA and EAA)	78.4
358	Trade magazine/publication (e.g., <i>Flying</i> )	66.8
147	Type club website (e.g., Bonanza)	27.4
71	Other <i>(write in below)</i>	13.3
15	None	2.8

*\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses [mark all that apply].*

*\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.*

Results for *Item C1A* include only respondents who indicated 'Other' on *Item C1* and provided a written response.

C1a. Other source(s) used to advance your general aviation knowledge:

Overall      n  
                    70

C2. What training topic(s) would you be interested in taking as an online FAA course? [mark all that apply]

<u>n</u>			
Overall	536		
<u>Frequency Count*</u>			<u>% of Respondents**</u>
<u>Overall</u>			<u>Overall</u>
227	Advanced preflight		42.4
314	Loss of control		58.6
338	Loss of power		63.1
459	Weather awareness		85.6
210	Safety Management Systems (SMS)		39.2
297	Risk Management		55.4
57	Other (write in below)		10.6
30	Not interested in online training		5.6

\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses [mark all that apply].

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

Results for Item C2a include only respondents who indicated 'Other' on item C2 and provided a written response.

C2a. Other training topic(s) of interest for online FAA courses

n  
Overall 56

C3. What method(s) do you prefer for pilot-related training? [mark all that apply]

<u>n</u>			
Overall	531		
<u>Frequency Count*</u>			<u>% of Respondents**</u>
<u>Overall</u>			<u>Overall</u>
176	Webinar		33.2
398	Self-paced online course		75.0
72	Podcast		13.6
188	YouTube posting		35.4
208	Live seminar		39.2
206	App for mobile devices		38.8
205	Downloadable content for e-books		38.6
27	Other (write in below)		5.1

\*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses [mark all that apply].

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

Results for *Item C3a* include only respondents who indicated 'Other' on *Item C3* and provided a written response.

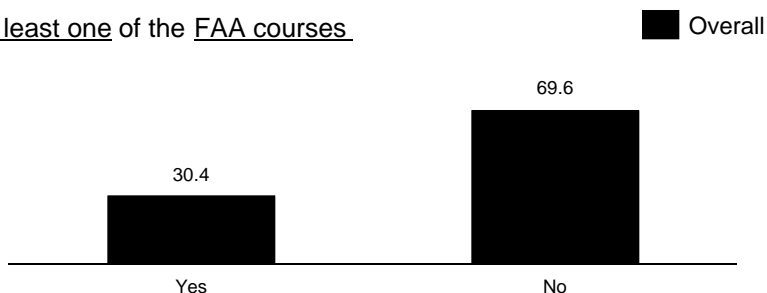
C3a. Other preferred method(s) for pilot-related training

Overall  $\bar{n}$  27

Response Distribution (%)

C4. In the past 12 months, have you completed at least one of the FAA courses at FAASafety.gov? (required)

Overall  $\bar{n}$  540

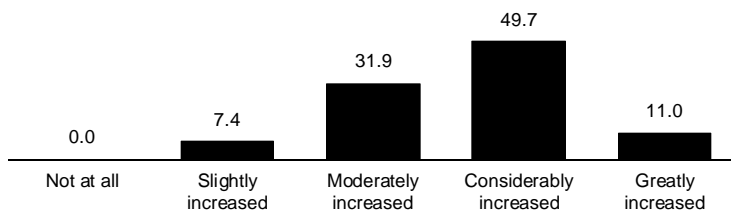


Results for *Item C5* include only respondents who indicated 'Yes' on *Item C4*.

C5. Overall did the FAASafety.gov course(s) increase your awareness, assessment, and/or management of safety risks associated with general aviation?

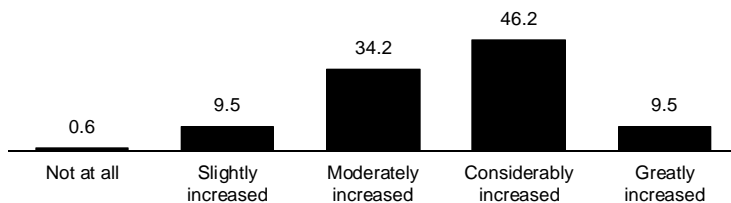
**Awareness**

Overall  $\bar{n}$  163  $\bar{m}$  3.64  $\bar{sd}$  0.78



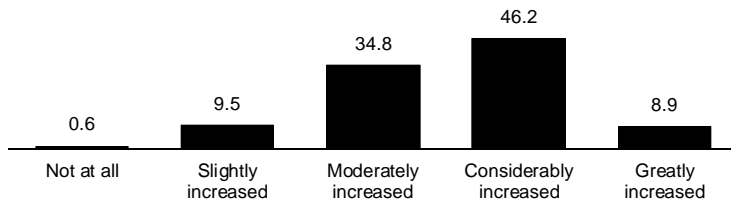
**Assessment**

Overall  $\bar{n}$  158  $\bar{m}$  3.54  $\bar{sd}$  0.82



**Management**

Overall  $\bar{n}$  158  $\bar{m}$  3.53  $\bar{sd}$  0.81



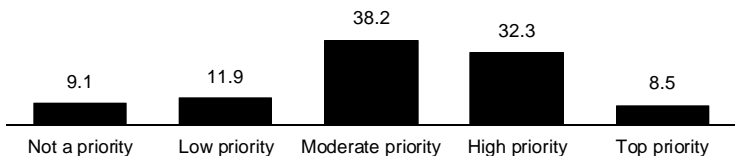
**Response Distribution (%)**

C6. The FAA Safety Team is considering the following changes to the online courses at FAASafety.gov, rate the priority of each based on your training needs and preferences:

Overall

**Larger selection of courses**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	471	3.19	1.05



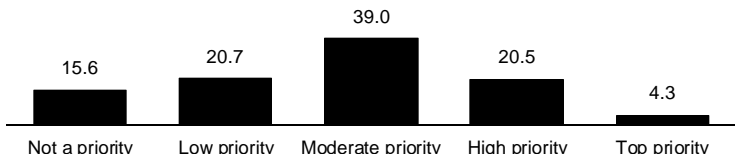
**Increase interactivity of courses**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	465	2.88	1.09



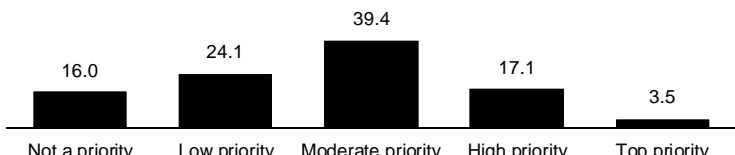
**Divide topics into shorter courses**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	469	2.77	1.07



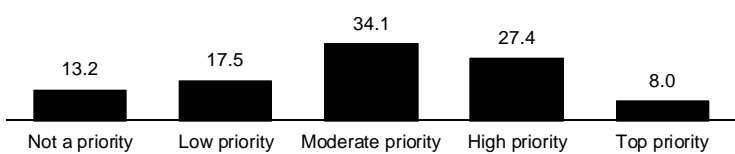
**Update the system used to develop courses**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	457	2.68	1.04



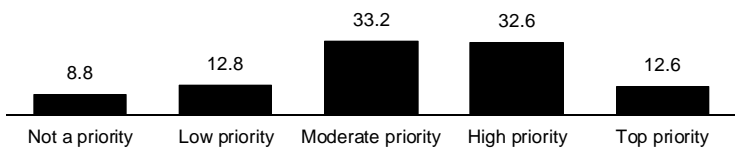
**Update the technology used to distribute courses**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	464	3.00	1.14



**Improve topic search to make courses easier to find**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	476	3.27	1.11



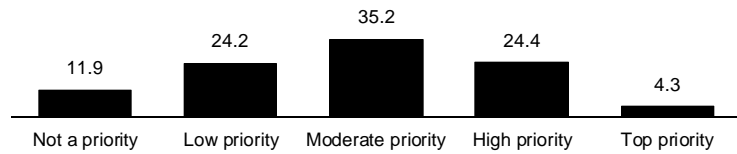
**Response Distribution (%)**

C6. The FAA Safety Team is considering the following changes to the online courses at FAASafety.gov, rate the priority of each based on your training needs and preferences:

Overall

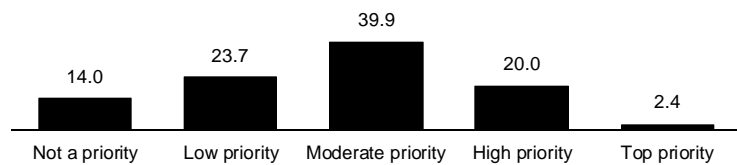
**Offer more links to other material on the topic**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	463	2.85	1.06



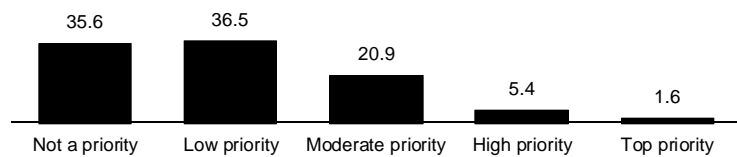
**Increase technical content**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	464	2.73	1.01



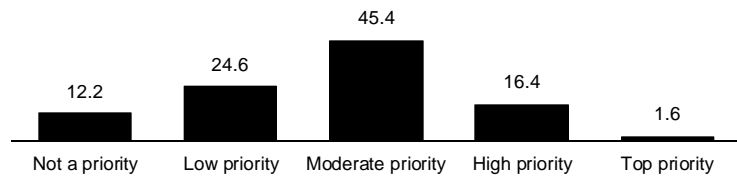
**Decrease technical content**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	449	2.01	0.96



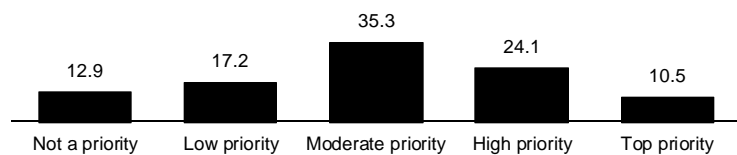
**Improve review questions**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	452	2.71	0.93



**Make course content easier to understand**

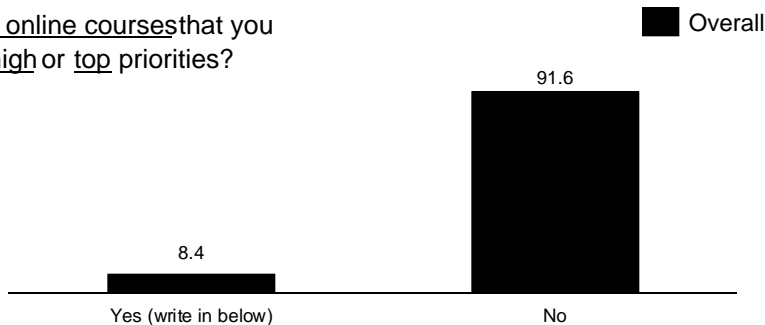
	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	465	3.02	1.16



**Response Distribution (%)**

C7. Are there improvements to the FAASafety.gov online courses that you recommend the FAA Safety Team pursue as high or top priorities?

Overall n  
475



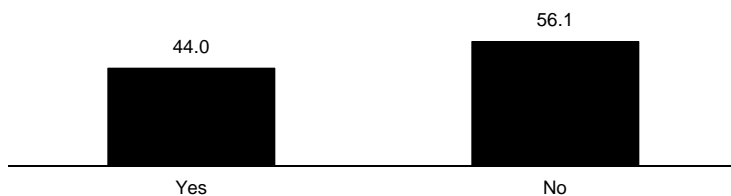
Results for *Item C7a* include only respondents who indicated 'Yes' on *Item C7* and provided a written response.

C7a. High or top priority improvements to the FAASafety.gov online courses

Overall n  
39

C8. In the past 12 months, have you received a FAAST Blast safety message from the FAA Safety Team? (required)

Overall n  
537

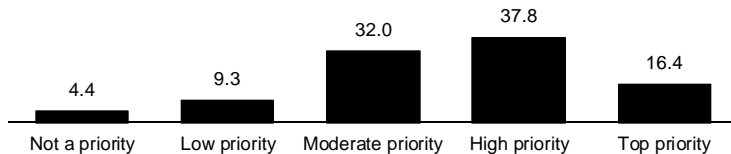


Results for *Item C9* and *Item C10* include only respondents who indicated 'Yes' on *Item C8*.

C9. The FAA Safety Team is considering the following changes to their FAAST Blast safety messages, rate the priority of each based on your informational needs and preferences:

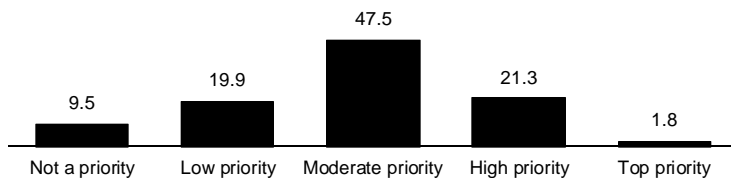
**Provide information just-in-time for identified emerging threats**

Overall n m sd  
225 3.52 1.02



**More variety in safety messages**

Overall n m sd  
221 2.86 0.92



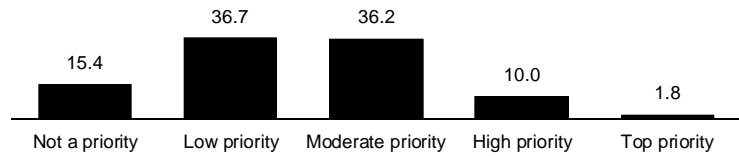
Results for *Item C9* and *Item C10* include only respondents who indicated 'Yes' on *Item C8*.

**Response Distribution (%)**

C9. The FAA Safety Team is considering the following changes to their FAAST Blast safety messages, rate the priority of each based on your informational needs and preferences: ■ Overall

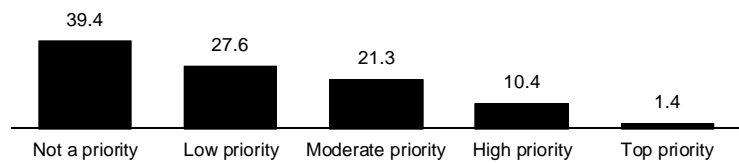
**More frequent messages**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	221	2.46	0.93



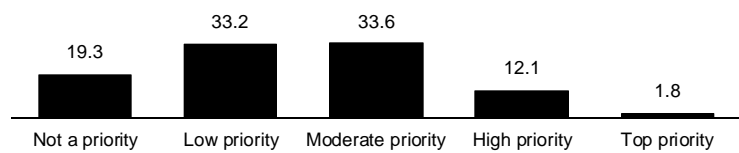
**Include changes and links in social media postings**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	221	2.07	1.07



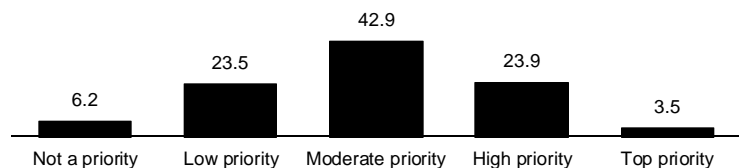
**Shorter messages**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	223	2.44	0.99



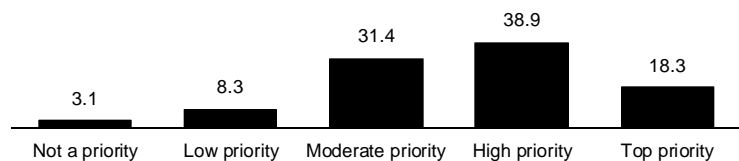
**More in-depth information**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	226	2.95	0.93



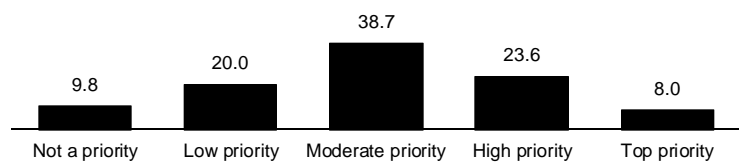
**More relevant to GA pilots**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	229	3.61	0.98



**Provide link to short video messages**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	225	3.00	1.07





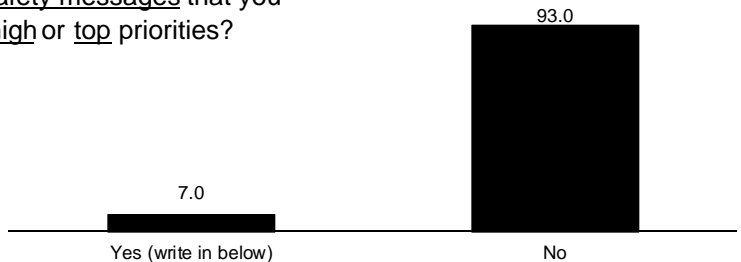
Results for *Item C9* and *Item C10* include only respondents who indicated 'Yes' on *Item C8*.

Response Distribution (%)

Overall

C10. Are there improvements to the FAAST Blast safety messages that you recommend the FAA Safety Team pursue as high or top priorities?

Overall n  
215



Results for *Item C10a* include only respondents who indicated 'Yes' on *Item C10* and provided a written response.

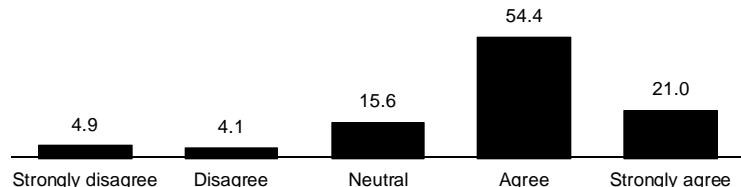
C10a. High or top priority improvements to the FAAST Blast safety messages:

Overall n  
15

**Section D: The following items focus on general aviation safety issues.**

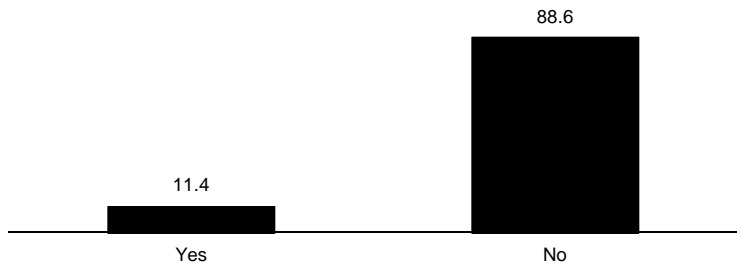
D1. The FAA standards established for the regulation of general aviation pilots contribute to the safety of the National Airspace System.

Overall n m sd  
533 3.83 0.97



D2. Are you aware of the recommendations of the 2014 FAA General Aviation Summit? (required)

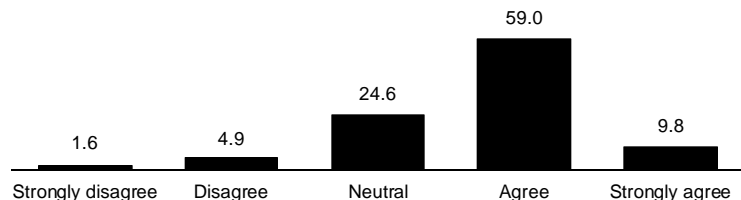
Overall n  
536



Results for *Item D3* include only respondents who indicated 'Yes' on *Item D2*.

D3. The FAA General Aviation Summit recommendations will contribute to the safety of the National Airspace System.

Overall n m sd  
61 3.70 0.78



D4. Which source(s) do you use for general aviation information? *[mark all that apply]*

		<u>Safety Information</u>		<u>Accident Information</u>		<u>Do not use</u>	
		<u>n*</u>	<u>%**</u>	<u>n*</u>	<u>%**</u>	<u>n*</u>	<u>%**</u>
<b>Overall</b>	<b><u>n</u></b>						
	530						
<b>Frequency Count*</b>							
372	AVweb	130	35.0	73	19.6	233	62.6
501	AOPA – Aircraft Owners and Pilots Association	454	90.6	327	65.3	41	8.2
417	General Aviation News	236	56.6	169	40.5	162	38.9
416	NTSB – National Transportation Safety Board	92	22.1	250	60.1	146	35.1
424	FAA – Federal Aviation Administration	285	67.2	178	42.0	99	23.4
382	Fixed Base Operator (FBO)/Fixed facility	162	42.4	57	14.9	213	55.8
196	Other <i>(write in below)</i>	67	34.2	43	21.9	127	64.8

\*Frequency Count (n\*) can sum to greater than the Number of Respondents (n) due to multiple responses *[mark all that apply]*.

\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (n) and multiplying by 100.

Results for *Item D4a* include only respondents who indicated 'Other' source(s) of Safety Information on *Item D4* and provided a written response.

D4a. Other source(s) used for Safety Information:

Overall n  
66

Results for *Item D4b* include only respondents who indicated 'Other' source(s) of Accident Information on *Item D4* and provided a written response.

D4b. Other source(s) used for Accident Information:

Overall n  
41

Results for *Item D5* include only respondents who indicated they currently use their pilot certificate for hire as a flight instructor under Part 61, 141, or 142 or as a pilot under Part 91 on *Item 3*.

D5. How long is your typical duty day?

		<u>Length of Duty Day (Hrs/Mins)</u>				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	<u>n</u>	0	0	0	0.00	0.00
	0					

Results for *Item D6* include only respondents who indicated they currently use their pilot certificate for hire for hire as a flight instructor under Part 61, 141, or 142 on *Item 3*.

D6. How much rest do you typically receive between consecutive days of providing flight instruction (including ground instruction)?

		Rest (Hrs/Mins)				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	<u>n</u> 0	0	0	0	0.00	0.00

Results for *Item D7* through *Item D13* include only respondents who indicated they currently work for hire as a pilot under Part 91 on *Item 3*.

Response Distribution (%)

D7. Are there rest areas at your Fixed-Based Operators (FBOs)? (required) Overall

		Response Distribution (%)		
		<u>n</u>		
Overall	0	0.0	0.0	0.0
		All have rest areas	Some have rest areas	None have rest areas

Results for *Item D8* include only respondents who indicated some or all of their FBOs have rest areas on *Item D7*.

D8. Do you typically use rest areas during ground time when they are available at your FBOs?

		Response Distribution (%)	
		<u>n</u>	
Overall	0	0.0	0.0
		Yes	No (explain below)

Results for *Item D8a* include only respondents who indicated 'No' on *Item D8* and provided a written response.

D8a. Reason(s) why you do not use rest areas at FBOs:

		<u>n</u>
Overall	0	0

D9. How much rest do you typically receive between consecutive days of flying?

		Rest (Hrs/Mins)				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	<u>n</u> 0	0	0	0	0.00	0.00

D10. During a given 30-day period, how many days do you typically conduct operations between the hours of 2:00am and 6:00am?

		Days				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	<u>n</u> 0	0	0	0	0.00	0.00

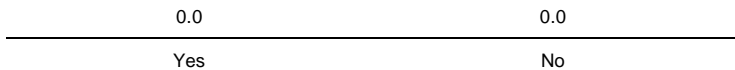
Results for *Item D7* through *Item D13* include only respondents who indicated they currently work for hire as a pilot under Part 91 on *Item 3*.

**Response Distribution (%)**

D11. Do you fly long-haul operations (as a general rule, long-haul flight times are in excess of 12 hours)? (required)

Overall

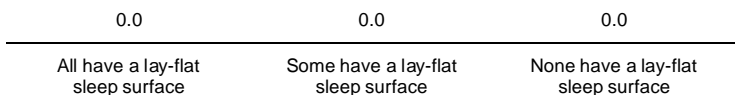
Overall  $\frac{n}{0}$



Results for *Item D12* through *Item D13* include only respondents who indicated 'Yes' on *Item D11*.

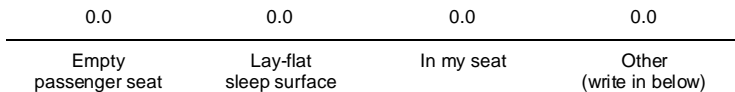
D12. Are your long-haul aircraft equipped with a lay-flat sleep surface rest facility?

Overall  $\frac{n}{0}$



D13. Where do you typically rest during long-haul operations?

Overall  $\frac{n}{0}$



Results for *Item D13a* include only respondents who indicated 'Other' on *Item D13* and provided a written response.

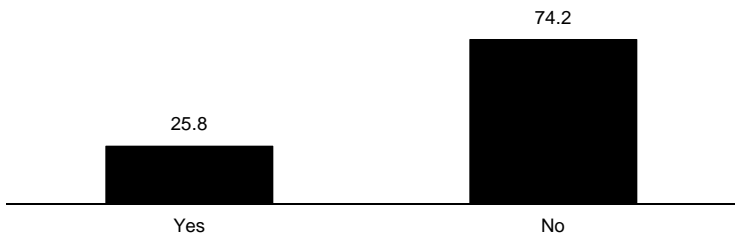
D13a. Other places you typically rest during long-haul operations:

Overall  $\frac{n}{0}$

**Section E: The following items focus on the effectiveness of the FAA complaint process.**

E1. Are you aware of the FAA process for submitting general aviation complaints? (required)

Overall  $\frac{n}{534}$

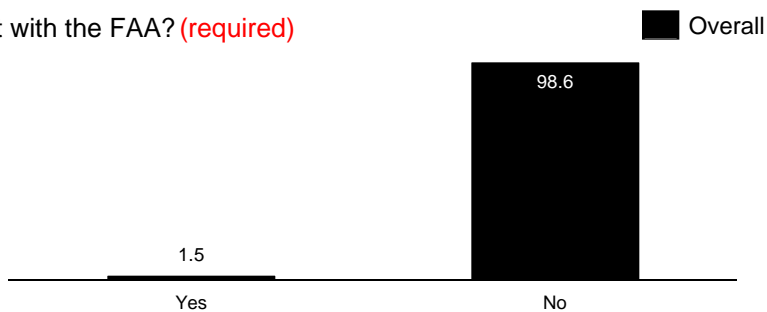


Results for *Item E2* through *Item E6* include only respondents who indicated 'Yes' on *Item E1*.

Response Distribution (%)

E2. In the past 12 months, did you file a complaint with the FAA? (required)

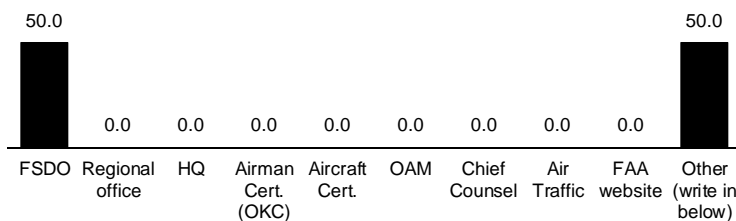
Overall  $\frac{n}{138}$



Results for *Item E3* through *Item E6* include only respondents who indicated 'Yes' on *Item E2*.

E3. With which FAA office did you file your most recent complaint?

Overall  $\frac{n}{2}$



Results for *Item E3a* include only respondents who indicated 'Other' on *Item E3* and provided a written response.

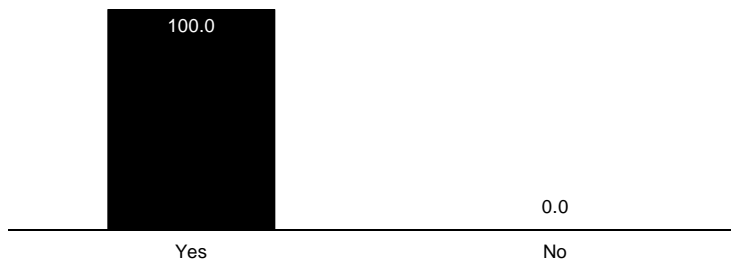
E3a. Other FAA office where you filed your most recent complaint:

Overall  $\frac{n}{1}$

E4. Regarding your most recent experience with the complaint process, did the FAA...?

**route you to the appropriate office**

Overall  $\frac{n}{1}$



**respond in a professional manner**

Overall  $\frac{n}{2}$



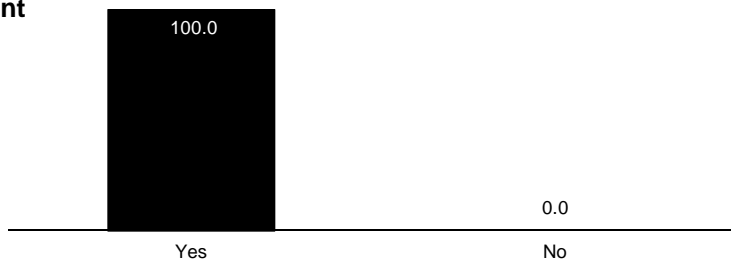
Results for *Item E3* through *Item E6* include only respondents who indicated 'Yes' on *Item E2*.

Response Distribution (%)

E4. Regarding your most recent experience with the complaint process, did the FAA...? ■ Overall

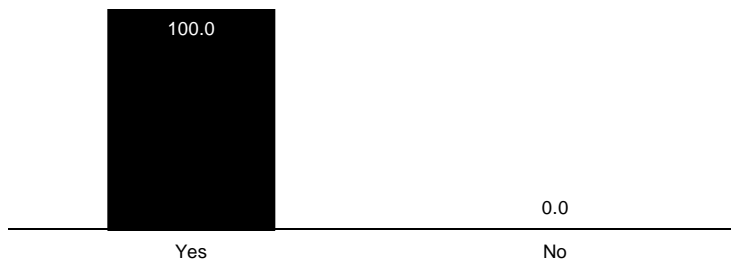
**provide useful assistance with the complaint process**

Overall n  
1



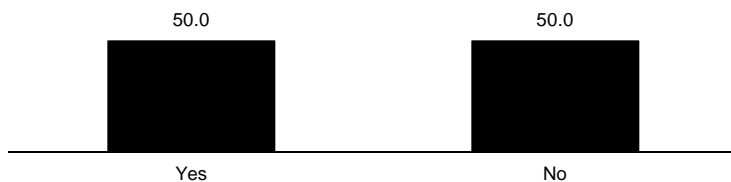
**respond in a timely manner**

Overall n  
1



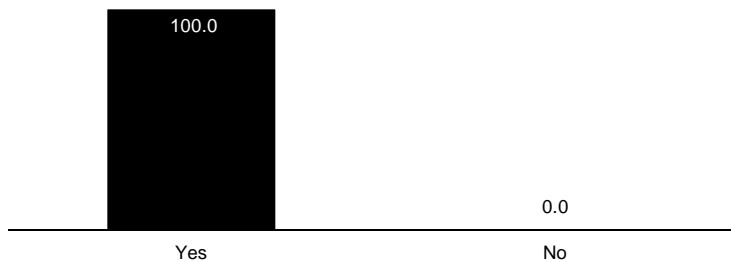
**clearly explain the complaint process**

Overall n  
2



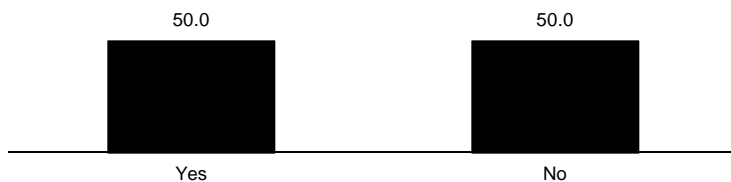
**treat you with courtesy and respect**

Overall n  
2



**clearly explain the resolution**

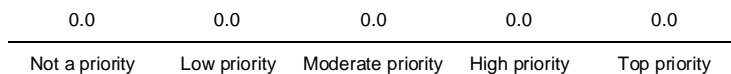
Overall n  
2



E5. Based on your most recent experience, rate the priority of the following ways the FAA could improve their response to complaints

**route you to the appropriate office**

Overall n m sd  
0 0.00 0.00



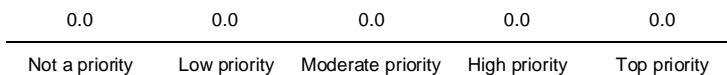
Results for *Item E3* through *Item E6* include only respondents who indicated 'Yes' on *Item E2*.

**Response Distribution (%)**

E5. Based on your most recent experience, rate the priority of the following ways the FAA could improve their response to complaints ■ Overall

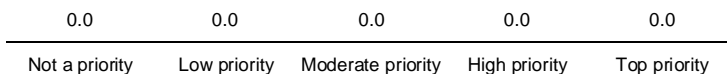
**respond in a professional manner**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	0	0.00	0.00



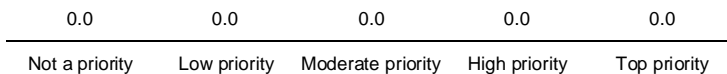
**provide useful assistance with the complaint process**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	0	0.00	0.00



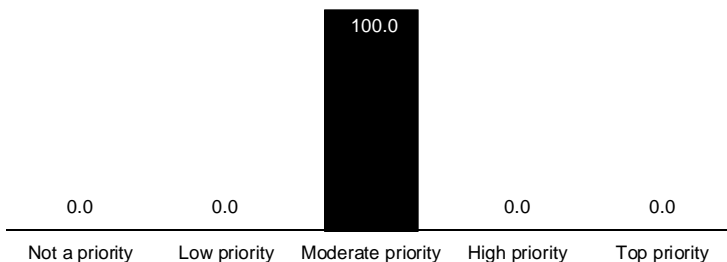
**respond in a timely manner**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	0	0.00	0.00



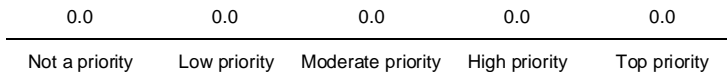
**clearly explain the complaint process**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1	3.00	0.00



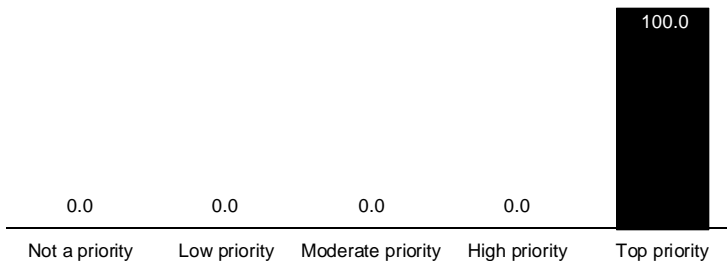
**treat you with courtesy and respect**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	0	0.00	0.00



**clearly explain the resolution**

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1	5.00	0.00

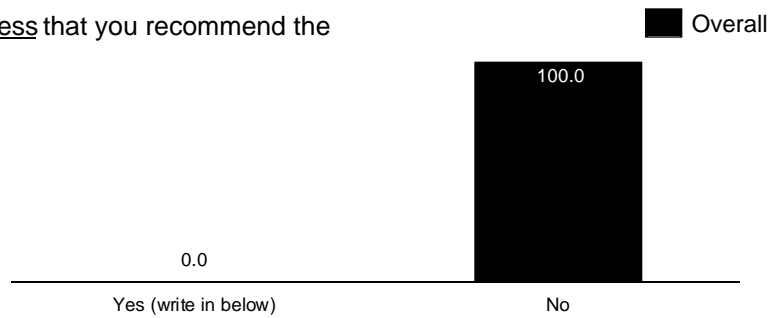


Results for *Item E3* through *Item E6* include only respondents who indicated 'Yes' on *Item E2*.

Response Distribution (%)

E6. Are there improvements to the complaint process that you recommend the FAA pursue as high or top priorities?

Overall  $\frac{n}{2}$



Results for *Item E6a* include only respondents who indicated 'Yes' on *Item E6* and provided a written response.

E6a. High and top priority improvements to the complaint process:

Overall  $\frac{n}{0}$

**Section F: Background Information.**

F1. Which aircraft category rating(s) do you currently hold? *[mark all that apply]*

Overall  $\frac{n}{531}$

**Frequency Count\***

**% of Respondents\*\***

Overall

Overall

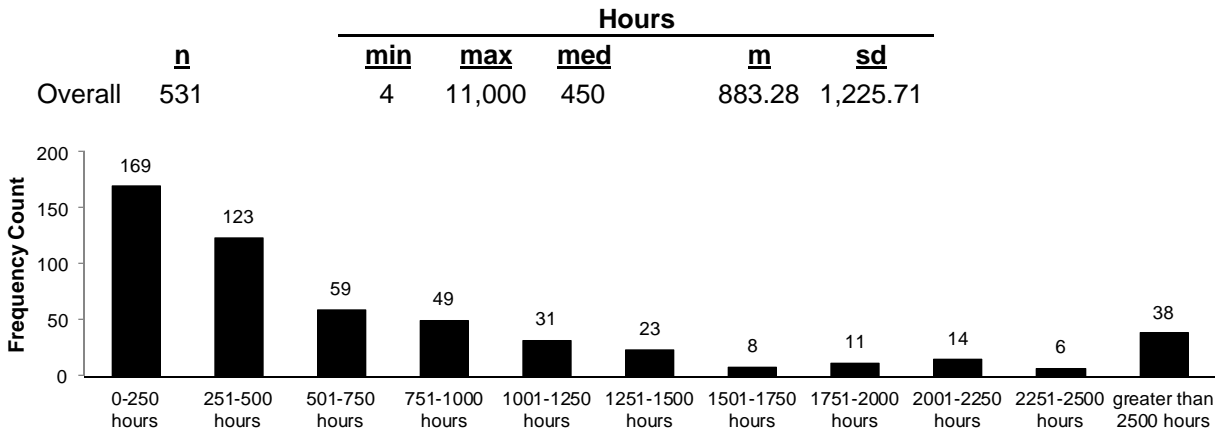
521	Airplane	98.1
10	Rotorcraft	1.9
23	Glider	4.3
2	Lighter-than-air	0.4
0	Powered-lift	0.0
4	Powered parachute	0.8
1	Weight-shift-control aircraft	0.2
0	None of the above	0.0

\*Frequency Count can sum to greater than the Number of Respondents (*n*) due to multiple responses *[mark all that apply]*.

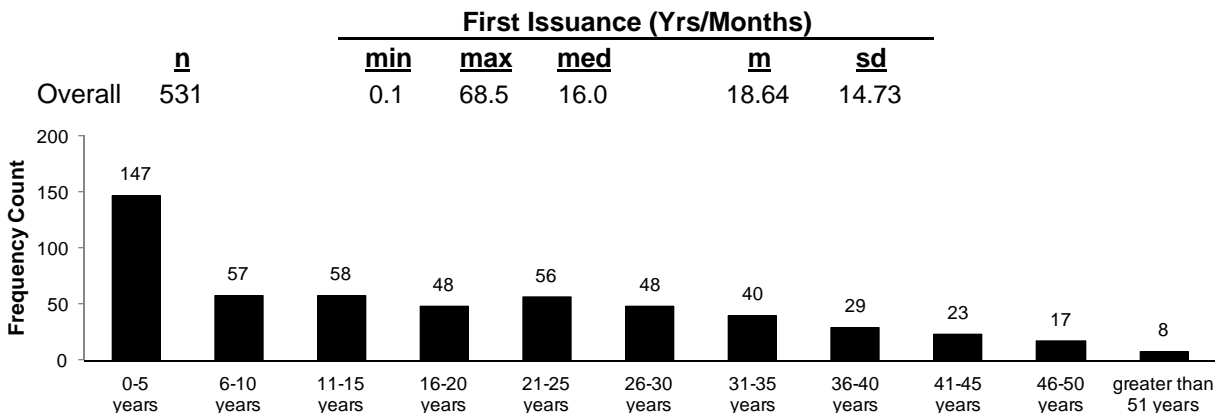
\*\*Percent (%) of Respondents is calculated by dividing the Frequency Count for each response option by the Number of Respondents to the item (*n*) and multiplying by 100.



F2. How many total flight hours have you logged?



F3. Approximately how long has it been since the first issuance of your pilot certificate, to include Sport, Recreational, Private, and/or Commercial?



F4. Which region do you typically operate in?

<u>Frequency Count*</u>		<u>% of Respondents**</u>
Overall	509	
8	Alaskan Region (Alaska)	1.6
40	Central Region (Illinois: only Madison, St. Clair, Monroe counties; Iowa; Kansas; Kentucky: not Boone, Kenton, and Campbell counties; Missouri; Tennessee; Nebraska)	7.9
74	Eastern Region (Delaware, Maryland, New Jersey, New York, North Carolina, Pennsylvania, Virginia, West Virginia, District of Columbia)	14.5
92	Great Lakes Region (Illinois: not Madison, St. Clair, Monroe counties; Indiana; Kentucky: only Boone, Kenton, and Campbell counties; Michigan; Minnesota; North Dakota; Ohio; South Dakota; Wisconsin)	18.1
21	New England Region (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)	4.1
53	Northwest Mountain Region (Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming)	10.4
63	Southern Region (Alabama, Florida, Georgia, Puerto Rico, South Carolina)	12.4
72	Southwest Region (Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Texas)	14.2
79	Western-Pacific Region (Arizona, California, Hawaii, Nevada)	15.5
7	Throughout the United States	1.4
0	Internationally	0.0
0	Not Sure	0.0

# **Appendix A: 2014 FAA Safety Awareness, Feedback, and Evaluation Survey (SAFE) of General Aviation Pilots**

## FAA Safety Awareness, Feedback, and Evaluation Survey: General Aviation Pilots

You will be evaluating the quality of FAA services provided to general aviation pilots based on your experiences with the following:

- Airman certification
- FAA regulations and guidance
- Online training and safety information
- Formal complaint process

**IMPORTANT:** Only use the "Next" and "Back" buttons on the survey page to navigate.

Click "Next" to begin.

**Paperwork Reduction Act Statement.** Note that a federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection of information is 2120-0759, which expires June 30, 2017.

**Your thoroughness and honesty in completing the survey are appreciated. Your feedback will help us improve services offered to all general aviation pilots. Participation is voluntary and anonymous. Your responses will be kept private to the extent provided by law.** (OMB Control No. 2120-0759, June 30, 2017)

**Instructions:** Read each item carefully then mark the response that best describes your experiences with general aviation services and support provided by the FAA during the past 12 months.

**Note:** Some items require a response in order to skip items not relevant to you.

1. Within the past 12 months, have you USED, renewed, or been issued any of the following: **(required)**

- Pilot certificate
- Flight instructor certificate
- Ground instructor certificate

- Yes
- No, I have not exercised the privileges of my certificate(s) within the past 12 months  
**(If you marked *No*, stop here and return the survey. Thank You!)**

2. Which certificate(s) do you currently hold? **[mark all that apply] (required)**

- Student
- Sport
- Recreational
- Private
- Commercial
- Airline Transport
- Flight Instructor
- Ground Instructor
- Other

**3. Do you use your pilot certificate for hire in any of the following? [mark all that apply] (required)**

- I do not use my certificate for hire
- Part 61 (in conjunction with a certified flight instructor certificate)
- Part 91 (corporate, banner towing, aerial photography, commercial air tours, parachute jumps, balloon site seeing, etc.)
- Part 121 (flag, domestic, supplemental operations)
- Part 125 (aircraft with 20 or more seats or cargo payload of 6,000 pounds or more when common carriage is not involved)
- Part 129 (foreign carrier or foreign operator of US-registered aircraft used in common carriage)
- Part 133 (rotorcraft external load operations)
- Part 135 (commuter/on-demand operations)
- Part 136 (commercial air tours and national parks air tour management)
- Part 137 (agricultural operations)
- Part 141 (in conjunction with providing instruction at an approved pilot school)
- Part 142 (in conjunction with providing instruction at an approved training center)
- Other (**write in below**)

Other use(s) of your pilot certificate for hire: \_\_\_\_\_

**Section A: The following items focus on the effectiveness of the FAA's airman certification process for recreational and private pilots.**

**ONLY** complete section A if you currently hold a recreational pilot or private pilot certificate.

All others skip to Section B on page 4.

**A1. In the past 12 months, did you receive your initial certification for the following? (required)**

	Yes	No
Recreational pilot .....	<input type="radio"/>	<input type="radio"/>
Private pilot.....	<input type="radio"/>	<input type="radio"/>

▶ If you answered 'No' to both certifications in A1 then skip to Section B on page #4.

▶ If you answered 'Yes' to receiving only one certification in A1 then skip to A3.

**A2. Which initial certification was more recent? (required)**

- Recreational pilot
- Private pilot

**Note:** Base responses to the remaining items in Section A on your most recent initial certification.

**A3. How did you meet the required pilot training for initial certification?**

- Individual instructor or part 61 training facility
- FAA approved pilot school (part 141)
- FAA approved training center (part 142)
- Military competence
- On the basis of a foreign license
- Other (**write in below**)

Other method(s) used to meet required pilot training for initial certification: \_\_\_\_\_

**A4. Overall did the required pilot training for initial certification increase your ability to manage safety risks associated with general aviation?**

- Not at all
- Slightly increased
- Moderately increased
- Considerably increased
- Greatly increased

**A5. Which source(s) did you use in preparation for initial certification testing?**

**A6. How useful was the source in preparing you for initial certification testing?**

<b>Yes, used it to prepare</b> <i>[mark all that apply]</i>	<b>Rate only the sources you used</b>				
	Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
<input type="checkbox"/> faa.gov website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> FAASafety.gov website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> FAA handbooks.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Training provider handbooks, using FAA handbooks as source document.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Knowledge test preparation provider books with questions and answers .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Practical test preparation provider books with questions and answers .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Certified Flight Instructor .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A7. Did the *computerized Airman Knowledge Test* measure your...?**

	Not at all	Partially	Fully
understanding of risk management.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
aviation knowledge.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A8. Did the *practical exam* measure your...?**

	Not at all	Partially	Fully
ability to manage risk .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
aviation knowledge.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
aviation skills .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A9. Who conducted your initial certification?**

- FAA Aviation Safety Inspector (ASI)
- Designated Pilot Examiner (DPE)
- School with examining authority (Part 141)
- Other (**write in below**)
- Do not know

Other examining authority who conducted your initial certification: \_\_\_\_\_

**A10. To what extent did the person conducting the exam exhibit the following?**

	Not at all	Slight extent	Moderate extent	Considerable extent	Great extent	Do not recall
Knowledge of the certification requirements ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credibility .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional conduct .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and respect .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fairness .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication skills.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pilot expertise .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A11. How many times did you take the *computerized Airman Knowledge Test* for initial certification?**

\_\_\_\_\_ **[enter a whole number]**

**A12. How many times did you take the *practical exam* for initial certification? **(required)****

\_\_\_\_\_ **[enter a whole number]**

► **If you answered '1' to A12, then skip to A14.**

**A13. Did the person conducting the exam fully explain why you failed the *practical exam*?**

- Yes
- No **(explain below)**

Briefly describe what was not fully explained by the person conducting the exam: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**A14. Are there improvements to the certification process that you recommend the FAA pursue as high or top priorities?**

- Yes **(write in below)**
- No

High or top priority improvements to the certification process: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Section B: The following items focus on the FAA's ability to effectively communicate regulations and guidance to general aviation pilots and if there are better ways to distribute updates to guidance. Guidance includes publications such as handbooks, advisory circulars (AC), and information distributed by the FAA Safety Team (FAASTeam).**

**B1. How familiar are you with current FAA guidance materials governing general aviation pilots (e.g., handbooks, advisory circulars, and regulatory notices)?**

- Not at all
- Slightly familiar
- Moderately familiar
- Very familiar
- Extremely familiar

**B2. During the past 12 months, how often did you use the following sources for updates to general aviation guidance? *Mark all of your preferred sources for guidance.***

	Frequency of use for updates					Preferred source <i>[mark all that apply]</i>
	Never	A few times during past 12 months	About once a month	2 to 3 times a month	1 or more times a week	
FAA Safety Briefing magazine .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
faa.gov website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
FAASafety.gov website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
FAAST Blast (email notification) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
FAASTeam live seminar .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
FAASTeam webinar .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
FAA social media (Facebook, Twitter, Instagram) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
My employer's website .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Professional organization website (e.g., AOPA and EAA) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Trade magazine/publication (e.g., <i>Flying</i> ) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Type club website (e.g., Bonanza) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Other ( <i>write in below</i> ) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Other source(s) you used during the past 12 months for updates on guidance: \_\_\_\_\_

Other preferred source(s) for updates on guidance: \_\_\_\_\_

**B3. The FAA is considering the following changes to their communication of general aviation guidance, rate the priority of each based on your experience as a pilot:**

	Not a priority	Low priority	Moderate priority	High priority	Top priority
More updates via print media.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More FAA-sponsored meetings .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More informational videos .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase use of social media.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase use of webinars .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase use of email notifications.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B4. Are there improvements to the communication of general aviation guidance for pilots that you recommend the FAA pursue as high or top priorities?**

- Yes (**write in below**)
- No

High or top priority improvements to the communication of general aviation guidance for pilots: \_\_\_\_\_

**B5. The FAA is considering the following changes to general aviation guidance, rate the priority of each based on your experience as a pilot:**

	Not a priority	Low priority	Moderate priority	High priority	Top priority
More clearly written .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shorter.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase use of electronic delivery formats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve standardization.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More responsive to general aviation issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easier to use format .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B6. Are there improvements to general aviation guidance for pilots that you recommend the FAA pursue as high or top priorities?**

- Yes (**write in below**)
- No

High or top priority improvements to general aviation guidance for pilots: \_\_\_\_\_

**Section C: The following items focus on the effectiveness of the FAA training you use for advancing your general aviation knowledge.**



**C1. During the past 12 months, other than the certification training programs, what source(s) did you use to advance your general aviation knowledge? *[mark all that apply]***

- FAA Safety Briefing magazine
- faa.gov website
- FAASafety.gov
- FAAST Blast (email notification)
- FAASTeam live seminar
- FAASTeam webinar
- FAA social media (Facebook, Twitter, Instagram)
- My employer's website
- Professional organization website (e.g., AOPA and EAA)
- Trade magazine/publication (e.g., *Flying*)
- Type club website (e.g., Bonanza)
- Other *(write in below)*
- None

Other source(s) used to advance your general aviation knowledge: \_\_\_\_\_

**C2. What training topic(s) would you be interested in taking as an online FAA course? *[mark all that apply]***

- Advanced preflight
- Loss of control
- Loss of power
- Weather awareness
- Safety Management Systems (SMS)
- Risk Management
- Other *(write in below)*
- Not interested in online training

Other training topic(s) of interest for online FAA courses: \_\_\_\_\_

**C3. What method(s) do you prefer for pilot-related training? *[mark all that apply]***

- Webinar
- Self-paced online course
- Podcast
- YouTube posting
- Live seminar
- App for mobile devices
- Downloadable content for e-books
- Other *(write in below)*

Other preferred method(s) for pilot-related training: \_\_\_\_\_

**C4. In the past 12 months, have you completed at least one of the FAA courses at FAASafety.gov? *(required)***

- Yes
- No

► If you answered 'No' to C4, then skip to C6 on the next page.

**C5. Overall did the FAASafety.gov course(s) increase your awareness, assessment, and/or management of safety risks associated with general aviation?**

	Not at all	Slightly increased	Moderately increased	Considerably increased	Greatly increased
Awareness.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C6. The FAA Safety Team is considering the following changes to the online courses at FAASafety.gov, rate the priority of each based on your training needs and preferences:**

	Not a priority	Low priority	Moderate priority	High priority	Top priority
Larger selection of courses .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase interactivity of courses.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Divide topics into shorter courses .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update the system used to develop courses.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update the technology used to distribute courses .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve topic search to make courses easier to find.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more links to other material on the topic.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase technical content .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decrease technical content.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve review questions .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make course content easier to understand .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C7. Are there improvements to the FAASafety.gov online courses that you recommend the FAA Safety Team pursue as high or top priorities?**

- Yes (**write in below**)
- No

High or top priority improvements to the FAASafety.gov online courses: \_\_\_\_\_

**C8. In the past 12 months, have you received a FAAST Blast safety message from the FAA Safety Team? **(required)****

- Yes
- No

▶ If you answered 'No' to C8, then skip to Section D on the next page.

**C9. The FAA Safety Team is considering the following changes to their FAAST Blast safety messages, rate the priority of each based on your informational needs and preferences:**

	Not a priority	Low priority	Moderate priority	High priority	Top priority
Provide information just-in-time for identified emerging threats.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More variety in safety messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More frequent messages .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Include changes and links in social media postings .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shorter messages .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More in-depth information .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More relevant to GA pilots.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide link to short video messages .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C10. Are there improvements to the FAAST Blast safety messages that you recommend the FAA Safety Team pursue as high or top priorities?**

- Yes (*write in below*)
- No

High or top priority improvements to the FAAST Blast safety messages: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Section D: The following items focus on general aviation safety issues.**

**Do you agree or disagree?**

**D1. The FAA standards established for the regulation of general aviation pilots contribute to the safety of the National Airspace System.**

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

**D2. Are you aware of the recommendations of the 2014 FAA General Aviation Summit? (required)**

- Yes
- No

► If you answered 'No' to D2, then skip to D4 on the next page.

**Do you agree or disagree?**

**D3. The FAA General Aviation Summit recommendations will contribute to the safety of the National Airspace System.**

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

**D4. Which source(s) do you use for general aviation information? *[mark all that apply]***

	Safety information	Accident information	Do not use
AVweb .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AOPA – Aircraft Owners and Pilots Association .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Aviation News.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NTSB – National Transportation Safety Board .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FAA – Federal Aviation Administration .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fixed Base Operator (FBO)/Fixed facility .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <b>write in below</b> ).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other source(s) used for safety information: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Other source(s) used for accident information: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**ONLY answer D5 if you currently work for hire as (a) a flight instructor under Part 61, 141, or 142, or (b) a pilot under Part 91.**

**All others skip to Section E on page 12.**

**D5. How long is your typical duty day?**

**[enter whole numbers, not decimals or fractions]**

hours	minutes

**ONLY answer D6** if you currently work for hire as a flight instructor under Part 61, 141, or 142.

If you currently work for hire as a pilot under Part 91, **skip** to D7 on the next page.

**D6. How much rest do you typically receive between consecutive days of providing flight instruction (including ground instruction)?**

[enter whole numbers, not decimals or fractions]

hours	minutes

**ONLY answer D7 through D13** if you currently work for hire as a pilot under Part 91.

If you currently work for hire as a flight instructor under Part 61, 141, or 142 **skip** to Section E on page 12.

**D7. Are there rest areas at your Fixed-Based Operators (FBOs)? (required)**

- All have rest areas
- Some have rest areas
- None have rest areas

▶ If you answered 'None have rest areas' to D7, then skip to D9.

**D8. Do you typically use rest areas during ground time, when they are available at your FBOs?**

- Yes
- No (explain below)

Reason(s) why you do not use rest areas at FBOs: \_\_\_\_\_

**D9. How much rest do you typically receive between consecutive days of flying?**

[enter whole numbers, not decimals or fractions]

hours	minutes

**D10. During a given 30-day period, how many days do you typically conduct operations between the hours of 2:00am and 6:00am?**

[enter a whole number] \_\_\_\_\_  
days

**D11. Do you fly long-haul operations (as a general rule, long-haul flight times are in excess of 12 hours)?**

**(required)**

- Yes
- No

▶ If you answered 'No' to D11, then skip to Section E on the next page.

**D12. Are your long-haul aircraft equipped with a lay-flat sleep surface rest facility?**

- All have a lay-flat sleep surface
- Some have a lay-flat sleep surface
- None have a lay-flat sleep surface

**D13. Where do you typically rest during long-haul operations?**

- In an empty passenger seat
- On a lay-flat sleep surface
- In my seat
- Other (**write in below**)

Other places you typically rest during long-haul operations: \_\_\_\_\_

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**Section E: The following items focus on the effectiveness of the FAA complaint process.**

**E1. Are you aware of the FAA process for submitting general aviation complaints? (required)**

- Yes
- No

▶ If you answered 'No' to E1, then skip to Section F on the next page.

**E2. In the past 12 months, did you file a complaint with the FAA? (required)**

- Yes
- No

▶ If you answered 'No' to E2, then skip to Section F on the next page.

**E3. With which FAA office did you file your most recent complaint?**

- Flight Standards District Office (FSDO)
- Flight Standards Regional Office
- Flight Standards Headquarters
- Airmen Certification in Oklahoma City
- Aircraft Certification
- Office of Aerospace Medicine
- Office of the Chief Counsel
- Air Traffic
- FAA website
- Other (**write in below**)

Other FAA office where you filed your most recent complaint: \_\_\_\_\_

---

**E4. Regarding your most recent experience with the complaint process, did the FAA...?**

	Yes	No	Not applicable
route you to the appropriate office .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respond in a professional manner.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide useful assistance with the complaint process .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respond in a timely manner.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly explain the complaint process .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
treat you with courtesy and respect .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly explain the resolution.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**E5. Based on your most recent experience, rate the priority of the following ways the FAA could improve their response to complaints.**

	Not a priority	Low priority	Moderate priority	High priority	Top priority
route you to the appropriate office .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respond in a professional manner.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide useful assistance with the complaint process .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respond in a timely manner.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly explain the complaint process .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
treat you with courtesy and respect .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly explain the resolution.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**E6. Are there improvements to the complaint process that you recommend the FAA pursue as high or top priorities?**

- Yes (**write in below**)
- No

High and top priority improvements to the complaint process: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Section F: Background Information

F1. Which aircraft category rating(s) do you currently hold? *[mark all that apply]*

- Airplane
- Rotorcraft
- Glider
- Lighter-than-air
- Powered-lift
- Powered parachute
- Weight-shift-control aircraft
- None of the above

F2. How many total flight hours have you logged?

\_\_\_\_\_ hours

*[enter a whole number]*

F3. Approximately how long has it been since the first issuance of your pilot certificate, to include Sport, Recreational, Private, and/or Commercial?

\_\_\_\_\_ years      \_\_\_\_\_ months

*[enter whole numbers, not decimals or fractions]*

F4. Which region do you typically operate in?

- Alaskan Region (*Alaska*)
- Central Region (*Illinois: only Madison, St. Clair, Monroe counties; Iowa; Kansas; Kentucky: not Boone, Kenton, and Campbell counties; Missouri; Tennessee; Nebraska*)
- Eastern Region (*Delaware, Maryland, New Jersey, New York, North Carolina, Pennsylvania, Virginia, West Virginia, District of Columbia*)
- Great Lakes Region (*Illinois: not Madison, St. Clair, Monroe counties; Indiana; Kentucky: only Boone, Kenton, and Campbell counties; Michigan; Minnesota; North Dakota; Ohio; South Dakota; Wisconsin*)
- New England Region (*Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont*)
- Northwest Mountain Region (*Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming*)
- Southern Region (*Alabama, Florida, Georgia, Puerto Rico, South Carolina*)
- Southwest Region (*Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Texas*)
- Western-Pacific Region (*Arizona, California, Hawaii, Nevada*)
- Throughout the United States
- Internationally
- Not sure